



# UTTLESFORD DISTRICT COUNCIL

## SERVICE/SEWER CHARGE DIRECT DEBIT

HOUSING SERVICES  
COUNCIL OFFICES  
LONDON ROAD  
SAFFRON WALDEN  
ESSEX  
CB11 4ER

TELEPHONE: 01799 510630



DATE:

REF NO:

Dear Sir/Madam

Overleaf is an instruction to your Bank/Building Society to allow the Council to collect **SERVICE/SEWER CHARGES by Direct Debit**. Once you have completed and signed the instruction, the Council can arrange with your bankers to deduct the instalments due from your account on or after the **10th of each month**.

I would take the opportunity to remind you that Direct Debits are a cheap and convenient way to make payment, and the scheme is backed up by a Guarantee from all Banks and Building Societies that participate. Please also remember that if any amounts to be paid or the payment dates change, you will always be advised in advance.

**If you wish to commence paying by Direct Debit perhaps you would kindly complete the form overleaf and return it to me immediately. I will then make the necessary arrangements with your Bankers.**

Before you return the instruction please tear off and retain the Guarantee slip below to remind yourself of your rights under the scheme.

Housing Admin

This guarantee should be detached and retained by the payer.

### The Direct Debit Guarantee



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

