



Paying your rent

We aim to communicate clearly with you about your rent and service charges and to provide support if you have difficulty keeping up with payments.

As our tenant, you are responsible for paying your rent and service charge in full and on time.

How we set our rent and service charges

We set our affordable rents using the current formula set by central Government.

We set our service charges to cover the cost of additional services we provide to your block or estate.

Keeping you informed

Your tenancy agreement tells you how much you should pay at the start of your tenancy.

We will send you our annual rent advice letter, giving you at least four weeks' notice of any change in what you must pay. The letter will set out your new rent and include a breakdown of the cost of providing you with services.

Throughout the year, you will have access to your account and your six-monthly rent statements through the My Karibu app or sent to you separately. We will also be positive and helpful when you contact us with a query about your rent or service charge. We will give you a response within two working days.

How you can pay

You can opt to pay your rent:

- online using Allpay
- by direct debit or standing order – if you opt for a direct debit, we will update your payments for you each year, or
- by using your rent payment card.



CONTACT US

If you have further questions, please contact us.

📱 **Use your My Karibu app**

☎ **Phone:** 020 8607 7777

✉ **Email:** info@karibu.org.uk

🌐 **Visit our website:** 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



If you are struggling

We will manage your rent account securely and tell you about any arrears quickly. We will always try to agree a sensible repayment plan with you.

If you need help to raise your income, we can help you to access benefits advice.

We can also signpost you to debt advice services if you need this.

How we monitor this service standard

We collect performance data about our rent collection and arrears levels for the Regulator of Social Housing.

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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