

Meet the Income Management Team

Rent Officers

Rachel Shields: Covers Carlisle, Eden and all Positive Impact

☎ 03448 736290 or Direct Line ☎ 01228 633636

✉ rachelj@impacthousing.org.uk

Chris Clarke: Covers South Lakes, Lancaster, Copeland and Allerdale (with the exception of Salterbeck)

☎ 03448 736290 or Direct Line ☎ 01946 839920

✉ chrisc@impacthousing.org.uk

James Fallows: Covers Salterbeck

☎ 03448 736290 or Direct Line ☎ 01228 633621

✉ jamesf@impacthousing.org.uk

Lesley Fitheridge: Covers all former tenancy arrears

☎ 03448 736290 or Direct Line ☎ 01228 633656

✉ jamesf@impacthousing.org.uk

Money Matters Team

Sue Shirvinton

☎ 03448 736290 or Direct Line ☎ 01228 633632 or

Mobile ☎ 07585 968466

✉ sues@impacthousing.org.uk

Michelle Llewellyn

☎ 03448 736290 or Direct Line ☎ 01946 839921 or

Mobile ☎ 07739 325265

✉ michellel@impacthousing.org.uk

Admin Staff

Karen Horsfield and Lorraine Royle

☎ 03448 736290 or Direct Line ☎ 01228 633623

✉ payments@impacthousing.org.uk

Income Management Team Leader

Liz Preston

☎ 03448 736290 or Direct Line ☎ 01228 633618

✉ lizp@impacthousing.org.uk