

Tenant Committee Meeting Summary

Date: Tuesday, 23rd September 2025

Time: 6:30 pm – 8:30 pm

Venue: Karibu Office & Online

What We Discussed

Resident Services Action Plan

- Developed from **two years of resident feedback** and regulatory requirements.
- **90% of residents approved** the plan during consultation.
- **36 actions in total:**
 - **18 completed**
 - **18 in progress**
- Focus areas:
 - **Better communication**
 - **Improved service standards**
 - **Resident engagement**
 - **Neighbourhood partnerships**
- Achievements so far:
 - New website launched
 - Block inspection programme published
 - More resources for complaint handling
 - Engagement training with TPAS

Performance & KPIs

- **Safety compliance:**
 - Fire, asbestos, water: **100%**
 - Gas: **98.5%**
 - Electrical: **94.9%**
 - Lifts: **100%**
- **Repairs:**
 - Emergency repairs close to target
 - Non-emergency and damp/mould repairs **below target**
 - Missing data due to contractor reporting gaps – improvements planned

Repairs & Contractor Management

- Concerns raised about **Chigwell's performance** (missed appointments, poor communication).
- **New long-term contracts** coming soon:
 - Stronger terms and penalties
 - Better technology and communication
 - Residents will help score and review bids

Damp & Mould

- Current performance **below target**.
- **Ecosafe** (specialist contractor) being appointed:

- Will use a triage app for faster response
 - Daily and weekly progress reports
 - **Communications campaign** planned to inform residents how to report issues.
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Contact Centre Upgrade

- New system launched with:
 - Call queues, voicemail, and callback options
 - Integrated case histories for better tracking
 - Residents tested the system; feedback will shape improvements.
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Resident Engagement

- Active panels: **scrutiny, complaints, procurement, virtual, and community champions**.
 - **10 scrutiny panel recommendations** in progress.
 - Annual resident report published – highlights achievements and engagement opportunities.
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Complaints Handling

- **47 complaints** so far this year.
 - Stage two escalations are **decreasing** – most resolved at stage one.
 - **Live reporting** now in place for transparency.
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Outstanding Issues

- **Window safety:** Follow-up promised.
 - **Mice infestations:** Block inspection and long-term solution planned.
 - **Lift repairs:** Ongoing – updates to be shared.
 - **Individual issues:** Gas meter and thermostat support arranged.
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Next Steps & Actions

- Contact residents about **Chigwell repair issues** and app-based reporting problems.
 - Gather **website feedback** to make it more user-friendly.
 - Launch **damp and mould communications campaign**.
 - Continue **procurement process** with resident involvement.
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Want to Get Involved?

Join our panels or share your feedback!

Email: info@karibu.org.uk

Visit: karibu.org.uk