

Karibu
Community Homes



**Listening, changing and
improving services with
residents**



**Community
E-Newsletter**
SEPTEMBER 2026

**We look forward to seeing you this
Saturday for the Resident Conference**



RESIDENT CONFERENCE

**SATURDAY
12 SEPTEMBER 2026
FROM 10 AM TO 3 PM**

ICKENHAM VILLAGE HALL,
UXBRIDGE UB10 8DC

**FOOD AND REFRESHMENTS
WILL BE SERVED**

TRAVEL OPTIONS TO VENUE

 **BY TUBE:** ICKENHAM STATION (METROPOLITAN & PICCADILLY LINES) IS JUST A SHORT WALK AWAY.

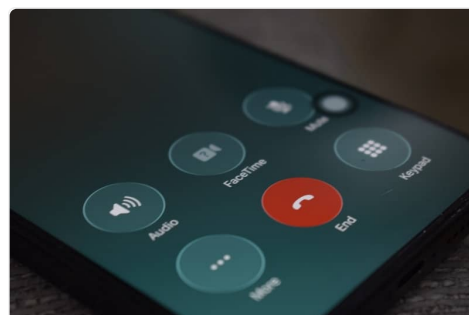
 **CAR PARKING:** NO ON-SITE PARKING. PAID PARKING IS AVAILABLE ON NEARBY STREETS AND AT ICKENHAM STATION, ICKENHAM LIBRARY AND THE COACH & HORSES CAR PARK.

 **PARKING REIMBURSEMENT:** PLEASE KEEP YOUR PARKING RECEIPT AND SEND IT TO THE HOUSING TEAM AFTER THE EVENT TO CLAIM REIMBURSEMENT.

Key Headlines



**Important
Leadership
Update from Chair
of the Board, Dave
Baptiste**



**Getting in Touch
with Us Just Got
Easier**

Finding the right
support has never
been easier, with new

Karibu has announced an important leadership transition, with Sandra Skeete joining as Interim CEO as Ricky Scipio prepares to step down at the end of September.

[Read article](#)

improvements designed to help residents get in touch with us more efficiently.

[Read article](#)



Help Shape the Future of Your Home and Services

We are inviting all residents to help shape the future of our homes, neighbourhoods, and services by sharing their views on our new Asset Management, Environmental and Sustainability Strategy.

[Read article](#)



How We're Improving Our Repairs Service

We have listened carefully to the feedback residents have shared with us and are taking steps to improve both the day-to-day repairs experience and the long-term service we offer.

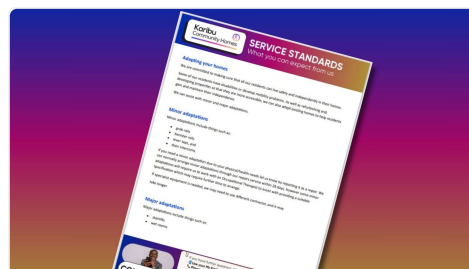
[Read article](#)



News and Announcements



**Get Winter-Ready:
Check Your
Heating and Hot
Water Now**



**Take a Look at Our
Service Standards**

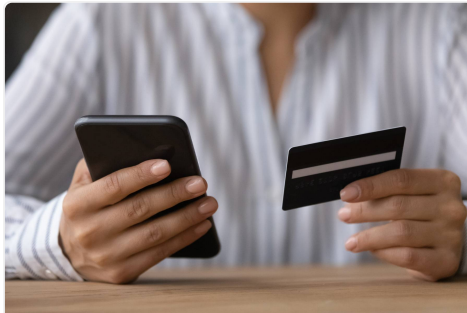
We want you to know what
you can expect from us.
Our Service Standards set

A quick check of your heating and hot water now can help keep your home warm, comfortable and ready for the colder weather ahead.

[Read article](#)

out our commitments and response times, helping you understand the level of service we aim to provide. Read them by clicking the button below.

[Click here](#)



Struggling with Rent? We're Here to Help

Worried about paying your rent or already fallen behind? Contact our Income Team as soon as possible so we can listen, support you and help you find a way forward.

[Read article](#)

The graphic features the Karibu Community Homes logo at the top left, which includes a stylized 'K' icon. To the right of the logo is a smartphone displaying the 'My Karibu' app interface, showing options like 'Pay Rent', 'Report Repairs', and 'Manage My Account'. Below the phone is a laptop displaying the 'My Karibu' online portal. The background is a light pink color.

Karibu
Community Homes

WE HAVE AN APP & ONLINE PORTAL!

Download My Karibu app today to effortlessly manage your tenancy online all in one place!

Join Over 48% of Residents Already Using My Karibu App

Join over 48% of residents already using My Karibu to report repairs, pay rent, and access services online. Sign up for access today by clicking the button below.

[Click here](#)



Choose the Community Projects That Matter Most to You

Your vote will help shape future community initiatives and ensure that funding and resources are focused on the issues that are most important to residents.

[Read article](#)



Celebrating Residents Making a Positive Difference

At our Annual Resident Conference on 12 September 2026, we are proud to recognise outstanding residents with our Community Champion Awards.

[Read article](#)



Money Wise: Free Support to Help You Save More



Stay Safe When Using and Charging E-Bikes

Join the free Money Wise Course this September and learn practical ways to save money, cut energy costs, earn up to £30 in vouchers and boost your financial confidence.

[Read article](#)

Never charge batteries overnight or leave e-bikes and batteries in communal corridors, stairwells or escape routes, where they can pose a serious fire risk

[Read article](#)

Karibu
Community Homes



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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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