



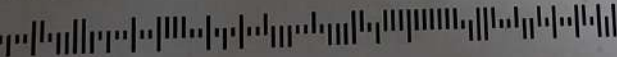
Transforming lives  
Revitalising neighbourhoods

27 November 2025

Your tenancy reference: 9666003638002  
ne Payment Reference: 6335378000020353429

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Online/Telepho  
Miss M Douglas  
12 Lund Crescent  
Carlisle  
CA2 4DB



**You are receiving this letter because your account is in arrears.**

Dear Miss Douglas

**Overdue rent / charges of £187.72 as at 27 November 2025**

You are currently behind on your rent payments. It is a condition of your tenancy that your rent is paid in advance of the date due, and your account should not fall into arrears between payments