

# Garden waste bin collection direct debit application



Paying by direct debit qualifies you for a saving that amounts to £10 over a 12 month contract. We are in the process of aligning all contracts to end on the 31<sup>st</sup> of August each year so contract lengths will vary depending on the month you join the service. Contracts will start on the 1<sup>st</sup> of the month following your application being received.

## Over 75's discount

There is also a 25% discount available to customers over 75 years old. If requested proof of age may be required to qualify for this discount.

Contract Start	Contract End	Contract Length	Under 75 price	Over 75's price
1 <sup>st</sup> April 2012	31 <sup>st</sup> August 2013	17 months	£70	£49
1 <sup>st</sup> May 2012	31 <sup>st</sup> August 2013	16 months	£66	£46
1 <sup>st</sup> June 2012	31 <sup>st</sup> August 2013	15 months	£62	£43
1 <sup>st</sup> July 2012	31 <sup>st</sup> August 2013	14 months	£58	£40
1 <sup>st</sup> August 2012	31 <sup>st</sup> August 2013	13 months	£54	£37
1 <sup>st</sup> September 2012	31 <sup>st</sup> August 2013	12 months	£50	£35

A month before your contract expires, we will write to you, informing you of the cost of continuing the service.

When completing the direct debit form, you must also complete the address slip below and return both for our processing. We cannot process your application without both.

Thank you for recycling. For further information about the service please visit:  
[www.richmond.gov.uk/garden\\_recycling](http://www.richmond.gov.uk/garden_recycling) or call us on 08456 122 660

✂-----CUT HERE-----

**THIS SECTION MUST BE ATTACHED TO THE DIRECT DEBIT FORM**  
 All of the \* marked information is required to set up your bin rental contract

Application details	
1. How many bins is the direct debit to pay for?*	_____
2. Application Type	New bin <input type="checkbox"/> Renewal <input type="checkbox"/> Additional bin <input type="checkbox"/>
Customer Information	
3. Name? Title* _____ First name* _____ Surname* _____ Telephone* _____	4. Collection address? House number* _____ Street* _____ Town* _____ Postcode* _____
5. If the customer is 75 years or over, please provide a date of birth _____ / _____ / _____	
Billing Information	
6. Is the billing address the same as the collection Address?*	7. Billing address?
Yes <input type="checkbox"/> Skip question 7 No <input type="checkbox"/> Answer question 7	House number _____ Street _____ Town _____

# Direct Debit - an easier way to pay



- Fed up getting bills every month?
- Wasting time queuing in banks?
- Wasting money on stamps and envelopes?

## Why worry about it all?

- There is a way of paying that is easier for you and helps to reduce the Council's costs.
- If you have a bank or building society account you may find it easier and cheaper to pay by direct debit.

## With Direct Debit

- You do not have to remember to pay - it is all done for you.
- It is simple - no more cheques to write, no more stamps to buy, no more queuing, and once set up it carries on from year to year without you doing anything.

## How does it work?

- By completing the instruction below you are giving the Council permission to collect payments from your bank account.
- We will tell you well in advance of the amounts and the dates of payments.
- You stay in complete control and benefit from guaranteed safeguards - Please see reverse.

## What Next?

Please complete and return the form below **to us**. It's as simple as that - we will do the rest!



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



Please fill in the whole form in ballpoint pen and send to: **London Borough of Richmond upon Thames, Customer Service Centre, 2nd Floor, York House Annexe, Richmond Road, Twickenham TW1 3AA**

### Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

### Originator's Identification Number

7	2	7	7	2	5
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### Reference number (Office use)

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### Name(s) of Account Holder(s)

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### Bank/Building Society account number

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### Branch Sort Code

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### Instruction to your Bank or Building Society

Please pay London Borough of Richmond upon Thames 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 London Borough of Richmond upon Thames 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 from some type of accounts



## 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, The London Borough of Richmond upon Thames will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request The London Borough of Richmond upon Thames 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 The London Borough of Richmond upon Thames 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 The London Borough of Richmond upon Thames 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.

**For further information about the garden waste service or if you would like advice on how to complete this form, please contact us on the address below. If you would also like a copy of this form in Braille, large print or audio tape please contact us on the address below.**

**London Borough of Richmond upon Thames, Customer Service Centre,  
2nd Floor, York House Annexe, Richmond Road, Twickenham TW1 3AA**

**Email: [customer.services@richmond.gov.uk](mailto:customer.services@richmond.gov.uk)**

**Phone: 08456 122 660**