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|  |  | Instruction to yourBank or Building Societyto pay by Direct Debit |
| **Please fill in the whole form including OFFICIAL USE BOX using a ball point pen and send it to:** |  | **Service User Number** |
| The Highland Council Housing ServiceGlenurquhart RoadINVERNESSIV3 5NX |  | **2** | **4** | **8** | **0** | **8** | **6** |  |  |  |
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|  | For Highland Council Official use onlyThis is not part of the instruction to your Bank or Building Society**To be completed by Highland Council Tenants.**For an explanation of payment options please see overleaf. I wish to pay by (please tick **ONE** box)Option 1 🞎 Option 4 🞎 Option 2 🞎 Option 5 🞎Option 3 🞎 Option 6 🞎Your Name: ………………………………………………..Your Address: ……………………………………………..……………………………………………………………….……………………………..Postcode…………………….For Highland Council Official use only. This is not part of the instruction to your Bank or Building Society |
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| **Name(s) of Account Holder(s)** |  |
|  |  |
|  |  |
| **Bank/Building Society account number** |  |
|  |  |  |  |  |  |  |  |  |  |
| **Branch Sort Code** |  |
|  |  |  |  |  |  |  |  |  |  |
| **Name and full postal address of your Bank or Building Society** |  |
| To: The Manager | Bank/Building Society |  | **Instruction to your Bank or Building Society**Please pay The Highland 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 The Highland Council and, if so, details will be passed electronically to my Bank/Building Society. |
|  |  |
| Address |  |
|  |  |
|  |  |
|  |  |
|  | Postcode |  |  |
|  |  | Signature(s) |
| **Rent Payment Reference** |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Date |
| Banks and Building Societies may not accept Direct Debit Instructions from some types of accountDDI1 |

This guarantee should be detached and retained by the Payer.

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| DdlogolTheDirect DebitGuarantee |
| * This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
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| * If there are any changes to the amount, date or frequency of your Direct Debit The Highland Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Highland Council to collect a payment, confirmation of the amount and date will be given to you at the time of the requestDdlogol
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| * If an error is made in the payment of your Direct Debit, by The Highland 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 The Highland 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
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Need Further Help and Advice?

To request this information in an alternative format or language, or if you need help and advice, you can contact us using one of the following methods:

1. In person at one of our **Service Points**
2. By e-mailing us at: housing@highland.gov.uk
3. By telephone on 01349 886602

If you have more than one rent account, please remember to complete separate Direct Debit forms for each account.

For instance, you can also pay garage, garage site and land rent by Direct Debit. Highland Council Home Contents Insurance Scheme premiums can also be paid by Direct Debit.

Additional Direct Debit forms can be downloaded from the Council’s website [www.highland.gov.uk](http://www.highland.gov.uk)

PAYMENT OPTIONS

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| **Option 1** |  -  | Weekly on a Friday |
| **Option 2** |  -  | Fortnightly on a Friday |
| **Option 3** |  -  | 12 Monthly instalments on the 1st of the month |
| **Option 4** |  -  | 12 Monthly instalments on the 15th of the month |
| **Option 5** |  -  | 12 Monthly instalments on the 28th of the month |
| **Option 6** |  - | Quarterly instalments on the 1st of the following months: April, July, October and January – ONLY AVAILABLE TO CUSTOMERS WITH ANNUAL GARAGE/GARAGE SITE OR LAND ACCOUNTS. |

Please note: Highland Council tenants sign a lease agreement at the start of their tenancy through which they are bound to pay their rent regularly, ***and in advance***.

If you pay your rent weekly, you get 4 “charge free” weeks in the year – these will be as quoted in the Rent Increase Letter. **If you pay your rent monthly, you will not have any charge free periods**.  Your monthly rent is calculated as follows: “weekly rent x 48/12=monthly rent.

Please be aware that if you pay monthly, you must still pay **in advance**.