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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 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 such as RBKC. Although the TMO is a private body and not subject to FOI, we are required to supply to RBKC any information RBKC may require in order to comply with its legal or regulatory obligations including any obligation under the FOI. The TMO also operates its own transparency agenda even though FOI does not apply directly to it. This means that the TMO will disclose information where it can, but reserves the right not to disclose if it is reasonable to do so, for instance protecting the commercial interests of the TMO, or the interests of third parties, or where disclosure might affect criminal, regulatory or other investigations. We will respond to any request for information within 20 working days from the date of receipt of your request. All requests for information on the company should be made in writing or by e-mail to:

The Company Secretary  
The Royal Borough of Kensington and Chelsea  
Tenant Management Organisation Limited  
346 Kensington High Street  
London W14 8NS

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