



improving housing through partnership

Name and full postal address of your Bank or Building Society

To: The Manager	Bank / Building Society
Address	
Postcode	

Branch Sort Code

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Banks and Building Societies may not accept Direct Debit Instructions from some types of account

Bank / Building Society account number

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Name(s) of Account Holder(s)

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The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- If the amounts to be paid or payment dates change Homes for Islington will notify you at least 5 working days in advance of your account being debited or as otherwise agreed.



Instruction to your Bank or Building Society to pay by Direct Debit

Please send form to: Freepost RLUX-CEKU-ZRBC Homes for Islington Accountancy Revenue 5 Highbury Crescent LONDON N5 1RN

Originator's Identification Number

9 7 2 2 7 1

Reference Number (Rent Account Number)

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Name

Address

Postcode

Please debit my account on the, (tick one box)

2nd 9th 16th 28th of each month

Instruction to your Bank or Building Society

Please pay the London Borough of Islington 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 Homes for Islington and, if so, details will be passed electronically to my Bank / Building Society.

Signature

Date

I would like to receive £20 reward I would like to donate my reward to the Climate Change Fund

- If the error is made by Homes for Islington 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 send a copy of your letter to us.



Fill out this application if you want to pay your rent by direct debit.

If you need a translation or more information in your own language, please contact your area housing office.

আপনি যদি ডাইরেক্ট ডেবিটের মাধ্যমে আপনার ভাড়া দিতে চান তাহলে এই আবেদনপত্রটি পূরণ করুন। যদি আপনার নিজের ভাষায় অনুবাদে প্রয়োজন হয় অথবা আরও তথ্যের দরকার হয় তাহলে অনুগ্রহ করে আপনার এলাকার হাউসিং অফিসের সঙ্গে যোগাযোগ করুন। (Bengali)

Συμπληρώστε αυτή την αίτηση αν θέλετε η καταβολή του ενοικίου να γίνεται με αυτόματη χρέωση. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, επικοινωνήστε με το τοπικό σας γραφείο στέγασης. (Greek)

Preencha este requerimento se desejar pagar a sua renda por Débito Directo. Se necessitar de uma tradução ou de mais informação no seu próprio idioma, por favor contacte o seu gabinete de alojamento local. (Portuguese)

To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments'

Buuxi dalabkan haddii aad doonayso inaad kiradaada u bixiso in bangigaaga toos loogala baxo. Haddii aad u baahan tahay turjumaad qoraal ah ama warbixino dheeraad ah oo ku qoran luuqaddaada, fadlan la xidhiidh xafiiska guryaha ee agagaarkaaga. (Somali)

Rellene esta solicitud si desea pagar su renta mediante domiciliación bancaria. Si necesita una traducción o más información en su propio idioma, por favor comuníquese con el departamento de vivienda de su zona. (Spanish)

Eğer kiranızı otomatik banka ödemesi ile ödemek istiyorsanız, bu başvuru formunu kendi dilinizde daha çok bilgiye ihtiyacınız varsa, lütfen yerel konut ofisiniz ile irtibata geçiniz. (Turkish)

leaflet at your area office or visit our website at www.homesforislington.org.uk

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.

Pay your rent by Direct Debit



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ডাইরেক্ট ডেবিটের মাধ্যমে আপনার ভাড়া দিন (Bengali)

Καταβολή του ενοικίου με αυτόματη χρέωση (direct debit) (Greek)

Pagar a sua renda por Débito Directo (Portuguese)

Kiradaada u bixi in bangigaaga toos loogala baxo (Somali)

Pagar su renta mediante domiciliación bancaria (Spanish)

Kiranızı otomatik banka ödemesi ile yapın (Turkish)

October 2007 (12515)



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www.homesforislington.org.uk





An easier way to pay

and we will credit your rent account with £20 just for switching* or we can donate £20 to L.B. Islington's Climate Change Fund on your behalf

If you have a current account with a bank or building society you can set up a Direct Debit to pay your rent each month. Paying by Direct Debit is the easiest way to pay – there are no cheques to write, no paper work or postage and no queuing. Payments are made for you by your bank or building society.

When we have received your direct debit form we will write to you within 10 days to tell you when the direct debit will start and how much will be paid each month over the remaining year.

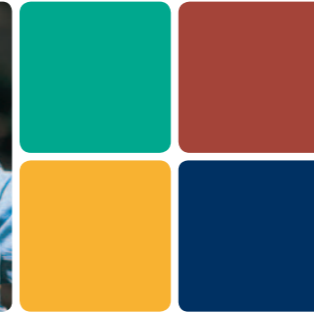
*One payment only

Direct Debit carries with it a number of safeguards to protect customers:

- **You will be told at least 5 days before any changes to the amount to be paid or the date of payment so you can contact us for an explanation.**
- **You can cancel the direct debit any time by telling your bank or building society.**
- **You are guaranteed a refund from your bank or building society if a mistake occurs.**

The Council and HFI have signed up to the Climate Change Partnership and are committed to reducing carbon emissions by 15% by the year 2010. The Council's Climate Change Fund has been created to support green energy and transport projects that will reduce carbon dioxide emissions throughout the borough. For further information go to www.islington.gov.uk

**Direct Debit Helpline
020 7527 4393**



Frequently Asked Questions

Q Is direct debit the right payment method for me?

A Direct debit may not be suitable for all tenants, especially tenants on some benefits. For more advice contact the direct debit helpline or your area office Income Recovery team.

Q When will my account be debited?

A You can choose to pay on the 2nd, 9th, 16th or 28th of the month.

Q Can I cancel a Direct Debit Instruction?

A You can cancel a Direct Debit at any time by writing to or calling your bank / building society.

Q What sort of account do I need to pay by Direct Debit?

A Any bank or building society current account can be used to pay by Direct Debit.

Q How can I be sure that the rent has been paid?

A Direct Debit payments appear on your bank or building society statement, but if you want information about a particular payment just contact your branch. We will send you a rent statement four times a year and you can see your mini-statement on line at www.homesforislington.org.uk. You will need your rent account number and full post code.

Q Should I pay in advance?

A Yes. Make sure your rent is paid up to the starting date of your new Direct Debit. If you are in arrears you can make additional payments by calling 0800 694 3344 using your debit or credit card. If you have an arrangement to repay arrears you need to call the helpline and ask us to add the fixed amount to your direct debit each month.

If you have any queries call **Direct Debit Helpline
020 7527 4393**



Contact us

Central Street Area Housing Office

85 Central Street, London EC1V 8DT
Tel: 020 7527 6250
Fax: 020 7527 6207
Email: csa@homesforislington.org.uk
Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
London N19 3XS
Tel: 020 7527 7480
Fax: 020 7527 7407
Email: holland.walk@homesforislington.org.uk
Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street, London N1 1DQ
Tel: 020 7527 6880
Fax: 020 7527 6827
Email: lyon.street@homesforislington.org.uk
Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House
257 Upper Street, London N1 1RU
Tel: 020 7527 5300
Fax: 020 7527 5301
Email: upperstreet.AHO@homesforislington.org.uk
Minicom: 020 7527 5391

