

### The Benefits of paying your Rent by Direct Debit.

- Never have to queue to pay your rent again
- Never have to think about paying your rent
- Never miss another payment again.
- Spread the cost of your rent over a year
- Keep Cestria's administration costs down.

#### How to contact us:

Email: [Income@Cestria.org](mailto:Income@Cestria.org)  
Website: [www.cestria.org](http://www.cestria.org)

#### Write to us:

Income Management Team  
Cestria Community Housing  
Bowes Offices  
Lambton Park  
Chester-le- Street  
Co. Durham  
DH3 4AN

#### Call the Income Management Team

On **0191 385 1411/12**



[www.cestria.org](http://www.cestria.org)



# Don't Forget To Pay Your Rent On Time

## Never miss a RENT payment again

It is important that the RENT is paid regularly and on time, that's why Direct Debit is the easiest way to pay. You will never need to remember to pay it again with Direct Debit

Just think no more queuing to pay the rent, no more having to write out cheques and no more reminder letters landing on your door mat!

**What happens if my rent changes?** We will recalculate the amount that you need to pay and advise you at least 10 working days in advance of any change. As long as you wish to continue paying by Direct Debit you need do nothing.

**What happens if my rent changes?** Every 13 weeks we will be sending you a rent statement detailing every transaction that has taken place on your account during that period. If you require an up-to-date statement at any other time just contact us and we will post one out to you. If there are any changes to the amount you pay we will contact you with the revised payments at least 10 working days prior to the due date.

### 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, Cestria Community Housing will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Cestria Community 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.



**This guarantee should be detached and retained by the payer.**



Instruction to your  
Bank or Building Society  
to pay by Direct Debits



### Please fill in the whole form and send it to:

Income Management Team,  
Cestria Community Housing,  
Bowes Office,  
Lambton Park  
Chester-le-Street  
Co Durham  
DH3 4AN

### Name(s) of Account Holder(s)

### Bank/Building Society account number

### Bank Sort Code

### Name and full postal address of your Bank or Building Society

To: The Manager  
\_\_\_\_\_  
Bank/Building Society  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode  
\_\_\_\_\_

### Reference Number

### Originator's Identification Number

### FOR CESTRIA COMMUNITY HOUSING ASSOCIATION LIMITED OFFICIAL USE ONLY

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

Name of Tenant(s)

Address

Postcode

House/Garage Address for Direct Debit

Please Tick Preferred Date

1st  15th

### Instruction to your Bank or Building Society

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

Signature

Date

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

