

Instruction to your bank or building society to pay house rent by Direct Debit



Service User Number

9 7 5 6 6 8

You can complete this house rent form in Adobe Acrobat and print it out, or print it and complete it by hand using block capital letters.

Return the form by post to South Lanarkshire Council, Systems Team,

Freepost RSUC-KZLH-BZYK, David Dale House, 45 John Street, Blantyre G72 0JG. Where only one signature is required you can set the direct debit up over the phone on 0303 123 1012.

1 Name and full postal address of your bank or building society

The Manager/Bank/B.S.

Address

Postcode

2 Name(s) of account holder(s)

3 Branch sort code

— —

4 Bank or building society account number

5 Rent reference number

(copy from your bill)

6 Property address

7 Instruction to your bank or building society

Please pay South Lanarkshire 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 South Lanarkshire Council and, if so, details will be passed electronically to my bank/building society.

Signatures of account holders

Signature(s)

Address (If different to property address)

Date

Monthly (Choose date) 1 7 14 21 28

Fortnightly collected on the last Thursday in the rent cycle.

Banks and building societies may not accept Direct Debit instructions for some types of account

The Direct Debit Guarantee

This guarantee should be detached and retained by the payer

- 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 South Lanarkshire Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request South Lanarkshire Council 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 South Lanarkshire 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 South Lanarkshire 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.



Using your personal information

We will use the information you give us to administer your house rent account.

We ask for your email address and/or phone number(s) in case we need to contact you about your account.

Your rights

You have the right to ask us to:

- tell you that we are using personal information about you, tell you what that information is and who we have shared it with. You can also ask us for a copy of the information we have about you. This is called the right of access.
- correct any wrong or misleading personal information that we have about you. This is called the right to rectification.
- stop using any or all of your personal information. This is called the right to object.
- delete or destroy your personal information under certain circumstances. This is called the right to erasure.
- stop using your personal information until we can correct your personal information, give you our reasons for using your personal information or stop us deleting your personal data if you need it in connection with any legal claims. This is called the right of restriction.
- pass your personal information to someone else under certain circumstances. This is called the right to data portability.

For more information on how we use and handle your information and rights and how to exercise them or how to make a complaint you can ask for a copy of the council's explanation from our Data Protection officer by emailing dp@southlanarkshire.gov.uk or see www.southlanarkshire.gov.uk/privacy

If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015 Email: equalities@southlanarkshire.gov.uk