



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



Please fill in the whole form including official use box using a ball point pen and send it to

**Paradigm Homes Charitable Housing Association Limited**  
1 Glory Park Avenue  
Wooburn Green  
Bucks  
HP10 0DF

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**

**Address**

**Postcode**

Reference:

CHA

Service User Number

7 2 4 1 2 8

FOR PHCHA OFFICIAL USE ONLY

**Please indicate how you would like us to collect your Direct Debit:**

1) Monthly (please tick): 1<sup>st</sup>  **OR** 15<sup>th</sup>   
Allow three weeks for us to set up your Direct Debit.

**OR**

2) 4-weekly starting on **MONDAY**: (DD / MM / YYYY)  
Allow three weeks for us to set up your Direct Debit

**OR**

3) 2-weekly starting on **MONDAY**: (DD / MM / YYYY)  
Allow three weeks for us to set up your Direct Debit.

\* Note that for four and two-weekly collections we can only collect on a Monday.

We will confirm your Direct Debit start date in writing. Until then please continue to pay your rent by another method.

### Instruction to your bank or building society

Please pay Paradigm Homes Charitable Housing Association Limited 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 Paradigm Homes Charitable Housing Association Limited and if so, details will be passed electronically to my Bank/Building Society.

**Print Name:**

**Signature:**

**Date:**

Banks and building societies may not accept direct debit instructions for some types of account

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This guarantee should be detached and retained by the payer

### The Direct Debit Guarantee

- This guarantee is offered by all the 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 Paradigm Homes Charitable Housing Association Limited will notify you five working days in advance of your account being debited or as otherwise agreed. If you request Paradigm Homes Charitable Housing Association Limited 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 Paradigm Homes Charitable Housing Association Limited 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 Paradigm Homes Charitable Housing Association Limited 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.



## **Direct Debit Information**

### **What is a Direct Debit?**

Direct Debit is a simple, safe and easy way to pay your rent by making regular payments from your bank account.

You agree with Paradigm the amount to be collected and the date of payment. From then on the amount will be deducted from your account as agreed. If we need to change the amount or collection date, we have to notify you at least five working days before we take the payment.

### **How do I set up a Direct Debit?**

All you have to do is complete the Direct Debit Instruction form on the other side and return it to Paradigm. We will do the rest.

### **What do I do if I have a query about a Direct Debit?**

If you have any questions call our **Direct Debit Co-ordinator on 0300 303 8048**

### **You are protected by the Direct Debit Guarantee.**

If any payment is made in error, contact our **Direct Debit Co-ordinator on 0300 303 8048** who will arrange a full and immediate refund.

### **How much will my Direct Debit take each time?**

You decide the frequency: monthly, four-weekly or two-weekly and we work out the payment. We simply add up the rent you would pay for a year and split that into regular, smaller amounts.

### **Can I use my direct debit to pay rent arrears?**

Yes. Call our **Direct Debit Co-ordinator on 0300 303 8048** and ask about making an arrangement to pay your rent arrears by Direct Debit.

### **Can I use my Direct Debit to make other payments to Paradigm?**

Yes. You can now pay any money owed to us by Direct Debit. Call our **Direct Debit Co-ordinator on 0300 303 8048** and ask about making an arrangement to pay by Direct Debit.

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The Direct Debit Guarantee should be detached and kept in a safe place.

### **Why should I use a Direct Debit?**

- It's quick and easy
- Payments are made on time
- There is no charge

Any questions, call our **Direct Debit Co-ordinator on 0300 303 8048**