

**Tenant Name:**  
**Tenant Address:**

Falcon Housing Association C.I.C  
Office 3.30, 3<sup>rd</sup> Floor, Lighthouse View,  
Spectrum Business Park, Seaham, Co  
Durham, England, SR7 7PR  
Tel: 0191 406 4857

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

**Name(s) of account holder(s)**

**Service User Number**  
2 5 0 4 4 2

**Bank/building society account number**

**Reference**

**Branch sort code**

**Instruction to your Bank or Building Society**

Please pay APS Re Falcon Housing 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 APS Re Falcon Housing and, if so, details will be passed electronically to my bank/building society.

**Name and full postal address of your bank or building society**

To: The Manager Bank/building society

Address

Postcode


Signature(s)

Print name:

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 APS Re Falcon Housing will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request APS Re Falcon Housing 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 APS Re Falcon Housing 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 APS Re Falcon Housing 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.