



Involving you in our work

We are committed to providing you with the good quality services you want and need. To achieve this, we listen to what you tell us, act on your feedback, and make changes, when necessary, to the services we offer you.

How you can get involved

You can get involved by:

- completing our surveys
- giving us your feedback by phone, letter, email, or social media, or through the My Karibu app
- joining a one-off focus group
- joining a tenants' group
- becoming a community voice and reporting back on services at your block or estate
- joining our virtual consultation group, and/or
- becoming a member of our Board of Management.

How we will support and encourage you to get involved

We will:

- hold meetings at convenient times and in places that are easy to access
- pay any meeting costs
- pay your travel and reasonable childcare costs
- provide admin support if you set up your own tenants' group
- provide training
- especially encourage you to get involved if you are from a minority group
- support your communities and community events
- give you information about our performance



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



- consult you about any changes we plan to our policies, ways of working, services, or service charges, and
- tell you when and why we want to improve services.

How we monitor this service standard

Our surveys will include questions about whether you are happy with the way we consult, listen to, and respond to feedback.

Our resident involvement activities give us first-hand feedback on how well we are performing.

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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