

HOUSING RENT / INSURANCE

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

Please fill in the whole form and send it to:

**Dudley M.B.C - Place Directorate,
Harbour Buildings, Waterfront West,
Brierley Hill, West Midlands DY5 1LN**

Alternatively call us on 01384 815024

Name(s) of Account Holder(s)

Branch Sort Code

Bank/Building Society account number

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If Building Society account, quote roll number (This is not part of the instruction.)

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Dudley MBC may also use these bank account details to issue refunds to the customer via BACS as and when required.

Please enter your preferred option.

- Payments will be taken on or around these dates.
- Insurance accounts monthly can be paid from the 1st to the 6th.

Weekly (payable on Friday only)

Or

Monthly Payment (enter your payment date)

Or

Periodic payment date Quarterly Half Yearly Annually
(payable in advance)

Are you in receipt of Universal Credit? YES NO

Date of Universal Credit Payment

We will set up your Direct Debit to the nearest date after your Universal Credit Payment

Name and full postal address of your Bank or Building Society

Name
Address
Postcode

Service User Number

9	4	2	7	3	7
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Please enter the DMBC account number(s) you wish to pay.

Rent

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Garage

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Insurance

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Please tick the box if you have transferred accounts (property, garage and/or insurance)

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For information, please complete the following details
This is not part of the instruction to your Bank or Building Society

Tenancy Address

Garage Address:

Bank Account Holder Address (including postcode):
(If different from tenancy address)

Telephone number: _____
Permission to use this number for Housing matters (refer to Contact Details section overleaf)

Instruction to your Bank or Building Society

Please pay Dudley M.B.C Place Directorate 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 Dudley M.B.C Place Directorate and, if so, details will be passed electronically to my Bank or Building Society.

For joint bank accounts, both parties to sign if required

Signature(s)

Date

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

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 Dudley M.B.C Place Directorate will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Dudley M.B.C Place Directorate 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 Dudley M.B.C Place Directorate 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 Dudley M.B.C Place Directorate 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.

Customer Information

If you foresee or get into **difficulties with paying your rent**, please contact the Rent Arrears Office on 01384 811689 immediately as they will be able to offer you help and advice.

Contact Details

If you have given us permission to use your contact details (mobile, landline and email address) we will use these to discuss, email or text you on matters relating to your Housing Service. We will protect your details and store the information in compliance with the Data Protection Act and we will only share your contact details where there is a lawful basis to do so, for example; for crime or fraud prevention.

To opt out of text messages, please refer to our website www.dudley.gov.uk, follow the links to Housing Services, Council Housing and complete the online form.

Rent Statements

View your account on-line at www.dudley.gov.uk



You will need your account details to access the service; with eHousing you will be able to:

- View your account
- Make payments
- Opt out of receiving paper statements

Universal Credit

If you claim Universal Credit you will be responsible for paying your rent.

If your rent changes, you are responsible for notifying the Department of Work and Pensions of your new rent.

The Department of Work and Pensions (DWP) will assess both your personal and your housing entitlements and pay this directly to you in one lump sum on a monthly basis. You will then need to pay your rent to the council.

If you need help and advice regarding this matter please get in touch with the Rent Arrears Office as soon as possible — call 01384 811689.

Methods of payment



Direct Debit

You can set up your Direct Debit over the telephone.

For **Rent, Garage and Contents Insurance** please telephone **01384 815024**.



Paying online

You can make a payment through the Dudley Council web site: www.dudley.gov.uk, click on Housing pay your rent, make a payment on-line.



Pay by phone

Telephone **CallPay** on **0300 555 7000** (open 24 hours a day)



For **Rent** you will need your plastic housing payment card (as shown) or your barcode card (for rent and insurance). If you would like either of these payment cards, please telephone 0300 555 2345.



You can make a payment wherever you see the PayPoint, Payzone or Post Office sign within the UK. Lists of payment locations are available on-line at www.dudley.gov.uk. Payments must be a minimum of £5.00 at Post Offices, PayPoint and Payzone outlets.



Pay in Person

You can also pay by cash, using the kiosk machine at Dudley Council Plus, Castle Street, Dudley. Opening times are normal office hours Monday – Friday and Saturday mornings. For further details please visit our website at www.dudley.gov.uk



Dudley Council Plus are available on 0300 555 2345 for any queries you may have. We are happy to be of assistance.