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 Finance Team.

Where you see a statement prefixed by a ★ we will ensure we do what we say.

Value for Money

• We will undertake value for money reviews on services we provide.
• We will keep customers informed of our performance.

Your Accounts – Maintaining your Account(s)

• We will ensure that your account details are kept secure.

• We will give you at least four weeks’ notice if we have to increase your rent.

• We will ensure that any payments will show on your rent account the next working day.

★ We will adhere to the Council’s standing orders and financial regulations.

★ We will process a valid application for a refund of rent within 28 working days of receiving a fully completed mandate.

• We will process a valid credit transfer request within 5 working days of receiving a completed form or written request.

• We will provide you with a rent statement for your home on a bi-annual basis showing details of the rent you have paid, your account balance and any adjustments.

• We will answer your account balance enquiries immediately.
Ways to Pay your Rent

- We will offer you a variety of ways to pay your rent and any arrears including online, Direct Debit or Standing Order, by telephone using your debit or credit card, in person using cash or by sending a cheque.

- Direct Debit payment options available are:
  - Weekly
  - 1st Monthly
  - 15th Monthly

  We will provide confirmation of your Direct Debit set up, advising of the payment date and amount, 10 working days in advance of collection.

- We will adhere to the Direct Debit Guarantee scheme.

Home Contents Insurance Applications

- We will process your application for insurance within 5 working days of receiving a fully complete application form.

- We will provide appropriate advice and contact details in respect of Contents Insurance claims.

- We will endeavour to answer any Contents Insurance cover detail enquiry immediately. If this isn’t possible, we will refer your enquiry to RSA for a response within 10 working days.