Data protection

All the information you give to us is kept safe and secure in accordance with the Data Protection Act (1998). It will be used to update your tenancy records and will be securely stored on our computer systems and tenancy files.

Where necessary we will share relevant information with partners. For instance, we will share data with maintenance contractors, to assist them when carrying out repairs to your home.

We may share information in a secure manner to ensure your needs are met and to meet the health and safety obligations we have as an employer when delivering a housing service.

We will share relevant information where we are legally required to do so, in line with the Data Protection Act 1998. Examples of these are, for the prevention and detection of crime, or for the apprehension or prosecution of offenders etc.

Office Addresses and Opening Hours

Kettering Borough Council
Municipal Offices, Bowling Green Road, Kettering, NN15 7QX

01536 410 333
customerservices@kettering.gov.uk
www.kettering.gov.uk

Mon – Fri 8.30am – 5.30pm
Saturdays, 9am – 1pm
(face-to-face service only)

The following centres also offer a face-to-face service

Rothwell Customer Service Centre
Rothwell Library
Market Hill
Rothwell
NN14 6EP

Mon 10am – 1pm, 2pm – 5pm
Wed 10am – 1pm, 2pm – 5pm
Fri 10am – 1pm

Desborough Customer Service Centre
Desborough Library
High Street
Desborough
NN14 2QS

Tues 9am – 1pm, 2pm – 5pm
Wed 2pm – 5pm
Thurs 9am – 1pm, 2pm – 5pm
Fri 9am – 1pm, 2pm – 5pm

Burton Latimer Customer Service Centre
Burton Latimer Library
High Street
Burton Latimer
NN15 5RH

Tues 9am – 1pm, 2pm – 5pm
Thurs 9am – 1pm, 2pm – 5pm
Interpreting and Translating

In order to help our customers and to allow as many people as possible to gain equal access to services, we are able to provide the following translation and interpreting services:

Welcome

Welcome to Kettering Borough Council’s Tenants’ Handbook.

The handbook contains important information about your tenancy agreement. It explains clearly what you can expect from us as your landlord and your rights and responsibilities as our tenant.

It also includes useful information on a variety of topics to help you make the most of your tenancy with us.

We do our best to provide a good landlord service for our tenants but there are times when we get things wrong. If that happens, please let us know. We value feedback as this helps us to improve our service to all our tenants.

If you would like to have a bigger say in the management of your home and neighbourhood, there are lots of ways to get involved. Please get in touch – we really do want to hear from you.

John Conway
Head of Housing