# Instruction to your bank or building society to pay by Direct Debit

**Please fill in the whole form including official use box using a ball point pen and send it to:**

Aspire Housing Ltd
Kingsley,
The Brampton,
Newcastle-under-Lyme,
Staffordshire, ST5 0QW

**Service user number**

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Please select your chosen payment option and insert your address within the box below.

FOR ASPIRE HOUSING LTD OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Installments are taken Monday WEEKLY ☐

OR MONTHLY on 1st ☐ 8th ☐ 15th ☐ 25th ☐

**Customer Address**

**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

**Reference** (Your Customer Account Number)

**Instruction to your bank or building society**
Please pay Aspire Housing Ltd 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 Aspire Housing Ltd 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

This guarantee should be detached and retained by the payer.

## 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 Aspire Housing Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Aspire Housing Ltd 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 Aspire Housing Ltd 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 Aspire Housing Ltd 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.