

Tenants Full Name(s): \_\_\_\_\_  
 \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Tel No: \_\_\_\_\_



Rent Accounts  
 Marischal College,  
 Business Hub 11,  
 Broad Street, Aberdeen AB10 1AB  
 Telephone: 01224 070090  
 Email: RentAccounts@  
 aberdeencity.gov.uk

PAYMENT REF No. 

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**DIRECT DEBIT - AN EASIER WAY TO PAY YOUR RENT AND INSURANCE**

The City Council is improving services to tenants by offering a better and easier way to pay rent. Millions of people in Britain now pay many types of bill by Direct Debit. If you have a Bank or Building Society Current Account we invite you to pay your rent by Direct Debit. This method of payment helps us and also helps you by keeping rent levels as low as possible.

**JUST LOOK AT THE ADVANTAGES**

**We do all the work for you.**

The Council and your Bank or Building Society take care of all the details.

**No action needed if your rent changes.**

If the amount of rent you pay increases or decreases, the bank will automatically adjust your Direct Debit to the new amount following instruction by the council.

**No more cheques to write.**

No letter to post. No need to carry cash or join a queue to pay.

**You can cancel at any time.**

And there's even a guaranteed refund if ever a Direct Debit is wrongly presented. It is also the method that your Bank or Building Society and the Council recommend to you.

**Flexible payment dates.**

You choose the most suitable date for the Direct Debit to come off your account. Any dates from 1st to 28th for monthly payments and any day for weekly payments. You can also choose to make fortnightly or 4 - weekly payments.

**Confirmation of Direct Debit.**

Once the Direct Debit instruction is in place we will confirm the date and value of the first and subsequent payments.

**IT'S SIMPLE TO START PAYING BY DIRECT DEBIT**

If you would like to pay by Direct Debit, please complete the overleaf instruction and return it as soon as possible.



Please complete parts 1 to 5 to instruct your bank or building society to make payments directly from your account.

Then please return the form to:  
Rent Accounts, Business Hub 11, Marischal College, Broad Street, Aberdeen AB10 1AB

<b>1. BANK ADDRESS</b>	
To: _____	
Bank: _____	
Address: _____	
_____ Postcode: _____	

<b>2. BANK ACCOUNT DETAILS</b>
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Please enter your bank account number and sort code in the boxes below.

Account Number

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Banks may refuse to accept instructions to pay Direct Debits from some types of accounts.

Sort Code

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Originator's Identification No.

<b>9</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>
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<b>3. PAYMENT REFERENCE NUMBER</b>
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Please quote the Payment Reference Number (which can be found on your Rent Payment Card).

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<b>4. ACCOUNT NAME</b>
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Name of Account Holder(s) \_\_\_\_\_

<b>5. PREFERRED DATE FOR DIRECT DEBIT</b>
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Monthly on the \_\_\_\_\_ of each month (1-28)  
or  
Weekly on the \_\_\_\_\_ of each week (Mon - Fri)  
or  
Fortnightly starting from \_\_\_\_\_  
or  
4 - Weekly starting from \_\_\_\_\_

<b>6. FOR OFFICIAL USE ONLY</b>
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### Instruction to your Bank or Building Society

Please pay Aberdeen City Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Aberdeen City Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

THIS GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER

## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Aberdeen City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Aberdeen City Council to collect a payment, confirmation of the amount and date will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit by Aberdeen City Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to you must pay it back when Aberdeen City Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

