

An easier way to pay

Direct Debit is the easiest way to pay your rent.

Simply complete and return the form then sit back and relax.

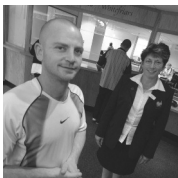


A Direct Debit is an agreement set up with your Bank or Building Society where an agreed amount is paid by you to Whitefriars on the same day each week/ month.



Why use Direct Debit?

- Easy to set up
- You will get 10 days notice of any changes to your payment
- If you are in arrears, paying by Direct Debit is a good way of reducing them
- You can cancel your Direct Debit by writing to your Bank/Building Society and Whitefriars
- You do not have to worry about paying in person every week/month
- Direct Debit helps us keep costs down.



Your payments

- Payments can be weekly or monthly. Weekly payments will be deducted on a Monday. Monthly payments can be deducted on the 1st or the 15th of each month. Please note we require 14 days notice prior to the first debit date.
- Your payments will be calculated and you will be notified of your payment amount at least 10 days prior to the first payment.
- Please keep paying your rent until you have received notification from Whitefriars that your direct debit has been set up.

Housing Benefit

Unfortunately we cannot yet offer payments by Direct Debit for anyone in receipt of Housing Benefits. This is because Direct Debit calculations on our system cannot recognise Housing Benefit Payments. However you can still pay by standing order. To set up a standing order contact your housing office.

This guarantee should be retained by the Payer.

The Direct Debit Guarantee

- This guarantee is offered 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 Whitefriars Housing Group Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Whitefriars Housing Group Ltd 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.



Whitefriars
HOUSING GROUP

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

Please fill in the whole form using a ball point pen and send it to:

Whitefriars Housing Group Ltd
9 Little Park Street
Coventry CV1 2UR

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager

Bank/Building Society

Address

Postcode

Form continues on reverse