Dear Resident,

GARDEN WASTE RECYCLING SCHEME - Payment by Direct Debit

Thank you for enquiring about paying your garden waste recycling service Invoices by Direct Debit and I have set out below the advantages of this easy and simple way to pay.

There is no other paperwork or postage and there’s no queuing, because payments are made for you, by your Bank or Building Society - and it helps us to keep our costs under control. Receiving payment by Direct Debit enables the Council to reduce collection costs, a saving that will be passed to you in the form of better services.

Your Questions Answered

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| **Will it cost to pay by Direct Debit?**  
No - Banks do not normally charge for Direct Debit. | **Can the Council take money out of my account as they like?**  
No. We can only collect the authorised amount. If this or the date of collection changes, you have to be told in advance so that you have time to query the bill. |
| **How much does the service cost when paying by Direct Debit?**  
£28 for the 1st bin and £14 for each additional bin. | **Can any organisation collect money by Direct Debit?**  
No. All those wishing to join the scheme are subjected to a detailed investigation by their Bank or Building Society. Only those with proper financial standing are allowed to collect money by Direct Debit. |
| **Can I cancel a Direct Debit instruction?**  
Yes, instructions are cancelled by writing to your Bank/Building Society. Send a copy of the cancellation to Revenue Services at the council. | **Can I pay on any date I like?**  
No. A single payment will be taken just before the start of the season. If you subscribe by direct debit after the start of the season, a single payment will be taken once the direct debit is set up with your bank. |
| **What happens if a mistake is made?**  
The Bank/Building Society must give you an immediate refund if ever money is wrongly collected. | **How can I be sure that my invoice has been paid?**  
Direct Debit payments appear on your regular Bank or Building Society statement, but if you want information about a particular payment just contact your branch. |
| **What sort of account do I need to use Direct Debits?**  
Any Bank or Building Society current account can be used to pay by Direct Debit. Some special deposit accounts now allow them - just ask your branch. | **Will I still receive Invoices?**  
Yes. You will still get your Invoices approximately two weeks before payment is taken, but they will be for information only. |
| **When will my direct debit payment be taken?**  
The payment will be taken in mid March unless you subscribe later on in the season then it will be taken out shortly after the direct debit is set up, usual around 2 to 3 weeks. | **Date:** |

Our Ref:  Garden waste recycling scheme

Your ref:

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

Ashfield District Council, Waste and Environment, Northern Depot, Station Road, Sutton-in-Ashfield, NOTTINGHAMSHIRE, NG17 5HB

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

Address:

Signature(s)

Date

Sundry Debtor’s Reference Number (Office use only)

NUMBER OF BINS TO BE EMPTIED:
1 2 3 4 If more please specify……

Bank 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

• The 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, Ashfield District Council will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Ashfield District Council 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 Ashfield District Council 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 Ashfield District Council 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.