

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



Whitefriars Housing Offices

9 Little Park St City Centre Coventry ☎ 024 7676 7111	29-31 Riley Square Bell Green Coventry ☎ 024 7670 8400	192 Torrington Avenue Coventry ☎ 024 7649 6700	St James Lane Willenhall Coventry ☎ 024 7651 6700
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Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيت داريد؟ "هل تحتاج الى مساعدة بلغتك؟"

French

.. Vous avez besoin d'aide
dans votre propre langue ..

Kurdish

اپنی زبان میں مدد کی ضرورت ہے۔ نا بنوسیب نه بارهتير نه زمانى خوب ههه.

☎ 024 7676 7000

Farsi

Polish

Wymagają Państwo
pomocy w swoim języku?

Urdu

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

Repairs Line (24hrs) 0300 7906 555



www.whitefriarshousing.co.uk
www.wmhousing.co.uk

Paying your rent the easy way

Direct Debit

Payer votre loyer facilement – les prélèvements automatiques

ریش ابمرا مرصخا - ٲرس یمرا ءق یرطلاب كتاراچي دادس

باسح زا مرق تس م تش ادرب - ناس آ شور هب هراجا تخ ادرب

كزر هق - راکاس یمك تراوئش هب كرك یم هراپ یماد
ؤخو هتسار

Łatwy sposób płacenia za czynsz - polecenie zapłaty

ٹب یمڈ ٹاکی رئاڈ - یمگ یمئادا یمك یمارک یمك پآ یمس هق یرط ناس



“creating places where people are proud to live and work”

Paying your rent by Direct Debit

Direct Debit is the easiest way to pay your rent. 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. You can choose which day you want the Direct Debit to be taken from your bank
- 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 that your Direct Debit has been set up.



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 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 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.



Originator's Identification Number

6 7 5 8 1 8

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
9 Little Park Street
Coventry
CV1 2UR

Name(s) of Account Holder(s)

Form for Name(s) of Account Holder(s)

Bank/Building Society account number

Form for Bank/Building Society account number

Branch Sort Code

Form for Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager

Form for Name and full postal address of your Bank or Building Society

Rent Account Reference Number

Form for Rent Account Reference Number

Instructions to your Bank or Building Society

Please pay Whitefriars Housing 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 Whitefriars Housing and, if so, details will be passed electronically to my Bank/Building Society

Please complete the details requested in this section

This is not part of the instruction to your Bank or Building Society

Your address:

Form for Your address

Signature(s):

Signature line

Date:

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