

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

### Section 1

Please fill in the whole form and send it to: Cambridge City Council, Home Ownership Team, PO Box 700, Cambridge CB1 0JH  
Name and full postal address of your Bank or Building Society

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of Account Holder(s)


Bank/Building Society account number

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Branch Sort Code

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Leaseholder Account Reference

9																			
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Service user number

9	4	0	5	3	9
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### Instruction to your Bank or Building Society

Please pay Cambridge 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 Cambridge City Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

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

DDI 4 5/15

This is not part of the Instruction to your Bank or Building Society and must be detached by Cambridge City Council before submission to the Paying Bank.

### Section 2

- Please enter the **leasehold property** address: .....
- Choice of Collection Dates – please tick your preferred payment date & payment frequency:

1<sup>st</sup>  or 15<sup>th</sup>   
Please tick one option

Monthly  or Quarterly   
Please tick one option

Please complete **Sections 1 & 2** of this form and send it to: Cambridge City Council, Home Ownership Team, PO Box 700, Cambridge CB1 0JH or e-mail a scanned copy or jpeg to: [leasehold.services@cambridge.gov.uk](mailto:leasehold.services@cambridge.gov.uk)

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 Cambridge City Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Cambridge City Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Cambridge 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 Cambridge 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.



## What is Direct Debit?

A Direct Debit lets your bank or building society know that Cambridge City Council can collect money from your account on a set date.

Direct Debit is the most simple and convenient way to pay regular, recurring bills. It means you no longer have to worry about missed payments, or manually making each payment throughout the month, freeing up your time.

We will tell you how much we will collect in advance, usually with at least ten working days' notice. If we need to change the amount to be collected from your bank account then we must inform you first. If the payment date falls on a weekend or bank holiday, the money is collected on the next working day.

If there's a mistake, such as collecting the wrong amount, you can ask your bank or building society for a refund under the Direct Debit Guarantee. You can cancel a Direct Debit at any time by contacting your bank or via your mobile or online banking.

## What should I do next?

Simply fill in Sections 1\* & 2 of the form overleaf and send it to: Cambridge City Council, Home Ownership Team, PO Box 700, Cambridge CB1 0JH or e-mail a scanned copy or jpeg to: [leasehold.services@cambridge.gov.uk](mailto:leasehold.services@cambridge.gov.uk)

\*Please enter the first 7 digits of your Leaseholder Account Number/Reference in Section 1. This will start with a 9 (already prefilled). If you do not know your number then please leave the Leaseholder Account Reference field blank.

**WE WILL DO THE REST** and we will write to you to confirm the amount and date of your first payment.

If you would like further information about paying your Service Charge & Ground Rent by Direct Debit then please contact our Home Ownership Team on 01223 457835.