

How to pay your Lifeline charges by Direct Debit



The background is a solid orange color with a grid of squares. Some squares contain faint, semi-transparent images of people, including a person in a white coat and a person's face.

Direct Debit:
a simple and
trouble free
way to pay
your Lifeline
charges.



What is a direct debit?

Direct Debit is a simple and effective way of paying your regular bills directly from a bank or building society account. Once a Direct Debit is set up, your payments are made automatically and you do not have to take any further action.

Direct debits are regulated by the Direct Debit guarantee, printed on this form.

How do I know I am paying the right amount?

We will inform you in writing of the amount due, or any changes in your payments at least two weeks before payments are due.

When will I pay?

We will collect your payment on your chosen date each quarter.

What happens if I don't agree with the payments due?

You simply contact us to resolve the problem.

What if I want to cancel the Direct Debit?

You can cancel the instruction at your bank or at our offices. No notice is required.

What if my Lifeline account is currently in arrears?

We may be able to spread the arrears over a number of months. Please contact us to discuss.

What do I do now?

If you want to pay your Lifeline charges by Direct Debit please complete the attached form and return it to our office. Please telephone 01628 543125 if you have any questions.

The Direct Debit Guarantee



The Direct Debit Scheme protects you and your money by means of the Direct Debit Guarantee.

The Guarantee

All banks and building societies that take part in the Direct Debit Scheme operate this Guarantee. The efficiency and security of the Scheme is monitored and protected by your own bank or building society.

If the amounts to be paid by Direct Debit or the payment dates change MDHA will notify you 10 working days in advance of your account being debited or as otherwise agreed.

If a mistake is made by MDHA or by your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.

If any payment is made in error, you should contact your bank or building society. They are responsible for giving you a full and immediate refund – even if the original error was made by the organisation collecting the payment.

You can cancel a Direct Debit at any time by contacting your bank or building society. Please also let us know if you are cancelling your direct debit.





maidenhead
and district
housing association

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

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

Finance Department, Maidenhead and District Housing Association,
Crown House, Crown Square, Waldeck Road, Maidenhead, Berks SL6 8BY.

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch sort code

Name and full address of your Bank or Building Society

To: The Manager of

Bank/Building Society

Address

Post Code

Originator's Identification number

7	5	3	6	3	6
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Reference number

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Instruction to your Bank or Building Society

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

Signature

Address

Date _____

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

Direct Debit payments are taken on a quarterly basis. Please indicate your chosen payment date for each quarter (please tick)

1st of the month
 15th of the month
 25th of the month



If you would like an audio, large print or a Braille version of this document please call our offices on 0800 876 6060.

Urdu

اگر آپ کرایہ ادائیگی بذریعہ ڈائریکٹ ڈیپٹ کے بارے میں اس لیفلٹ کا ترجمہ چاہتے ہیں تو براہ کرم ہمیں فون کریں

Tel: 01628 543076

Hindi

यदि आप डायरेक्ट डैबिट के माध्यम से किराया अदायगी के बारे में इस लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

Tel: 01628 543076

Gujarati

જો ઘટાડા માટે અમારા નાણાકીય લાભો અંગેની આ પુસ્તિકાનું તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને કોલ કરો

Tel: 01628 543076

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਡਾਇਰੈਕਟ ਡੈਬਿਟ ਰਾਹੀਂ ਕਿਰਾਇਆ ਅਦਾਇਗੀ ਦੇ ਬਾਰੇ ਇਸ ਲੀਫ਼ਲੈਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

Tel: 01628 543076



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Maidenhead, Berkshire SL6 8BY.

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Minicom: 01628 638136

www.housingsolutions.co.uk

email: contact@mdha.co.uk

