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Access to Information

The Royal Borough of Kensington and Chelsea Tenant Management Organisation Limited (KCTMO) provides housing management services as an agent of the Royal Borough of Kensington and Chelsea (RBKC).

The Data Protection Act 1998 (DPA), the Freedom of Information Act 2000 (FOI), and the Environmental Information Regulations 2004 (EIR) make it possible for the residents, and members of the public to request information held by public authorities or for public authorities.

We are required to supply, on request in writing and subject to availability, information held by KCTMO, for RBKC, on the services provided on behalf of RBKC.

The information that can be requested is outlined in this section of our website.

Exemptions

There are exemptions to accessing information and these are as follows:

- we do not hold the information.
- the information is exempt under DPA, FOI, or EIR, or is prohibited under another statute.
- the information is out of date.
- it would not be practical to or too resource intensive to provide the information.

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