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 if you are a Leaseholder.

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 service charges when they are due.
- We expect you to keep to the terms of your leasehold 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 insure the contents of your home.
- We will treat you with respect and expect you to do the same.

**Our Responsibility to You**

**Leaseholder 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 conduct consultations when changes to services directly affect leaseholders.
Managing Leasehold Homes

After you have purchased your flat or maisonette we will:

- Continue to insure the structure and common parts of the building against fire, flood, lightning and explosions and any other reasonable risks.
- Continue to maintain the structure and outside of the building and common parts.
- Continue to maintain any common systems including communal lighting, door entry systems, lifts, stairwells and landings, common tanks, drains, gutters or cables that serve the building.
- Continue to offer a stairwell caretaking service where we are responsible.
- Continue to maintain garden areas and paths in common use with other residents where we are responsible.
- Continue to carry out fire risk assessments on all blocks of flats at least on an annual basis.

Ensure you receive a Leaseholder’s handbook.

We will respond to reports of any abandoned Leasehold properties on the same day the report is received.

- We will enforce Leasehold conditions where they undermine or seriously breach the Leasehold agreement.

We will fulfil our duty and responsibility to collect as much of the service charge as possible for the benefit of all leaseholders.
YOUR SERVICE CHARGE ACCOUNT

We will send you invoices for your service charge(s) every year which will include:

- Annual charges in line with your leasehold agreement.
- Quarterly rechargeable repairs.
- Proportionate payments towards programmes works and offer you a choice of ways to pay.
- We will offer you a private interview to discuss ways of resolving financial pressures and arrears.
- We will try to come to an affordable arrangement with you to clear any arrears and avoid further recovery action.
- We will provide general benefit advice to help you maximize your income.
- We will explain clearly what will happen if your arrears continue to increase.
- 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 service charge account transactions on request.

- We will provide you with a breakdown of completed rechargeable repairs on request.

Corby Borough Council

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