

Your ref: Garden Waste renewal  
Date: 19/05/2017



**Dr Anthony Leonard**  
**Executive Director of Business Operations**  
Town Hall, Bexhill-on-Sea. TN39 3JX

Inv Name  
Street  
Town  
County  
Post Code

**Garden Waste Renewal 2017/18**  
qty brown bin(s) - £cost.00  
[www.rother.gov.uk/GWPay](http://www.rother.gov.uk/GWPay)

**Garden Waste reference number:** GW Ref  
**Bin Header** Bin Address

Dear Name,

We are getting in touch to let you know that it is time to renew your subscription to the garden waste service for 2017/18. By paying straight away we can make sure there is no break in your collection service. The cost per container remains at £35.00 for the year.

Please be aware that the final day for payment is **Friday 23<sup>rd</sup> June**. Please make sure you have paid in advance of this date so we can ensure your service is not withdrawn on the renewal date 15<sup>th</sup> July 2017.

Our records show you have: qty brown bin(s) at the property at a total renewal cost of £cost.00. If this is not correct, please contact us at [Garden.Waste@rother.gov.uk](mailto:Garden.Waste@rother.gov.uk). If you are looking to change the number of containers you have, or wish to advise that you will not be renewing, then you can visit our website [www.rother.gov.uk/gardenwaste](http://www.rother.gov.uk/gardenwaste).

Our preferred method of payment is Direct Debit. You can set this up online by visiting [www.rother.gov.uk/GWPay](http://www.rother.gov.uk/GWPay) or by completing the form below. Other payment options are on the reverse of this letter.

With this letter we include the Terms and Conditions for the service. By renewing you are agreeing to these terms.

Regards, Rother District Council



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

Please fill in the whole form using a ballpoint pen and send it to:

**Rother District Council, Town Hall, London Road, Bexhill-on-Sea, TN39 3JX**

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	Bank/Building Society
Address	
Postcode	

Originator's Identification Number

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Customer Garden Waste Number

GW Ref
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**Instruction to your Bank or Building Society**

Please pay Rother District Council 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 Rother District Council 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 for some types of account

## How To Pay Your Invoice

**Note: - Our preferred method of payment is by direct debit.  
Payments made using a Credit Card will incur an additional 2% surcharge. There is no surcharge for paying with a Debit Card.**



### Direct Debit

If you wish to pay by Direct Debit, you can do this online by visiting [www.rother.gov.uk/GWpay](http://www.rother.gov.uk/GWpay) or by completing the form on the front of this letter.

Direct Debits will be taken from your bank account on or shortly after 3<sup>rd</sup> July, 2017. This payment will appear on your bank statement as **ROTHER DIST CCL**. We will notify you in advance of each further payment.

### **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 Rother District Council will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request Rother 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 Rother 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 Rother 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.

### Via the Rother District Council website



You can pay online by visiting our website: [www.rother.gov.uk/GWpay](http://www.rother.gov.uk/GWpay). You will need your postcode and garden waste reference number - **GW Ref**. Please follow the on screen instructions to make your payment.

### Via the 24 hour Telephone Payment Hotline



You will need your **invoice number** which is **Invoice**

Telephone **0845 603 0037** (local rate)

**0161 785 7608** (national rate but included as free minutes in many price plans)

Enter Option 6 – To Pay Invoices where the invoice number starts with an 8. Follow the instructions given to make your payment.

### Cheques

**Have you thought about using another payment method shown above? Last year we received over 4000 cheques which put great strain on our finance team. So if you are able to pay using another method it would be greatly appreciated, thank you.**

If paying by cheque, it should be made payable to **Rother District Council and crossed “account payee”**, writing your **Invoice number** which is **Invoice** on the reverse of the cheque. If you require a **receipt** for your payment, please enclose a stamped addressed envelope, otherwise one will not be provided. Payments should be sent by post to Rother District Council, Directorate of Resources, Town Hall, Bexhill – on – Sea, East Sussex TN39 3JX.