



### Communicating with us

When you contact us, you can expect our staff to be friendly, polite, and helpful. We are proud of the standards we set for communicating with our residents and partners, however we are always looking to improve.

### Our standards

We work to a set of standards depending on how you communicate with us. If we fail to meet these standards, you can claim compensation.

#### If you email us, or message using the My Karibu app

- A staff member will take responsibility for your enquiry.
- We will respond within three working days.
- If it is going to take longer, we will tell you who is handling your enquiry and when to expect a response.

#### If you phone us

- During office hours, we aim to answer 80% of calls within 60 seconds.
- When we answer the phone, we will tell you which department you have called and the name of the person you are speaking to.
- During busy periods, your call to our main switchboard may be held in a queue. You will automatically be offered the option to leave your phone number so that the next available staff member can call you back.
- If you ring a direct line and the call cannot be answered by the person you are trying to contact, the call will be answered by a member of their team or will be directed back to our service desk.


#### If you contact us via social media during office hours


- We will respond within one working day if you post to our Twitter, Facebook, or Instagram accounts.
- If you visit our office
- Our reception areas will be clean and tidy, clearly signposted, and easily accessible.
- All our receptions meet the requirements of the Disability Discrimination Act.





## CONTACT US


If you have further questions, please contact us.

 **Use your My Karibu app**

 **Phone:** 020 8607 7777


 **Email:** [info@karibu.org.uk](mailto:info@karibu.org.uk)

 **Visit our website:** [www.karibu.org.uk](http://www.karibu.org.uk)

 **Write:** Karibu Community Homes, Unit 3, 8 Kew Bridge, Brentford TW8 0FJ

We are also on social media at:

 **X/Twitter:** @karibuhomes  **LinkedIn:** Karibu Community Homes

 **Facebook/Instagram:** @karibuhomes



- We will do our best to see you on time if you have an appointment.

### If we visit you at home

- Our staff and contractors will be wearing photo ID or will be able to show you it. You can still call us before letting them in if you are unsure.
- When appropriate, we will make an appointment first.
- If we are going to miss the appointment, we will let you know.
- We ask that you do not smoke while our staff or contractors are with you.
- If you write to us
- A member of staff will take responsibility for your enquiry.
- We will reply to your letter within seven working days of receiving it.
- If we cannot reply within seven working days, we will let you know who is dealing with your enquiry and when you can expect a full response.

### What we expect from you

In return for the standards, we aim to meet, we expect you to treat our staff and contractors working on our behalf with respect. They have the right to take further action if they receive abuse or threats. We may involve outside agencies.

### Treating people fairly

We promote equality and stop unfair discrimination in all aspects of our work. We collect data to check that we are meeting the needs of our diverse residents. We also aim to employ staff who reflect the populations we serve.

See our service standard on treating people fairly for more information.

### How we monitor this service standard



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Our customer-facing team regularly monitor these standards to make sure we are offering an efficient and effective service. If you think we are failing to meet these standards, please let us know.

### Translation

Please ask us if you would like us to translate this document. We will do all we can to meet your request.



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