

Dear Ms XXXX

Regarding: FLAT X XXXXX XXXXX WAY

Your Reference: xxxxxxxx

Overdue Balance: £251.70

Further to my previous correspondence, I have noted that your account for shared-ownership rent or service charge remains in arrears and you have not contacted me to discuss your account. It is a requirement that you pay these sums due under your lease on the first day of each month. Your account currently has an outstanding balance of £251.70.

As I am sure you are aware, failure to pay shared-ownership rent or service charges due is a breach of the terms of your lease and that breach may result in the lease being terminated or possession proceedings being brought against you.

Please arrange to clear the arrears on your account within 7 days.

Should you fail to do so within 7 days we will, with regret, have no option but to approach your mortgage lender for payment or consult our solicitors to take action to collect payment of the arrears. This is likely to involve starting proceedings to forfeit your lease or take possession of your property. We will seek reimbursement of the cost of this process from you.

How to pay

To make a payment or view your statement online please visit <https://www.nhhg.org.uk/my-account/register/>.

You can make a payment to your account by bank transfer using the following account details and your account reference number:

- Sort Code – XXXXXXXX
- Account Number – XXXXXXXX
- Your Account Reference Number – xxxxxx

Advice & support

As a Notting Hill Genesis resident you have access to Notting Hill Genesis's support partnerships network where you can access help with employment, debt, budgeting and more. If you want to access this support please visit www.nhhg.org.uk/residents/support-services or get in touch with me.

Yours sincerely

XXXXXX XXXXXX

Property Management Officer