

How to contact us

Visit our website at:

www.croydon.gov.uk

and click on the Housing link.

Email us at:

housingrentaccounting@croydon.gov.uk

Telephone us on:

020 8726 6100 Ext.18497, 15227, 62284

Write to your District Office at:

- People Department
Rent Accounting Section
3rd Floor, Zone A
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA

Small Print

The £15 start up payment is repayable if you or your bank cancel the direct debit within one year of the start up date.

If you cancel the arrangement or you transfer to another Council property you will not be entitled to a further start up payment if you reapply for direct debit payments at a later date.

You will be liable for bank charges if there is insufficient money in your account to enable the direct debit payment to be made. To avoid this happening you must allow enough time if you wish to cancel your direct debit payment or make other arrangements with your bank e.g. an overdraft.

* The start up payment is not available on Council garage or parking space tenancies.

The Council reserves the right to withdraw this payment facility on the giving of 5 days' notice.

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 Croydon Council Housing Department will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Croydon Council Housing Department 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 Croydon Council Housing Department 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 Croydon Council Housing Department 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.



200125

direct debit

now with a choice of payment dates

**Avoid the queues -
pay your Council Rent
the easy way**



**We'll even give you £15 off
your Council rent account**

Delivering for Croydon

CROYDON
www.croydon.gov.uk

Please fill in the whole form using a ball point pen and send it to: Croydon Council Housing Department, Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA

Service user number

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Name and full address of your Bank or Building Society

To the Manager _____
Bank/Building Society _____

Address _____
Postcode _____

Name(s) of account holder(s) _____

For Croydon Council Housing Dept. Official Use Only
This is not part of the instructions to your Bank or Building society

YOU MUST COMPLETE THIS SECTION – Select preferred payment option

The Direct Debit monthly payment date is 1st 7th 14th or 25th (please tick one box only)

Your name and address _____

Postcode _____ Telephone no _____

Bank/Building Society account number

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Branch Sort Code

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

Reference Number

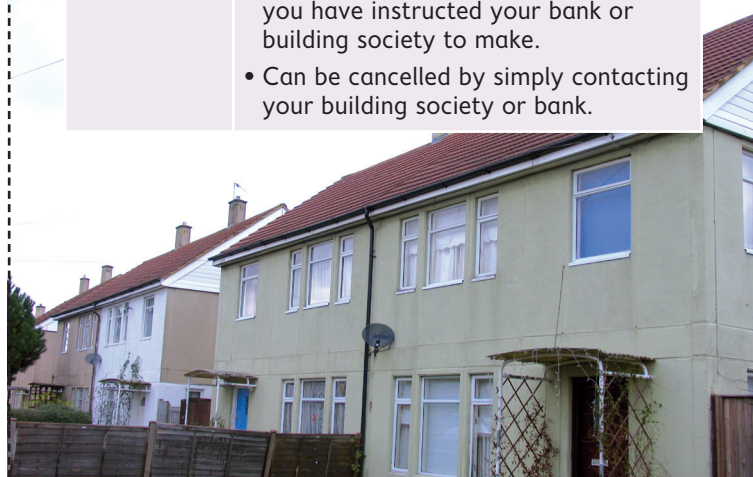
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Instruction to your Bank or Building Society

Please pay Croydon Council Housing Department 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 Croydon Council Housing Department 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.



The advantages of Direct Debit

£15 start-up payment*	We'll give you a £15 start up payment when you set up direct debit (see the small print)
Choice of payment dates	You can pay on the 1st, 7th, 14th or 25th of each month (to be selected on the instruction to your bank)
Time Saving	no queuing to pay
Trouble free	no cheques to write
No Expense	no stamps or fares required and it doesn't cost you anything to set up payments
Safety	no need to carry cash
Worry free	no chance of overlooking payments and missing out on the 'Good Rent Payers' Competition'
Spread your arrears	Spread payment of arrears by instalments (subject to agreement with your Income Officer)
Completely safe	Designed by banks to keep customers fully protected <ul style="list-style-type: none"> only operated by approved organisations The only payments that can be made from your account are those which you have instructed your bank or building society to make. Can be cancelled by simply contacting your building society or bank.



Now with a choice of even more payment dates – 1st, 7th, 14th or 25th each month

Direct Debit also has advantages for us

- Lower bank charges
- Reduced postage costs
- Guaranteed income on specified dates helps our financial planning

All of these things help us to keep our rent collection costs to a minimum and provide better services to tenants.

Set up a Direct Debit today – you could get £15 off your rent account

