



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



*Please pay Phoenix Community Housing 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 Phoenix Community Housing and, if so, details will be passed electronically to my bank/building society.*

Please fill in the whole form using a black ball point pen and send it to:

PHOENIX COMMUNITY HOUSING  
INCOME SECTION  
PHOENIX HOUSE  
76 ELMER ROAD  
LONDON SE6 2ER

Originator's Identification Number

4 2 9 5 0 0

Rent Reference Number

Name(s) of Account Holder(s)

**For Phoenix Use Only**

This is not part of the instruction to your bank or Building society

I/We authorise you to pass this information to your Tenant/s

**PAYMENT FREQUENCY**

Please circle your preferred frequency. The deductions will normally be on the Thursday for 1&3 below and on the 1<sup>st</sup> Thursday of each month for 2

1. Weekly
2. Calendar Monthly
3. 4-Weekly

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

Signature(s)

Date

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



**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 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 Phoenix Community Housing Association (Bellingham & Downham) Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Phoenix Community Housing Association (Bellingham & Downham) Ltd 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. Please also send a copy of your letter to us.