

You Said → We Did

2024-25 Report

Karibu
Community Homes



www.karibu.org.uk

Communication and Responsiveness

You said:

Difficulties in contacting customer service, long wait times, and unreturned calls/emails.

We did:

- We increased resources on phones and have a dedicated complaints officer.
- We reviewed the triaging of telephone calls and re-routed a direct connection to our repairs contractors for quicker more efficient repairs appointments.
- We launched a self-service app for all residents to be able to access and self-serve following a trial of testing with some of our engaged residents. The app will continue to develop further.
- We redesigned the Karibu website for easier communication and provided other routes for queries and complaints as well as lots of additional information for residents and support links for some of our partners for residents.
- We developed clear standards for our services and published them online to make it easier for residents to access these can be found [HERE](#).



- We have trained additional staff from our income and housing teams to be able to log into our contact centre system and take calls.
- We have published a comprehensive communication about investment in homes on our website.

We are

- We will be undertaking a comprehensive review and overhaul of the structure of all voice and written communication channels and will be working with engaged residents to help design a better way of responding to calls, emails and messages.
- We're excited to announce that a new web portal will be launching in Summer 2025 for tenants who prefer using a portal instead of the app. It will use the same login details as the app and can be accessed through various browsers on both laptops and smartphones for added convenience.



Repair Services

You said:

Slow response times for repairs, outstanding repairs, and poor quality of work.

We did:

- We retendered a new repairs contractor (live since April 2024). The new contractor worked with us to complete outstanding repairs.
- We sped up response times and made it easier to handle calls by putting residents in direct contact with the main contractor for repairs.
- We started a trial of moving other contractor repair calls directly to the secondary contractor to provide faster response times and reduce queue times.
- We send out transactional surveys to capture feedback from residents on the repair service to pick up areas of concern in a timely manner.
- We conducted a review of previously reported historical repairs to prioritise urgent requests.



- We held a resident conference day in November where our Contractors met with residents and residents were able to discuss any issues with repairs along with Karibu staff.
- We have increased resources and manpower to handle the backlog and admin of repairs when further works are required to reduce wait times.
- Our Resident Scrutiny Panel took a close look at the repairs service and came up with 13 recommendations to make it better. They shared these with senior management and the Board, who'll be keeping track of the progress.

We are

- We are currently working on a revised repairs policy and repair service standards. In line with landlord responsibilities which will be launching by summer 2025.
- We are working on introducing long-term partnering contractors for repairs and cleaning/grounds services through 2025 /2026.



Property Conditions

You said:

Concerns about property conditions, including old kitchens and bathrooms, poor maintenance of communal areas, and the need for regular inspections.

We did:

- We have introduced block visit programs for residents to join inspections with their housing officers.
- We have rolled out fire safety information and service standards to all our residents. Information is available online and fire safety information for our blocks has been posted to all residents
- We have purchased 30 new block notice boards which will be installed over the coming months, to display key information and provide QR codes for residents to access information quickly.
- We have purchased damp and mould detection monitors as part of a trial of Internet of Things to proactively monitor properties that may have suffered damp and mould, to help identify and eradicate issues.



- We've taken a deep dive into what our homes need now and in the future. We have published our three-year investment plans on our website, and we have sent letters to all residents scheduled for home improvement works in 2025/26.
- We have thoroughly analysed our combined property data to provide a comprehensive communication about investment in homes via an annual investment programme of works which is now on our website.

We are

- We are going to conduct a review of block management arrangements and service by 2026.
- We are going to be phasing in a community champions offer to residents to work with us to improve their blocks/neighbourhood in the summer 2025.
- We are working on introducing long-term partnering contractors for repairs and cleaning/grounds services through 2025 /2026.
- We are going to be publishing our revised service standard for Damp & Mould.



Customer Service and Engagement

You said:

Mixed feedback on staff attitude and helpfulness.

We did:

- We have introduced a head of customer experience and a resident engagement/community development coordinator.
- We have developed new engagement groups for feedback and shaping services these include Tenants Committee, Scrutiny Panel and Virtual/Communications Panel. We are in the process of setting up a Complaints Panel.
- We have increased website visibility for complaints and performance.
- We have created an accessible tool for language translations and other features across our website and App.
- We have launched "Getting To Know You" visits for older and vulnerable residents. Visiting estates and door knocking speaking to circa 150 residents .



- We Introduced a six-month Karibu culture development program for staff to improve consistency and delivery of services.
- We have provided links to borough-based information and digital inclusion support on the website to ensure residents can access more in their community .
- We have conducted Housing Ombudsman training for all staff to understand dissatisfaction.

We are

- In 2025, we're carrying out a comprehensive review of all resident communication channels – including email, phone, SMS, and written correspondence – in partnership with a group of engaged residents. The aim is to improve the quality and responsiveness of our communications.
- We are establishing service and satisfaction targets to boost resident satisfaction and training our staff to deliver the best possible service to residents



Digital Services

You said:

Issues with reporting repairs through online channels.

We did:

- We redesigned and launched a self-service app available in 10 languages.
- We added new features to the app, to allow residents to book repair appointments directly.
- We extended availability of the app to further 500 residents.
- We provided training sessions for tenants on how to use the app effectively.



We are

- Following the launch of the Karibu App – We are working with app developers to enhance the product further and add new features such as reporting of ASB
- We are further developing the web portal to enhance self-service to include.
- We have revised the repairs responsibilities list for residents and Karibu which would be published in Summer 2025.



Safety and Security

You said:

Concerns about anti-social behaviour, drug-related issues, and lack of security measures like CCTV.

We did:

- We have an external out-of-hours provider for ASB support when the offices are closed. To report anti-social behaviour when our offices are closed (5pm to 9am Monday to Friday, and all weekend from 5pm Friday to 9am Monday), call our external provider, the ASB Respect Line, on [0800 075 6699](tel:08000756699).
- We rolled out scheme-based safety info and service standards. Information will also be available in the 30 new block notice boards.
- We published estate visit programmes where security and ASB issues can be discussed on site.
- We implemented a resident association at one of our schemes.



We are

- We are developing the APP to include ASB option for better reporting and management which will be tested with some of our engaged residents.
- We are recruiting neighbourhood champions to join us on estate visits.



Communications

You said:

You wanted better communications.

We did:

- In consultation with our residents, we developed our service plan to improve our services including communications.
- We developed a suite of key service standards.
- We developed quarterly resident newsletters.
- We developed a new Karibu website to provide information on our services and performance to all tenures.
- We developed the Karibu app for easy access to self-serve.
- We combined data onto one system from the legacy systems.
- We have recruited residents for our engagement panels and we have over 200 residents in our virtual panel.
- We have included a policy library page and performance page on our website.
- We have included information links for our partnering boroughs.
- We currently have presence on 6 major social media channels and publish posts to inform about our services to residents.



We are

- We are putting up new notice boards in 30 blocks to display information and provide QR codes to access information quickly.
- We are developing our residents web portal for easy access.
- We are looking at new telephone services, WhatsApp chatbot to help answer resident queries.
- We're growing the number of neighbourhood surgeries in the areas where our homes are, so residents can get help closer to home.

Our Future Plans

We will:

- We will be reviewing our long-term partnering contractor for repairs.
- We will be reviewing our long-term partnering contractor for cleaning/grounds.
- We will be conducting census surveys on resident attributes to tailor services.
- We will continue to enhance our self-service web portal.
- We will conduct a major overhaul of resident communication and response management and report on performance.
- We will be rolling out Scheme-based safety info via new block notice boards.
- We will review block management arrangements.
- We will provide more engagement opportunities to residents to share their voice and be involved in improving our services.





Karibu Community Homes



Get in touch



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karibu.org.uk/connect



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