SERVICE PROMISES TO OUR CUSTOMERS

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 as a Landlord.

Where you see a statement prefixed by a ⭐ we will ensure we do what we say:-

Your Responsibility as a Customer

- We expect you to pay your rent and service charges when they are due.
- We expect you to keep to the terms of your tenancy agreement.
- We expect you to keep your home and garden in a clean and tidy condition.
- We expect you to carry out repairs that are your responsibility.
- We expect you to allow our staff and contractors access to your home to carry out repairs and inspections.
- We will treat you with respect and expect you to do the same.

Our Responsibility to You

Tenant Involvement

⭐ We will provide you with a regular newsletter to keep you informed about what is happening.

- The Tenant Involvement Officer will attend and support meetings when requested to do so.
- The Tenant Involvement Officer will identify areas where no tenant groups currently exist and target support in those areas.
- The Tenant Involvement Officer will promote involvement from under represented groups of the community.
- The Tenant Involvement Officer will support the Corby Tenants Voice Group.
Empty Homes – Signing and Accepting a Tenancy
When you sign for your new tenancy you will:

- Be given an information pack which includes a copy of your tenancy agreement, information about your home and the services you can expect from us as a Landlord.
- Be given details of any repairs which are still to be done after you have moved in.
- Be given help to apply for welfare benefits if needed.
- Be given useful information and telephone numbers.
- Be advised that a post letting visit will be undertaken within 6 weeks to see how you are settling in.

Empty Homes – The Viewing
We will ensure that:

- You are given advice on how to contact the utility suppliers to provide gas, electricity and water.
- The viewing time and date meets your needs.
- You are issued with a decoration voucher subject to an assessment of the property.
- You have bins to enable you to dispose of your household waste.

Managing Our Homes

- We will respond to reports of an abandoned or sublet property on the same day the report is received.
- We will enforce tenancy conditions where pets are undermining the general peace and wellbeing of an area.

- We will fulfil our duty and responsibility to collect as much rent as possible for the benefit of all tenants.
- Provide you with assistance, guidance and support when you request it.
Vacating your Property

• We will give you advice about the right length of notice required to end your tenancy and how and when to return the keys to the property.

• We will offer you the opportunity to have a home inspection undertaken before you leave, this will give you a chance to undertake any repairs or remedy any issues that you could be recharged for as tenant responsibility before you leave.

• We will make sure the gardens and hedges of empty homes do not become an eyesore or nuisance.

Your Rent Account

• We will offer you a private interview to discuss ways of resolving arrears.

• We will try to come to an affordable arrangement with you to clear your rent arrears and avoid further recovery action.

• We will explain how welfare benefits may help you and assist you maximise your income.

• We will provide general benefit advice to help you maximize your income.

• We will explain clearly what will happen if your rent arrears continue to increase.

• We will visit you to discuss your financial circumstances in the privacy of your home on request.

• We will contact you by telephone, letter, text, email and home visits to establish why your account is in arrears and what we can do to help you.

• We will provide you with a printed copy of your rent account transactions on request.

Corby Borough Council
Housing & Neighbourhood Services, Deene House, New Post Office Square, Corby, Northants NN17 1GD
Phone: 01536 464000
E-mail: landlord.services@corby.gov.uk