



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

Chartered Institute of Housing  
 Customer Services Team  
 Octavia House  
 Westwood Business Park  
 Westwood Way  
 Coventry  
 CV4 8JP

# Instruction to your bank or building society to pay by Direct Debit

Service user number

9 8 0 1 1 1

Name(s) of account holder(s)

\_\_\_\_\_

\_\_\_\_\_

Branch sort code

\_\_\_\_\_

Bank/building society account number

\_\_\_\_\_

Name and full postal address of your bank or building society

To: The Manager Bank/building Society

\_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

Postcode

Reference (Your member ID)

\_\_\_\_\_

FOR Chartered Institute of Housing  
 OFFICIAL USE ONLY.  
 This is not part of the instruction to your bank or building society.

Please Indicate Frequency Required.

- \* Annually (January)
- \* Half yearly (January and July)
- \* Quarterly (January; April; July; October)
- \* Monthly (January to October inclusive)

\*If applying after January, payments will be spread throughout the remainder of the year until October.

Instruction to your bank or building society  
 Please pay Chartered Institute of 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 Chartered Institute of Housing and, if so, details will be passed electronically to my bank/building society.

Signature

\_\_\_\_\_

Print Name

\_\_\_\_\_

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 accept instruction to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Chartered Institute of Housing will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Chartered Institute of Housing 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 Chartered Institute of Housing, 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 Chartered Institute of Housing 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.