

Sovereign House  
Basing View,  
Basingstoke  
RG21 4FA

**Customer Contact**  
0300 5000 926  
[www.mysovereign.org.uk](http://www.mysovereign.org.uk)

«ContactName»  
«ContactAddress»

## **Paying your rent by Direct Debit**

If you decide to pay by Direct Debit, we can collect your payment monthly on the 1st, 2nd, 15th, 25th or 28th or, if you'd prefer, weekly on a Monday or a Friday.

Direct Debit payments are collected in advance as per the rent payment calendar.

It can take up to 3 weeks for a Direct Debit to be set up, at which point you will receive a letter or text message from us giving details of the payment dates and amounts to be collected. Please continue to pay your rent by your usual method until you have received your notification to make sure your account does not fall into arrears.

If you have a balance on your rent account and need to make an arrangement to clear this, please contact our customer contact centre and they'll be happy to discuss payment methods with you.

If you receive Housing Benefit which is paid directly to Sovereign Housing Association Ltd your behalf, please let us know your most recent Housing Benefit award when you return your Direct Debit form.

## **Completing your Direct Debit form**

Please make sure your form is completed in full, including your sort code, account number, account name and your address.

If the address for the account you wish to pay is not the address that you live at, please provide us with your correspondence address as well.

If you know your tenancy reference number, please also complete this section.

**Finally, please sign and date the mandate. You can return it by email as either an attachment or a photo of the signed mandate to [contact@sovereign.org.uk](mailto:contact@sovereign.org.uk). Alternatively, you can return it by post to Sovereign Housing Association Ltd at the address overleaf.**

If you need any help with filling out the form or have any further questions about paying by Direct Debit, then please call our customer contact centre on 0300 5000 926.

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

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

Direct Debits  
Sovereign Housing Association Ltd  
Sovereign House  
Basing View  
Basingstoke  
RG21 4FA

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

To: The Manager	Bank/building society
Address	
Postcode	

Reference

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Service user number

7	5	8	6	2	8
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**For Sovereign Housing Association Ltd Official Use Only**

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

**Name, address and payment frequency**

1st of month  2nd of month  15th of month   
25th of month  28th of month   
Monday weekly  Friday weekly

**Name**

**Address**

Address for this payment if different from above

**Instruction to your bank or building society**

Please pay Sovereign Housing Association 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 Sovereign Housing Association Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

DD - «AccountID»

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 Sovereign Housing Association Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Sovereign Housing Association 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 Sovereign Housing Association 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 Sovereign Housing Association 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.