This leaflet is available on request in large print. A translation service into a wide range of languages is also available. If you have any special need, please tell us so we can help you. Please ask at the Reception desk for further information.
This set of Service Promises (Local Offers) reflect what you can expect from the services you receive from Corby Borough Council's Housing and Neighbourhood Services.

Where you see a statement prefixed by a star, we will ensure we do what we say:

Our Promises to you

• We will focus on achieving the best results for customers and the service.
• We will endeavour to achieve the priorities of the community and the individual customer.
• We will recognise and learn from our mistakes, challenge what we do and how we do it.
• We will always try to maintain and enhance the Council’s reputation.

Staff and contractors

• We will behave in a professional manner, be polite and helpful, carry identity cards at all times and treat you with respect and courtesy.
• We will be well informed and trained in our duties.
• We will be, on all occasions, honest with you. We may at times be unable to meet your request and will offer you an explanation of why we cannot.

IT and access to information

• We will promote our website and make it easier for customers to complete transactions, make enquiries and search for information online.
• We will keep our leaflets and posters up to date.
• We will treat all personal information held about you and your family in the strictest confidence and comply with the Data Protection Legislation.

We will respond to requests for information held by the Council under the Freedom of Information Act within 20 working days.
Complaints, Service Requests, and Enquiries from you

- All complaints will be acknowledged by letter within 5 working days, giving you a contact name, telephone number, postal address and email address of the person dealing with your complaint.
- We will respond to all enquiries or service requests within 10 working days. If this cannot be achieved we will let you know how matters are progressing within the 10 days by letter stating when the new target date for completion will be.

- Write all our literature and documents in plain English.

Customer communications

- We will give you a private interview if you ask.
- We will help you to complete forms and applications if you require assistance.
- When visiting our offices or phoning us we do not tolerate foul or abusive language. You will be asked to leave or the call will be ended if you continue to be abusive.
- We ask that you to keep your appointments and tell us in advance of any changes, or if you wish to cancel or reschedule.

We will answer your telephone calls in a timely manner.
- We will answer calls with the name and service area of the employee answering, speaking slowly and clearly.
- If the person who can deal with your enquiry is unavailable, we will take full details of your enquiry and ensure that they receive the information promptly.

Home visits

- We will treat your home with respect and consideration.
- When we visit your home we will explain who we are and the purpose of our visit.
Customer consultation

- We will make sure your views are considered on anything that affects you.
- We will explore options other than formal tenant and resident involvement, encourage, support and consult to ensure as many customers, groups and individuals are given the opportunity to get involved at whatever level suits them.
- We will keep you informed and let you know how the consultation has been used and in what way it has made a difference.
- We will provide you with clear, easy to understand information to enable you to play an active role in the consultation process.
- Make our information available in large print, Braille, in alternative languages or on audiotape if you request it.

Equality and diversity

- We want customers to have straightforward and equal access to make it easier for them to use our services.
- We will not tolerate discrimination of any kind.
- We will treat all customers fairly whatever their age, disability, nationality, ethnic origin, gender or sexual orientation.
- We will use the appropriate assistance and support to explain information or documents, including the use of language interpreters and translators, lip readers and sign language experts to assist with understanding your requirements and explaining our services.
- Consider disability issues to ensure there are no barriers denying access.
- Work to ensure no direct or indirect discrimination occurs in our diverse, multi-cultured community. This will involve training our staff to take account of the needs of all the different groups we serve.