



**Catalyst Housing**

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

**KENSINGTON**

**Catalyst Housing Ltd.  
Group Income Department  
Ealing Gateway  
26-30 Uxbridge Road  
London  
W5 2AU**

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

Service user number

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Reference

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Name(s) of Account Holder(s)


Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

FOR CATALYST HOUSING LTD. OFFICIAL USE ONLY This is not part of the instruction to your bank or building society	
Tenancy address	
Postcode	Internal use – special instructions
<b>Please select payment frequency:</b> Shared owners/ leaseholder/ others Monthly 1st of the Month <input type="checkbox"/> <b>General needs weekly tenants</b> Weekly every Monday <input type="checkbox"/> Monthly 15th of the Month <input type="checkbox"/> Monthly 1st of the Month <input type="checkbox"/>	
<input type="checkbox"/> Select if you prefer direct debit notification via email	First collection month <input type="text"/> First collection amount <input type="text"/> Second collection amount (if different) <input type="text"/>
Email address	<input type="text"/>

**Instruction to your Bank or Building Society**

Please pay Catalyst Housing Ltd. 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 Catalyst Housing Ltd. and if so, details will be passed electronically to my Bank/Building Society.

Signatures
Date

DD11

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 Catalyst Housing Ltd. will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Catalyst Housing Ltd. 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 Catalyst Housing Ltd. 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 Catalyst Housing Ltd. 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.