

Listening, changing and improving services with residents



Community E-Newsletter

JUNE 2026

YOU SAID	WE DID
<i>Waiting too long to get through on the phone</i>	Introduced a callback service so you no longer have to wait on hold
<i>Not receiving clear or timely communication</i>	Launching soon new resident webinars to keep you informed and connected
<i>Wanting more information on Karibu's performance</i>	Published a new Performance Hub on our website so you can track how we're doing
<i>An easier way to find a specific page or policy</i>	Added AI-powered search to our website to help you find what you need faster
<i>Better quality repairs carried out to a higher standard</i>	Working to appoint a single repairs contractor to deliver a more consistent service for all residents
<i>More ways to have our voices heard</i>	Expanded tenant engagement channels so every resident has a way to get involved
<i>Planned improvements to bathrooms, kitchens, and</i>	Delivered significant home upgrades through our 2025-26 Investment Programme, with more planned for

windows	2026-27 - see below for more information
Support for residents struggling to pay rent on time	Shared details of our Hardship Fund and DHP payments in the newsletter - see below to apply
A convenient way to pay rent and report repairs online	Use our self-service tools My Karibu app and Web portal - so you can pay rent and report repairs at any time

Key headlines



Regulator Recognises Progress and Sets Out Areas for Further Improvement

On 25 March 2026, we shared the outcome of our recent inspection by the Regulator of Social Housing (RSH) on our website. This resulted in our first Consumer Standard grading of C2—an important milestone for our newly merged organisation that reflects how well we are delivering services to residents.

A C2 rating means we meet many expectations but need to improve in some areas, particularly safety and quality, and transparency, influence and accountability, including how we listen to and work with tenants.

[Read more](#)



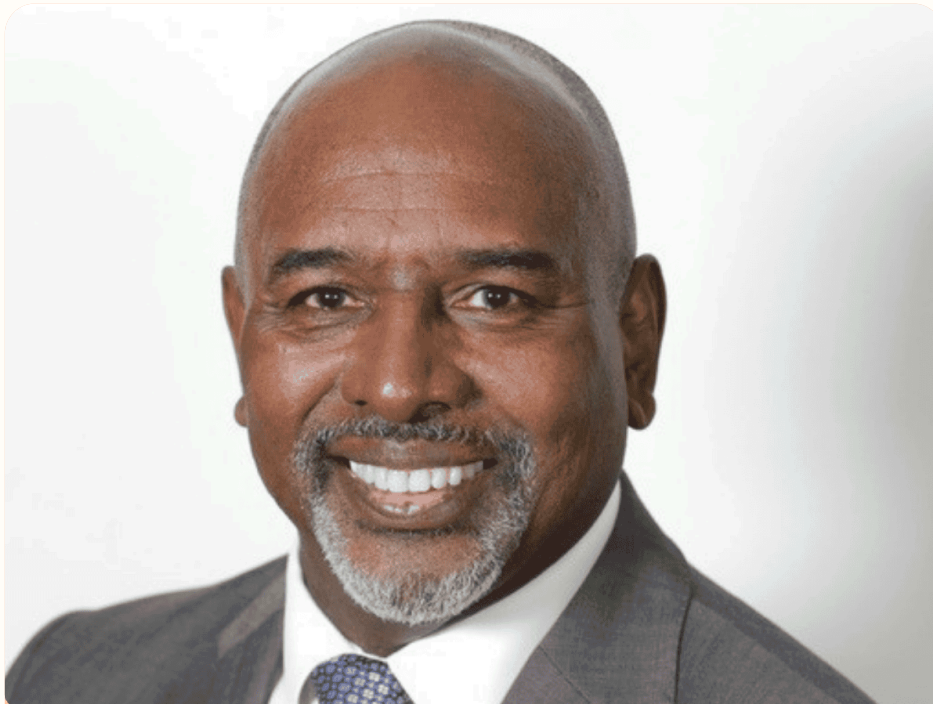


Investment Programme Delivers Major Home Upgrades for 2025–26 — Ambitious Plans Ahead

Residents across our community are already seeing the benefits of a major investment in home improvements, as the 2025–26 Investment Planned Programme delivers significant upgrades to hundreds of properties.

Over the past year, a total of £2.8 million has been invested to enhance the quality, safety and comfort of homes. The programme has focused on essential improvements that make a real difference to residents' everyday lives.

[Read more](#)



Karibu's Chief Executive Ricky Scipio to Retire After 25 Years of Leadership

Our Chief Executive, Ricky Scipio—a long-standing and highly respected Black and Minority Ethnic (BME) leader within the housing sector—will retire at the end of September 2026, following an outstanding career spanning more than 35 years in social housing, including 25 years in executive leadership roles.

[Read more](#)

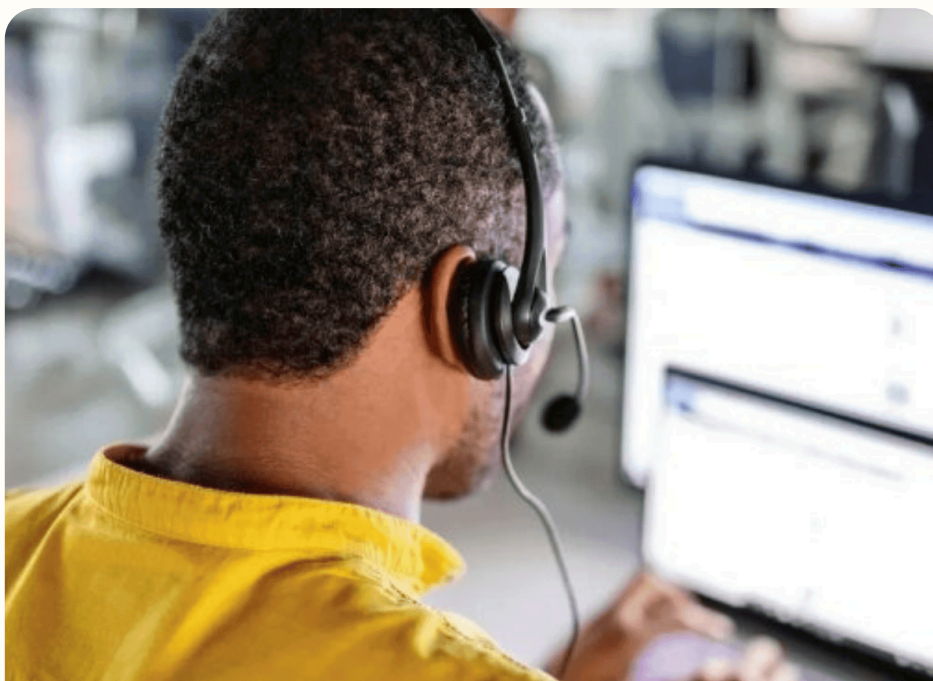


Karibu to host free engagement days in Brent and Southall

Residents in Brent and Southall are invited to join a series of friendly, free engagement days hosted by Karibu. These drop-in sessions offer confidential support and advice on a range of everyday issues.

The sessions are a great opportunity to speak directly with your local housing officer and Karibu staff, get practical help, and connect with services that support your wellbeing and housing needs.

[Read more](#)



Making It Easier to Get in Touch with Us

We've been listening carefully to your feedback. Many of you told us about challenges like long wait times, difficulty getting through, or not receiving a response. In response, we've been working hard to improve how you contact us and how quickly we can help.

Since October, we've started introducing a new contact centre system in phases to deliver a faster, smoother service for all our residents.

[Read more](#)

News and announcements



Procurement & Repairs Update: Improving Our Services for Residents

We are currently updating our procurement process to secure new long-term contracts for repairs, maintenance, cleaning, and grounds services to address resident feedback regarding delays and poor communication. While emergency and routine repair targets are being met, Karibu aims to significantly improve current resident satisfaction (60%) and reduce missed appointments. Residents have been actively involved in shaping these upcoming contracts, which will feature strict accountability, proven contractor track records, and a focus on customer service. The procurement process is expected to finalise in the second quarter of the financial year, with the new repairs contractor scheduled to start in October 2026 under strict new performance targets.

[Read more](#)



Supporting Independent Living: Aids and Adaptations

Aids and adaptations are changes or additions to your home that make everyday tasks easier and safer. These can be small adjustments or larger changes, depending on your needs. Examples include grab rails and handrails, ramps and widened doorways, level-access showers, stairlifts or other specialist equipment and adjustments to kitchens or bathrooms.

[Read more](#)



Apply for Karibu Hardship Fund

The fund provides a one-off support payment of up to £500 to help contribute towards essential goods or services for Karibu residents who are experiencing financial hardship. We assess all applications based on criteria and eligibility.

[Read more](#)



Get Involved: Tenant Engagement at Karibu

We're inviting residents to take an active role in improving services and strengthening our community. There are a range of ways to get involved—from joining tenant committees and scrutiny panels to sharing feedback through surveys or becoming a community champion.

[Read more](#)





Say No to Anti-Social Behaviour and Hate Crime

At Karibu, we are committed to creating a safe, welcoming and inclusive community where everyone feels respected and valued. As part of ASB Awareness Week, we're encouraging everyone to come together to raise awareness and take a stand against anti-social behaviour and hate crime.

[Read more](#)



Celebrating Pride 2026: Belonging, Visibility and Pride in Every Home

As we mark Pride Month this June, we come together to celebrate the strength, diversity and resilience of LGBTQ+ communities across the UK and within our own neighbourhoods.

[Read more](#)



Need help with your rent? You could get extra support

If you're worried about paying your rent, you're not alone — and help may be available. Many residents don't realise they can apply for Discretionary Housing Payments, which can give extra money to help cover rent when benefits don't go far enough.

[Read more](#)





Estate Inspection schedules from June 2026 to August 2026

We carry out regular estate inspections on all of our estates and blocks. This is an opportunity to meet your housing officer, discuss tenancy matters and check on issues in your home that need to be resolved.

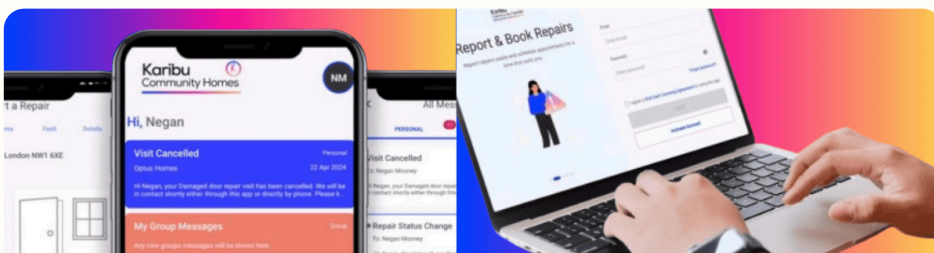
[Read more](#)



Have Your Say – Join Our Upcoming Webinars

We're hosting interactive webinars soon to share updates, hear your views, and shape future services. Your feedback matters—look out for a text message/email soon with details on how to join.

[Read more](#)



More than 30% of our residents have access to My Karibu App & Online Web Portal

If you don't have access to the App or Web Portal, please let us know!

More than 30% of residents are already using our self-service My Karibu app and web portal, and we encourage more residents to sign up and benefit from the service. With a single login, you can message us, report repairs, pay your rent, access our TSM reports, and enjoy many other helpful features.

[Sign up](#)

Upcoming Events

Brent Engagement Day

10th June

2nd Wednesdays from June to September

10:30 AM to 1:00 PM

The Unity Centre

103 Church Road

London, NW10 9EG

Southall Engagement Day

24th June

Last Wednesdays from June to September

4:00 PM – 7:00 PM

Jasmine Centre

Lancaster Road

Southall, UB1 1AT

What's New on the Karibu Website

We've recently refreshed our website to make it even easier for you to stay informed and find what you need.

New AI Search

Our smart search feature helps you quickly find the information you're looking for—just ask a question or enter a keyword and let the AI do the rest.

New Performance Hub

Explore our dedicated Performance page, including detailed updates on how we're performing and where we're focusing our efforts.

Updated Homepage Carousel

Our homepage now features an improved carousel showcasing the latest news, updates, and key information.

We are recruiting residents who are enthusiastic about helping us improve our communications across all channels. Participants will join occasional meetings, take part in a WhatsApp feedback group, and review key communications before they are shared with all residents. If you're interested, please email newsroom@karibu.org.uk, or simply reply to this newsletter email. Dedicated members will receive £20 shopping vouchers.

Prize Draw Opportunities Coming Soon!

We're planning to introduce a range of prize draw opportunities for residents.

There will be several ways to get involved, including completing repairs satisfaction surveys, following and engaging with our social media channels, and joining our virtual resident panel.

Stay tuned for more information on how you can take part and be in with a chance to win!

Thank you!

We would love your feedback on our new newsletter redesign — let us know what you think and what you would like to see in future editions.

[Click here](#)

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Website

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Web portal

available now via
[Karibu website](#)



My Karibu app

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