



Direct Debit Request

Please print in BLOCK LETTERS with a black or blue pen

This form is to be completed and signed by a tenant or other household member to allow Homes NSW to create, vary or cancel direct debit payments for rent, or other charges from their bank account. This form replaces any previous direct debit request. For information or assistance with this form, phone **1800 422 322**, 24 hours a day, seven days a week. Please mark relevant boxes with a ☒. If you need more room to answer any questions, please include details on a separate page and attach it to this form.

Client reference number	T-File number	Payment reference number
<input type="text"/>	<input type="text"/>	<input type="text"/>

Details of main applicant

Title	<input type="text"/>		
Mr, Mrs, Ms, Miss, Mx			
Last name or family name	<input type="text"/>		
Given name (s)	<input type="text"/>		
Unit/House number	<input type="text"/>	Street/Avenue	<input type="text"/>
Town/Suburb	<input type="text"/>	Postcode	<input type="text"/>
Contact number	<input type="text"/>		
Email address	<input type="text"/>		

Details of account to be debited

Bank or Credit union name (please print)	<input type="text"/>		
Address	Street number	Street/Avenue	<input type="text"/>
	Town/Suburb	Postcode	<input type="text"/>
Account name (please print)	<input type="text"/>		
BSB number	<input type="text"/> <input type="text"/> <input type="text"/>	-	<input type="text"/> <input type="text"/> <input type="text"/>
Account number	<input type="text"/>		

Section 1: New deduction or variation of existing deduction

(only complete if requesting a new deduction or variation of an existing deduction)

I authorise **Homes NSW (Debit User ID number 01449)**, until further notice in writing to arrange for funds to be debited from my account, as described above, in accordance with the amounts which Homes NSW may debit or charge me through the Direct Debit System.

Deductions

Frequency of deductions (please tick) ☐ Weekly ☐ Fortnightly

When would you like the payments to commence?

DD / MM / YYYY

Account/s to be credited

Account	Payment reference number	Amount
Rent		\$
Water		\$
Rechargeable repairs		\$
Combined former tenancy debt		\$
Miscellaneous		\$
Rental bond		

Section 2: Termination of direct debit

(only complete if requesting termination of an existing deduction)

Please stop my payments from the first direct debit due on or after:

DD / MM / YYYY

Customer service agreement

Homes NSW responsibilities

- Homes NSW shall send you a quarterly statement of your rent account.
- Where the due date falls on a non-business day, Homes NSW will draw the amount on the next business day.
- Homes NSW will automatically update the amount to be deducted during a Group Subsidy Review and Market Rent Review to reflect the new charges in rent and water from the next available pay date.
- Homes NSW will provide written notice of any proposed changes to your direct debit arrangement, providing reasonable notice.
- Homes NSW reserves the right to cancel the direct debit arrangement if drawings are continually returned unpaid by your nominated Financial Institution. Where drawings are returned unpaid Homes NSW will arrange an alternative payment method with you. A fee may apply for drawings that are returned unpaid.
- Homes NSW will keep all information provided by you and details of your nominated account at the financial institution, private and confidential.
- Homes NSW will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

Client's responsibilities

- It is my responsibility to check with my/our financial institution prior to completing the Direct Debit Request form, that direct debiting is available on that account.
- It is my responsibility to ensure that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the financial institution of the nominated account.
- It is my responsibility to ensure at all times, that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is my responsibility to advise Homes NSW if the account nominated by me to receive the drawings is altered, transferred or closed.
- It is my responsibility to arrange with Homes NSW a suitable alternative payment method, if the drawing arrangements are stopped, either by me, or the nominated financial institution.
- It is my responsibility to meet any charges resulting from the use of the Direct Debit System. This may include fees charged as a result of returned drawings.
- I may request to defer, alter or stop the agreed drawing schedule, by giving written notice to Homes NSW, as my nominated Financial Institution is unable to cancel my Direct Debit arrangement.
- I understand that all transaction disputes, queries and claims should be raised directly with Homes NSW. Homes NSW will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, Homes NSW will reimburse me by way of cheque or electronic credit to my nominated account.
- I have read the "Customer Service Agreement" above and acknowledge and agree with its terms and conditions.

Client's name

Client's signature

Date

DD / MM / YYYY

Office Use Only

Amount of total deduction

Frequency of deductions

☐

Weekly

☐

Fortnightly

Confirmation sent to client

☐

Yes

☐

No

DD / MM / YYYY

Direct Debit entered/updated

☐

Yes

☐

No

DD / MM / YYYY