



### Letting our homes

We rent out our homes in a fair, honest, and efficient way, in line with the rules set by the Regulator of Social Housing.

### What you can expect

Our experienced housing team will make the process of applying for a transfer through our locata as quick, easy to understand and friendly as possible.

We will explain:

- how we process applications
- what happens when you are offered a home
- what to expect when you sign your tenancy agreement, and
- what to expect when you move into your new home.
- Visit you within 6 weeks as part of our settling in visit

We will communicate with you in a way that is respectful and fair. This could include providing you with:

- translated information
- a deaf signer, or
- information in other formats such as audio, large print, or braille.

We will offer empty adapted homes to residents who need adaptations. We will do what we can to match the homes we have available to people with specific requirements.

We will help you to make informed choices about your housing options, by giving you clear and relevant advice.

We will make sure our online services are easy to access for those of you who prefer digital services. But we will also offer support and alternative options to those of you who prefer not to do things online.

We will give you access to home swap services online and through Karibu (see our service standard on your moving options).



## 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:** @karibuchomes ● **LinkedIn:** Karibu Community Homes

● **Facebook/Instagram:** @karibuchomes



We will make sure our decisions are fair, and we are honest in our approach and response.

Our website will allow you to self-serve as much as possible. It will include information about our processes, explain how we work with local authorities, and provide online forms where relevant.

### What we expect from you

We need you quickly to provide the information we ask for when you apply and throughout our lettings process.

We need you to attend any viewing we set up and let us know within 24 hours whether you want the home.

When you move in, it will be up to you to get any gas supply reconnected. You will also need to contact all your utility providers to tell them of your change of address or to register as a new customer.

You will need to arrange for home contents insurance for your personal belongings, as they will not be covered by the insurance we hold for the building.

### How we monitor this service standard

We will ask you to give us feedback on our lettings process, your experience of becoming our tenant and the condition of your new home.

We will use general feedback from our satisfaction surveys and any complaints or compliments we receive.

We also have a separate service standard, which covers the process of 'Moving in.'

### 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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