



COMMUNITY E-NEWSLETTER MARCH 2026



You Said, We Did – Positive Changes Powered by You

At Karibu, your voice matters. This "You Said, We Did" report highlights the improvements we've made in 2025–26, along with the plans we're already shaping for 2026–27, based directly on your feedback. From repairs and communication to digital services and property upkeep, your insights have helped us make meaningful, positive changes to the way we deliver our services. Thank you for continuing to help us build a better Karibu, together.

[Read more](#)



Join Our Communications Review Group

We are recruiting residents who are enthusiastic about helping us improve our communications across all channels. Participants will join occasional meetings, take part in a WhatsApp feedback group, and review key communications before they are shared with all residents. If you're interested in shaping how we communicate, please email newsroom@karibu.org.uk, or simply reply to this newsletter email and we will get in touch. As a thank-you, dedicated members will receive £30 shopping vouchers.



Be part of our Engagement Panels from Tenants Committee to Community Champions

Be part of our resident engagement panels and help shape the future of Karibu, from our Tenants Committee to our Community Champions, there are many ways to get involved and make a positive impact in your community. Visit our website to explore all the engagement channels available, then let us know which ones you would like to join by completing the Connect with Us form, calling 020 8607 7777, or simply replying to this newsletter to express your interest.

[Read more](#)

Neighbourhood Budget 2026/27: Have Your Say!

We are inviting you to share your views on the Neighbourhood Budget for 2026/27. This budget shapes how funds will be allocated to improve local services, community projects, and neighbourhood priorities. Please share your proposal by Tuesday, 31st March 2026 by emailing housing@karibu.org.uk with your address, the improvements you are requesting, why it matters and the difference it will make.

[Read more](#)

Report damp and mould directly to our contractor Ecosafe



Give us a call on 020 8607 7777



Select 1 for Repairs, then 1 again to report Damp and Mould to Ecosafe.

Call us to Report any Damp & Mould issues

Damp and mould can affect both your health and your home, so please let us know as soon as you spot a problem. We act quickly: emergency hazards are inspected within 24 hours, and major issues are resolved within 10 working days. You can now report damp and mould by calling 020 8607 7777. Select 1 for Repairs, then 1 again to report damp and mould directly to Ecosafe. We've also shared helpful tips along with a short video on our website to help you prevent damp and mould, so you can keep your home fresh and healthy throughout the winter.

[Read more](#)

Tenant Satisfaction Measures



Continuing to Improve for Our Residents in 2026

Last year, we continued to build on our commitment to delivering high-quality services by keeping homes in good repair, engaging with residents respectfully and helpfully, and remaining an active and supportive presence in our neighbourhoods. While we're proud of the progress we're making, we know there are always areas where we can do better, and we're committed to listening, learning and continually improving our services to meet residents' needs throughout 2026 and beyond. To see the full results and what we're focusing on next, check out the latest TSM report on the Our Performance page of our website.

[Read more](#)



Rent and Service Charge Increases for 2026/27

In the coming weeks, residents will soon receive letters outlining the Rent and Service Charge increases for 2026/27, which will take effect from April 2026. Our website provides helpful guidance on how these updates work, including what Housing Benefit and Universal Credit recipients may need to do. If you're facing financial difficulties, we offer a Hardship Fund of up to £500, and our Income team can connect you with debt and money advice across multiple boroughs, including support from organisations such as the Citizens Advice Bureau. Please look out for your letter in the coming weeks.

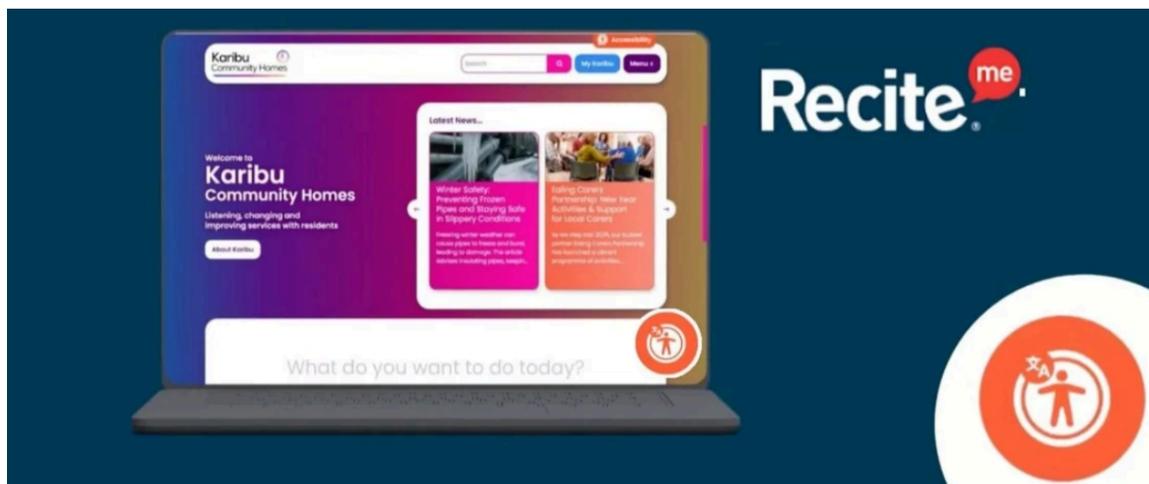
[Read more](#)



Estate Inspection schedules from March 2026 to April 2026

We carry out regular estate inspections on all of our estates and blocks. This will be an opportunity for you to meet with your housing officer, discuss matters relating to your tenancy and to check on any issues in your home that need to be resolved. We will also be ensuring we have up to date information about who is living in the property and that we understand any specific housing needs you have. Click the button below to see the inspection schedule for each housing officer from March 2026 to April 2026.

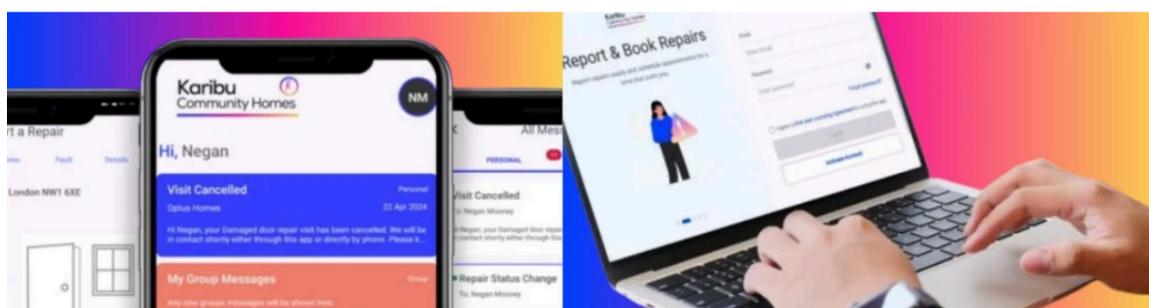
[Read more](#)



Access Documents in Your Preferred Language with ReciteMe

Whether you're reading policies, Tenant Satisfaction Measures (TSMs) reports, annual reports, service standards, or any other important document on our website, you can now use the ReciteMe toolbar to translate and customise your reading experience. Click the button below to check out the tutorial video to access the ReciteMe toolbar.

[Read more](#)



More than 30% of our residents have access to My Karibu App & Online Web Portal

If you don't have access to the App or Web Portal, please let us know!

Are You Missing Out on My Karibu App & Online Web Portal?

Around 70% of our residents currently don't have access to our self-service App or Web Portal, and we want to ensure everyone can benefit from these simple tools. With a single login, you can message us, report repairs, pay your rent, access our TSM reports, and enjoy many other helpful features. If you don't yet have access, simply click the yellow button below to complete the form, and we'll send you your unique app and web portal invitation within 5–10 working days.

[Click here](#)



Tell Us What You Think! Quick Newsletter Feedback

Your thoughts matter to us. Please take 30–60 seconds to share your feedback on this edition of our e-newsletter. Your responses will help us improve and shape future editions to better serve you and our communities. Click the green button below to complete the short survey and get started.

[Click here](#)

Karibu
Community Homes



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Telephone number
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Email addresses



Customer Service

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Income Team

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Housing Team

housing@karibu.org.uk

Complaints

complaints@karibu.org.uk



Website

www.karibu.org.uk



Web portal

available now via
Karibu website



My Karibu app
available now



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