



**love living homes**

Giving you more choice in property

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

**Town & Country Housing Group  
Trading as Love Living Homes  
Monson House  
Monson Way  
Tunbridge Wells  
Kent  
TN1 1LQ**

Name(s) of Account Holder(s)

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	

Reference

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



Service user number

FOR LOVE LIVING HOMES OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society

Preferred payment date (please tick)

1st  15th  25th

Commencing \_\_\_\_/\_\_\_\_/20\_\_

Tenant Name(s) (If not the same bank account holders name)

Property Address

Proof of account holder signature seen?  Yes

**Instruction to your Bank or Building Society**

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

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