

RESIDENT SERVICE PLAN FOR 2024-27



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We have big plans to improve Karibu's services over the next three years – and our resident service plan sets out how.

We've created this service plan using the feedback you've given us over the past two years. We've included what you told us:

- in our latest major satisfaction survey
- in the surveys we carry out when you use our repairs and other services, and
- when you've been taking part in resident engagement activities.



When we consulted on this plan, we got nearly 150 responses. We explained that we're going to focus on four areas:

- Communication and accessibility
- Service standards and delivery
- Engagement and transparency
- Being a good neighbourhood partner



Over 90% of you were in favour of our approach and the plans we outlined – we then updated the plan again to include the new feedback you had given us.

So, this is a service plan co-created with our residents, which will be delivered by Karibu and monitored jointly by Karibu and our resident groups and committees.

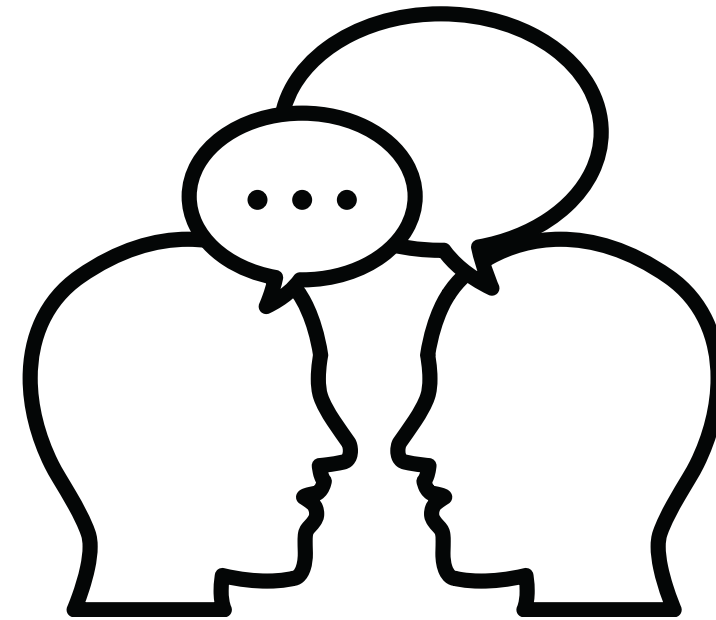
We are very grateful for the feedback, energy and involvement you've contributed so far. We look forward to working with you to improve our service offer and your experience of being a Karibu resident.

Gary Clark

Director Customer and Communities

Leroy McKenzie

Chair of Karibu Tenants' Committee



Communication and accessibility

We're going to communicate with you better and offer you new ways to get information and to access our services

What you asked for	What we will do	How you can check this
Give us a good choice of ways to contact Karibu	We're going to review the ways you can contact us and agree a wider range of options	We will widely advertise the ways you can contact us – for example, in the Karibu app, in our publications, on our website and social media channels, and on your estates. We're going to make our service standards widely available too
Get back to us quicker when we phone or email you	We're going to look into ways to measure our communications performance	Our service standards will include target times for responding to you. We will monitor our performance and publish the results
Make sure we always get a response	We will review whether our systems are manageable for staff	Our teams handle different areas of work and we monitor their performance in responding to your queries. We will publish the results
Let us know who staff are, who to speak to and how to contact them about particular issues	We'll publish the names, roles and contact details for relevant team members	We will include these details, and useful info about staff roles, in the Karibu app, on our website and noticeboards
Give us regular and relevant information	We will set up a calendar of dates when we will communicate with you	We will prepare and publish these communications, with help from engaged residents
Let us check some things out for ourselves	We will develop the Karibu app and our website to provide more relevant features	You will find more options on our app and online, including being able to send and receive messages, complete surveys and report anti-social behaviour
Visit our blocks and estates	We'll draw up a programme of block and estate inspections, and publish dates and times so that you can join in	We'll put the dates on our website. We'll also recruit neighbourhood champions and provide ways to stay in touch with them



Service standards and delivery

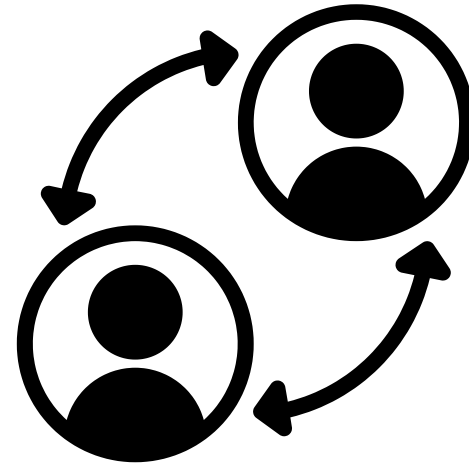
***We're going to make sure you get the services you need.
We'll develop ways to understand our residents' current
and future needs, and be clear about our service offer***

What you asked for	What we will do	How you can check this
Provide us with clear service standards	We'll develop service standards for our key services, with targets and response times where appropriate	We'll draw up standards for each service that are short, easy to read and translate. We will consult with engaged residents before publishing them
Provide better services to our blocks and neighbourhoods	We're developing service standards for the services we provide to your blocks and estates	We will publish these service standards locally and on our website. We'll include the details of any managing agents where relevant
Involve us in improving local cleaning and ground maintenance services	We will retender our cleaning and ground maintenance contracts. We'll involve residents when we draw up the specification, in the tender process and when we select new contractors. We'll consider giving contracts to any resident-run companies, as part of the process	Our contract specifications for each block and estate will be clear. Residents who take part in the tendering process will be offered the option of helping to monitor performance
Let us help you to inspect our neighbourhood	We will carefully plan our inspections and invite residents to join us. Our inspections will check we are meeting our service standards and lead to action plans to put things right	We will let every block know in advance when we plan an inspection. We will encourage residents to become neighbourhood inspectors
Check security at our block	We're going to add block security items to the estate inspection checklist our staff use. This will include your communal doors, CCTV, gates, intercom systems and other building access points. We'll ask residents to help us design these checks	We will publish our inspection programme, so that you can opt to take part. We will also publish your feedback

What you asked for	What we will do	How you can check this
Provide us with a responsive service around anti-social behaviour	We will develop the anti-social behaviour module in our customer service software, so that there is an easy way for staff to record these issues. We'll train frontline staff on anti-social behaviour, review what other support services can offer and be ready to work with them when we need this. We will set clear service standards for responding to and managing anti-social behaviour	We will provide a clear service offer and response time to different categories of anti-social behaviour. We'll offer easy ways to report anti-social behaviour – including via the website and Karibu app. We will record, track and monitor cases against our service standards. Four times a year, we will publish the results against our response targets.
Give us better information about your handling of anti-social behaviour	We will create a develop a service standard on anti-social behaviour and publish on our website. It will include what is and isn't anti-social behaviour, categorise different types of anti-social behaviour, list our response times and what we expect from residents.	You will find good quality information on the new website
We want a reliable repair service	After every repair job, we will send you a satisfaction survey via text. We will recruit a resident scrutiny group, who will review the service and make recommendations. We will re-tender the contract for longer-term repairs	We will check and publish repair survey results, looking out for trends that suggest where things are going well or not so well. We will make service improvements drawing on engaged resident feedback
Help us solve damp and mould in our homes	We'll create a separate page on the website to offer key information about managing damp and mould, and to set out our service offer. We'll train staff to respond to our targets, and to monitor and publish our performance. We will review our policy and procedure to make sure we meet the changes introduced to the new Social Housing (Regulation) Act by Awaab's Law and make sure our customer service software monitors our performance in this area.	We will give you a consistent service offer when you report (or we discover) damp or mould. We will have clear response times and processes for escalating action. We will publish details about cases and our performance in managing them

What you asked for	What we will do	How you can check this
Explain how can we get adaptations to our homes	We will review our policy and budget for adaptations. We'll provide helpful local information on how to access major and minor adaptations	We will draw up a clear policy, process and service standards. We will provide a list of the minor adaptations we can arrange and a list of major adaptations that would require a disabled facility grant from the local authority. We'll include a list of council contacts in each borough
Make sure you catch up on old repairs	Where historical repairs have not been completed, we will estimate the cost, set a possible budget and aim to complete some of them each year	We will report on these repairs in the newsletter and on the website. We'll explain our process and invite you to re-book old repairs or talk to us about them. If we hear about repairs like this through a survey, we will follow them up
Be clearer about the major works you are planning to our homes, blocks and estates	We plan to bring together all the relevant information we hold on our planned investment programme	We'll give all residents clear details of the work we are planning and when it will take place. We'll also publish service standards on what to expect when we undertake major external and internal works.
Tell us more about your overall plans to invest in our homes	We'll create a formal internal report on our long-term investment plans, once we have the necessary information. It will include a calculation of our costs, and the time periods when we will complete certain types of work. We'll use this to produce annual plans and we'll make sure we write to all residents whose homes are affected	Because we will have better information on our short, medium and long-term investment plans, we will be able to keep affected residents better informed every year.
We want value-for-money service charges	We will review our service charge process and charges. We will set up systems to record and monitor our service charge income and spending	Every year, we will provide you with a clear report and statement on your service charge costs. If costs are 10% or more higher than our estimates, we will explain why. When we re-tender major contracts, we will give residents the chance to get involved with specifying the services to be provided and with choosing the contractor

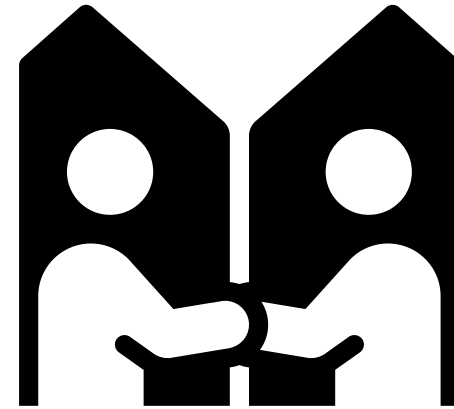
What you asked for	What we will do	How you can check this
<p>We need more information about service charges</p>	<p>We'll design an annual service charge statement that sets out our costs for the year, explains significant increases or decreases, and explains your rights</p>	<p>We will produce, in plenty of time, estimated budgets for the year to come and finalised accounts for the year just gone. We'll include helpful additional information to explain our estimates and final costs. We'll give you the right to scrutinise and challenge our managing of services at your block or estate</p>
<p>Deal with our complaints as quickly as possible</p>	<p>We will work to clear response times for service requests and complaints. We will develop and monitor these in our customer service software</p>	<p>We will develop a way to capture all your service requests, as well as our responses to your complaints, in a single system. We will report on and publish our performance results</p>
<p>Provide services and support that are more relevant to me</p>	<p>We will be talking to each household, so that we know if you have additional needs, or could use extra support</p>	<p>Once we have collected this information for all our tenants, we will meet with partners who can help us meet these needs</p>
<p>Support vulnerable tenants</p>	<p>We'll review our current policy and set out how we will support vulnerable residents. We will make sure our customer service software can be used to record which tenants have major vulnerabilities – both temporary and permanent. We will use this information to guide us when we are communicating with these residents and providing them with services. We will train staff on how to provide support to residents with vulnerabilities</p>	<p>We'll set out a clear service standard, explaining the different types of support and services available.</p>
<p>Tell us if/how we can buy our home</p>	<p>We'll publish clear information on your options if you want to buy a home</p>	<p>Our published information will include the Right to Acquire, shared ownership and other home ownership schemes</p>



Engagement and transparency

We want to hear from you, so we'll introduce new ways for you to share your thoughts and ideas with us. More importantly, we will demonstrate that we have listened and taken action

What you asked for	What we will do	How you can check this
We want to be listened to and respected	We'll create multiple ways for the resident voice to be heard. There will be a variety of ways to engage with us. We will design ways to measure and monitor your requests and complaints, against our response times	We'll publish and monitor our service standard on communications and complaints. We'll use our resident engagement activities to hear your suggestions and publish a regular 'You said, we did' update to show what has changed
We want our feedback to make a difference	We will make sure all your feedback – from service surveys, complaints and our major satisfaction survey – is added to an ongoing action tracker	We'll produce a regular update on your feedback and promote it widely. We'll show what has or will change as a result and give evidence that resident voices have an impact
We want a choice of ways to engage with you	We'll come up with a wide range of ways to engage with us, which match different time commitments	We'll publicise the ways you can get involved on the website, the app, in our newsletters, at community events and by sending out emails and texts. From 'taking part on the spot' (including giving virtual comments), to engaging in more formal structures, groups and committees, our resident engagement officer and other staff will be on hand to service your feedback
Let us know who staff are and what they do	We'll review all our noticeboards, web pages, the app and newspapers, to make sure they include relevant information about who to contact about what, and how. We'll list team members and their responsibilities	You will have easy access to clear and consistent information about our key staff and their roles
Tell us how well you are performing and how you plan to improve	Karibu will have a completely new website. We'll make sure there are clear menu options and pages covering our performance, and the actions we plan as a result, written in accessible language	Whether you are looking at our website, newsletters or you are part of our committee structure, you will find up-to-date and relevant performance information, alongside the actions we plan to take.



We will be a good neighbourhood partner

*We want to be more than just a landlord
We'll work with local businesses, charities and government
to promote resources and programmes that help our
residents to make the most of their opportunities*



What you asked for	What we will do	How you can check this
Give us help and our options if we want to move	We'll produce a clear set of options, for residents and staff, explaining the processes involved step by step	You'll find accessible and easy-to-understand information on our website and elsewhere.
Help us to access support around: <ul style="list-style-type: none"> • gaining skills and employment • personal budgeting • staying healthy • improving our IT skills, and • financial inclusion 	Through our contact and engagement with residents, we'll be assessing where people need additional support. We'll research local charities, local authorities and other agencies to look for potential partners to work with or refer residents to. We'll publish this information on our website too	You'll be able to access information on support programmes available in your borough. We'll track and monitor how well things go with our partnerships and referrals
Help us to resolve problems in our local neighbourhood	We'll provide clear service standards and make sure our neighbourhood managers fully understand their role. If necessary, we'll take the lead locally, even if some of the homes involved are owned or managed by other landlords	We'll provide clear information about our role at each block and estate – explaining whether we have direct responsibility for a neighbourhood, or are working with partners
Help us to continue living in our homes with dignity	We will offer support to help residents remain in their home, living independently, as long as possible. Where necessary, we will help to explore move-on options with other agencies or providers who can offer more appropriate support for individual residents	We'll provide and publicise the ways we can support residents to continue living independently. We'll explain alternative options that provide more support.
Help us with aids and adaptations	We will draft and publish clear service standards on aids and adaptations, explaining who is responsible for minor and major adaptations and the processes involved	We'll publish a clear service standard setting out what we can and cannot provide, together with links to local authority partners for larger works.

Karibu Community Homes Ltd
Unit 3, 8 Kew Bridge Road Brentford TW8 0FJ

Telephone number

020 8607 7777

Email addresses

Customer Service

info@karibu.org.uk

Universal Credit

universal.credit@karibu.org.uk

Complaints

complaints@karibu.org.uk

Press Enquiries

newsroom@karibu.org.uk

Website

www.karibu.org.uk

My Karibu app available now on
Play store (Android) & App store (iOS)

Please note:

My Karibu app is currently available for former Inquilab residents. We are actively working on making the app accessible to former Westway residents as well. Once it's ready, we will be sure to keep you informed.

