

Direct Debit Payment Details

Reference Number			
1st Payment Amount		Date of 1st Payment	
Subsequent Payments		Next Due Date	
Frequency of Payment			
Area Office (if applicable)			
Date of entry onto Webconnect			
Please enter the details of the customer, if different from those of the bill payer overleaf:			
Name			
Address			
Postcode			

PLEASE RETURN TO:

Payments will be collected on behalf of:

ABERTAY HOUSING ASSOCIATION LTD
147 FINTRY DRIVE
DUNDEE
DD4 9HE



VOUCHER REWARD* AND FREE PRIZE DRAW!!
Switch to Direct Debit

Don't delay, set up your direct debit today and you could be rewarded with a voucher and free entry into our prize draws for Direct Debit payers!



* voucher will be rewarded after 6 months of consecutive payments are received.

If you change to Direct Debit and make a minimum of 6 months consecutive payments, we will reward you with a £25 voucher.

You will then be included in our Prize draws with existing Direct Debit payers with a chance to win a £50 voucher. Prize draws are to be held every 6 months and the lucky prize winner announced in our Newsletters.

Direct Debit really is the smart way to pay...

So why not make the switch now and you'll save yourself money and be entered into our free prize draw. Prize draws will be held twice a year in May and November and the lucky prize winners will be presented with their vouchers and appear in our newsletters.

- Set up a Direct Debit with your bank and payments are made automatically but you stay in control - it can be cancelled at any time
- You are protected by the Direct Debit Guarantee - you'll get a full refund from your bank if an error is made in the payment of your Direct Debit
- Once your Direct Debit is set up it will continue year on year so there is no need for you to contact your bank at the beginning and end of each financial year.
- You can trust Direct Debit to be totally secure - so just relax and enjoy how it frees up your time

Why pay by Direct Debit?

Not only is Direct Debit the easiest way for you to pay but it is also the most cost-effective way for us to collect your rent payments.

How to set up a Direct Debit

By completing the Direct Debit Instruction form attached to this leaflet.

Completed forms should be returned to Abertay Housing Association.

A letter will be sent confirming that your details have been set up and when your first payment will be collected. Please note, if you complete and return a Direct Debit instruction, you should continue to pay your rent until you receive a new bill advising you your rent will be paid by Direct Debit.

Direct Debits can be collected from most bank or building society accounts with a few exceptions such as savings accounts. Please check with your bank or building society if you are unsure.

No Bank Account?

The Financial Services Authority (FSA) can offer you independent advice on how to open and use a basic bank account. Please call 0845 606 1234 for an information booklet.

Abertay Housing are committed to providing the best possible service, however, if you feel we have failed please contact us for our complaints procedure.

Translation facilities are available on request.

Scottish Housing Regulator Reg. No. HAL 297
Industrial & Provident Societies Act 1965 Registered Number 2517 R(S)
Abertay Housing Association Ltd is a Registered Scottish Charity No. SC 030152
Property Factor Reg No PF000206



PLEASE FILL IN THE FORM USING A BALL POINT PEN AND RETURN TO THE ADDRESS OVERLEAF →

allpay Limited Re:
Abertay Housing Association Ltd
Fortis et Fides
Whitestone Business Park,
Whitestone,
Hereford. HR1 3SE

Name(s) of Account Holders(s).

Bank/Building Society Account Number.

____|____|____|____|____|____|____|____|

Bank Sort Code.

____|____|____|____|____|____|

Name & full postal Address of your Bank or Building Society.

To: The Manager Bank/Building Society

Address

Postcode

Reference

A | T | A | Y | | | | | | | | | | | | | | | | | | |

Banks and Building Societies may not accept Direct Debit Instructions on some types of Account

This Guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



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

Service User Number

9	4	2	8	0	4
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Please complete your Address and Telephone Number.

This is not part of the instruction to your Bank or Building Society. For allpay Limited official use only.

Address

Postcode

Telephone Ref.

Instruction to your Bank or Building Society.

Please pay allpay Limited 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 allpay Limited and, if so, details will be passed electronically to my Bank or Building Society.

Signatures

Date



* 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, allpay Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request allpay Limited 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 allpay Limited 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 allpay Limited 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.

