

# Information about Direct Debits

On 1 April, the county council and seven district and borough councils in North Yorkshire will become one – North Yorkshire Council. This is because local government is being reorganised across the county and there will be a single unitary council.

If you pay for council services, your council tax bill or business rates by Direct Debit this will continue as normal. The change to a single council for North Yorkshire will not affect the service you receive.

North Yorkshire Council will collect your Direct Debit payment rather than Hambleton District Council.

The only change you may see is that the reference on your bank statement changes to North Yorkshire Council rather than Hambleton District Council.

Your bank statement might also have a different reference made up of letters and numbers. There might also be a comment on your bank statement advising you of the final payment to Hambleton District Council and the first payment under the new name North Yorkshire Council.

**You don't need to do anything differently unless the new council contacts you.**

You won't need to complete a new Direct Debit instruction, as details of the change will be given to your bank who may also let you know about the change.

If you don't currently pay by Direct Debit but would like to start, please use the contact information on your bill to get in touch.

## The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay by Direct Debit.
- If there are any changes to the amount, date or frequency of your Direct Debit North Yorkshire Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request North Yorkshire 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 North Yorkshire 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 North Yorkshire 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 at North Yorkshire Council using the contact information on your bill.

