

You Said → We Did

2025-26 Report

Karibu
Community Homes



www.karibu.org.uk

Communication and Responsiveness

You Said:

- *"It's difficult to get through on the phone – no one picks up, there's no call-back option, and I can't tell where I am in the queue."*
- *"I want to be able to email departments directly – I can't get hold of Repairs, Housing Officers or Income Officers."*
- *"I don't know who my Housing Officer is or where to find key information."*
- *"My complaint updates are slow, and I'm not getting timely responses."*

We Did:

- Improved our Contact Centre: We've introduced call-back options, queue number information, voicemail and a smoother process for directing your call to the right team.
- Introduced department email inboxes: You can now contact each team directly through dedicated email addresses.



- Installed new noticeboards: These larger boards help us share important updates and useful information, including details of your Housing Officer.
- Strengthened our complaints process: We've improved communication around complaints and appointed a dedicated Complaints Officer to ensure quicker, clearer updates.



Future Plans

- We will improve our processes and response times to Subject Access Requests (SARs).
- We will carry out ongoing work to strengthen the management of agent services across Karibu stock.



Repair Services

You said:

- You wanted faster repairs and clearer support for damp and mould.
- You asked for updates on major works and investment in homes.
- You wanted blocks and outdoor spaces improved through community projects.



We did:

Improved damp and mould services

- Appointed Ecosafe, a specialist contractor providing a one-stop damp and mould service.
- Introduced a Damp & Mould Service Standard with clearer response times.
- Updated our Damp & Mould Resident Guide with advice on prevention and reporting issues.
- These improvements support our response to Awaab's Law and our commitment to safe homes.



Community improvements

- Delivered social value gardening projects across several blocks.
- Staff from MNM, Chigwell and Karibu worked with residents to improve communal spaces.

Major works – Grasmere Court

- Roof replacement and balcony upgrades continue and remain on schedule.
- Balcony works are due to complete by March.
- Full project completion is expected by Quarter 1 2026–27.

Repairs performance

- Non-emergency repairs completed on time:
 - Q1: **91.1%**
 - Q2: **92.1%**
 - Q3: **93%**
- Emergency repairs completed on time:
 - Q1: **99.7%**
 - Q2: **99.5%**
 - Q3: **99.3%**



Overall, our repairs performance continues to exceed sector benchmarks.

Future Plans

- Procure long-term partners for repairs, maintenance, cleaning and estate services with resident involvement.
- Continue investing in homes through planned improvements to kitchens, bathrooms, windows and boilers.



Property Conditions

You said:

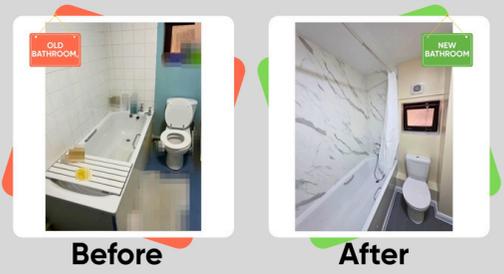
- "We want our homes to be in better condition."
- "We want clearer updates on planned improvements."

We did:

Delivered key upgrades

- Replaced 32 kitchens.
- Installed 34 bathrooms.
- Upgraded 28 boilers.
- Installed 32 new windows.

These improvements enhanced comfort, safety and energy efficiency.



Resident from Feltham

"I'm very happy with the outcome and the quality of the bathroom replacement exceeds my expectation. When Chigwell visited my property to fix the leak from flat above they were responsive and polite. Thanks."

Resident from Southall

Really amazed with the service and the time it took. Chigwell had told me that it could take up-to 3 weeks in total for the wetroom to be fully installed although they managed to install it within 2 weeks which I was really impressed with. The wet room replacement has made a big difference in my mother-in-law's life and I feel Karibu cares for us. All the communication was through email and prompt.

Investment updates

- We now share clearer information about planned works through our website and e-newsletter.

Improved property safety

- Completed Stock Condition Surveys in 91.66% of homes, providing better data for future investment.
- Achieved 100% completion of Fire Risk Assessments (FRAs).
- Maintained 100% compliance with statutory safety testing, including:
 - Fire alarms
 - Fire doors
 - Legionella

Major safety progress

- FRA actions reduced from 1,645 (Jan 2025) to 519 (Feb 2026).
- Only two high-priority actions remain, with no risks to life identified.

Future Plans

- Continue stock condition surveys to maintain our 95% Decent Homes Standard.
- Deliver further kitchen, bathroom, window and boiler replacements.
- Deliver an estate improvement programme for 2026–27.



Customer Service and Engagement

You said:

You wanted:

- clearer communication
- more opportunities to get involved
- stronger resident influence in decisions
- more visibility on estates

We did:

- Our Engagement Officer now contacts residents ahead of events.
- Delivered our 2nd Annual Tenant Conference in Harrow.
- Expanded the Community Champions programme.
- The Scrutiny Panel continues reviewing key services.
- The Tenant Committee meets bi-monthly to review performance and policies.
- The Virtual Panel reviews policies, strategies and key documents.
- The Complaints Panel helps strengthen resident involvement in complaints.



- Residents supported procurement of estate services and repairs contracts.
- Continued partnership with TPAS to improve our engagement framework.
- Delivered Getting to Know You (GTYK) visits.
- Continued regular estate inspections.



Future Plans

- Complete GTYK visits for all residents.
- Improve access to the Karibu Hardship Fund.
- Include residents on recruitment panels.
- Support residents with employment and training opportunities.
- Improve estate appearance with clearer signage and branding.



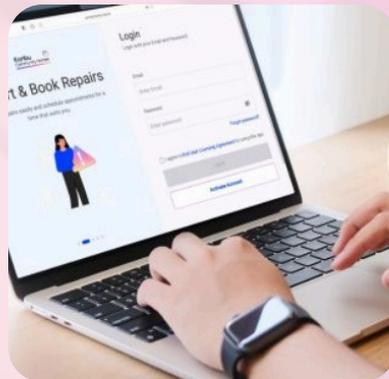
Digital Services

You said:

You wanted more accessible, responsive, and user friendly digital services.

We did:

- Improved AllPay integration to make payments easier.
- Upgraded the Contact Centre to improve response times.
- Improved our website and social media communications.
- Developed a Customer Service App with direct access to support.
- Improved SMS communications using resident feedback
- Expanded email updates and e-newsletters.
- Launched a new resident web portal for repairs, rent payments and messages.



Future Plans

- Review and improve the website and digital services with residents

Safety and Security

You said:

You wanted:

- stronger security
- faster support during emergencies
- better handling of ASB
- stronger partnerships to keep communities safe

We did:

- Introduced the REACT ASB case management system.
- Installed new car park gates at Novello House.
- Upgraded CCTV at Lancaster Road Hostel.
- Installed secure bin store locks to prevent fly-tipping.
- Upgraded communal entrance doors.
- Introduced a dedicated security service at Collingham Place.
- Supported Community Champions to help report issues quickly.
- Strengthened partnerships with local authorities to tackle ASB.
- Partnered with Travelodge to provide emergency accommodation.
- Created a Karibu Emergency Response Team for out-of-hours incidents.

Future Plans

- Survey residents to improve ASB services.
- Improve responses to fly-tipping.
- Work more closely with community safety teams.
- Expand CCTV and gate upgrades.
- Strengthen the role of Community Champions.



Communications

You said:

You wanted better communication.

We did:

- Installed 25 new noticeboards across 23 blocks.
- Launched a resident web portal linked to the My Karibu app.
- Published key information on our website, including:
 - TSM performance reports
 - Complaints performance reports
 - Service plan updates
 - KPI reports
 - Residents' Annual Report
- Published Tenant Committee and Scrutiny Panel summaries.
- Engaged residents through our Virtual Residents Panel, reviewing policies, strategies and the Corporate Plan.
- Hold another Tenant Conference in 2026–27.
- Engage under-represented communities through Community Champions.
- Create a Communications Panel to review tone of voice and accessibility.
- Improve website usability and resident access to information.



Future Plans



Karibu Community Homes



Get in touch



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