

Paying Rent by Direct Debit

Direct Debit Instruction Form

Please fill in your details below, and send to:
Direct Debit for Rent
Regeneration and Housing Finance
London Borough of Lambeth
Hambrook House
London
SW2 5RW



1. Circle your preferred day of the month to pay:

6th 16th 26th

2. Name of tenant/s _____

Note: If you are a 3rd Party paying on behalf of a tenant please attach a signed letter authorising payment

3. Contact Address _____

_____ Post Code _____

4. Telephone _____ Email _____



Instruction to your bank or building society to pay by direct debit

Your Rent Payment Reference

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Originators Identification Number

6	9	1	3	6	8
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Name and full postal address of your Bank or Building Society Branch

To: The Manager, _____ Bank/Building Society

Bank Address _____

_____ Postcode _____

Name(s) of Account Holder(s)

Branch Sort Code (top right of cheque)

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Bank/Building Society account number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

* Banks/Building Societies may not accept Direct Debit for some types of account

Instruction to your Bank/Building Society

Please pay London Borough of Lambeth direct debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with the London Borough of Lambeth and if so details will be passed electronically to my Bank/Building Society

Signature(s)

Date

WHAT HAPPENS NEXT?

Step 1:

When we receive your form we will carry out some checks on the details you have given us. If a 3rd Party is paying on your behalf please attach a signed letter from them authorising the payments to be made on your behalf. If the letter is not attached your request will be delayed whilst we will write to them and ask them for confirmation.

Step 2:

We will pass your details to the bank/building society to set up the Direct Debit Instruction.

Step 3:

We will send you a Confirmation letter, which will let you know the dates the money will be taken from your account, and the amount.

IMPORTANT: You MUST continue to pay your rent as normal until we send you the Confirmation letter.

PLEASE READ – WHAT YOU NEED TO KNOW ABOUT YOUR DIRECT DEBIT PAYMENTS

- The Direct Debit payments do NOT include any outstanding balance you have already agreed to pay to us. Please ensure you continue to pay any outstanding balance by the agreed payment method.
- When we take the payments from your bank account we will use your Payment Reference Number, which is shown at the top of this letter. These direct debit payments to London Borough of Lambeth will be clearly shown on your bank statements.
- If you have any questions about the amount that has been taken please contact us immediately. If an error is made in the amount taken you will receive a full and immediate refund. I have sent you a copy of the Direct Debit Guarantee, which is at the end of this letter.
- Please note that we will be taking monthly payments. Your rent statements may show a small debit or credit because the rent balance is calculated weekly. These credits and debits will cancel each other out during the year, and the total amount of rent paid will not change. Please contact us if the balance is large or you have any concerns.
- If arrears build up on your account we will adjust your monthly payments to reduce these arrears. You will receive 14 days' notification of any changes. If there are arrears on your account you should contact your Income Officer via the Lambeth Service Centre on telephone number 020 7926 6000 as soon as possible to discuss suitable repayment arrangements.

HOW YOUR DIRECT DEBIT RENT PAYMENTS ARE CALCULATED

- When we set up your payments we divide the total annual rent by 12 to calculate a monthly payment amount. As there are more than 4 weeks in some months it will be more than four times your weekly rent.
- We also take into account any rent that is outstanding at the time we take your first Direct Debit payment. Because you stop paying your rent at least two weeks before we take the first Direct Debit payment we will add the outstanding amount to your payments until the balance is cleared. The maximum we take to clear this balance is £50 a month.
- If you have a large arrears on your account your Income Officer will agree with you how much extra will be added to your rent, before we set up your Direct Debit.

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PLEASE KEEP THIS PAGE FOR FUTURE REFERENCE

If you need any help to complete the form or have any questions you can do the following:

- See a customer service agent at the Customer Centre at Olive Morris House, 18 Brixton Hill
- See a customer service agent at your Area Housing Office (excl. Brixton and Streatham)
- Call the Lambeth Service Centre on 020 7926 8894
- Call the Direct Debit for Rent team 020 7926 0441

Lambeth Service Centre will also provide assistance with translation services, audio tape, Braille or large print.

DIRECT DEBIT GUARANTEE



This Guarantee is given by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.

If the amounts to be paid or the payment dates change London Borough of Lambeth will notify you 14 working days in advance of your account being debited, or as otherwise agreed.

If an error is made by London Borough of Lambeth or your Bank or Building Society you are guaranteed a full and immediate refund from your branch of the amount paid.

You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us at the address on this letter.
