



COMMUNITY E-NEWSLETTER SEPTEMBER 2025

OUR RESIDENT SERVICE PLAN HALF-YEAR REPORT 2025/26



Progress so far...



If you would like to see your
Service Plan covering from 2024
to 2027, please scan the QR
code for full document online.

We are making great progress so far...

The service plan was shaped by two years of your feedback and sets out 36 key improvements across four areas:

Communication, Service Standards, Engagement, and Being a Good Neighbour.

We launched it at our Karibu Community Funday in November last year and published it online in December as a three-year roadmap for better services.

This is our first half-year update, showing how your feedback is already helping us make progress.

[Read more](#)



**Getting your voice heard
through our Engagement**

Channels

Join our engagement channels to share your views, influence decisions, and help improve the services that affect your home and community. You can get involved in ways that work best for you – from joining tenant committee meetings and completing short surveys, to becoming a community champion in your neighbourhood. However you choose to take part, your voice will make a real difference.

[Read more](#)



**We're Investing over
£3.2 Million in Your
Homes This Year**

That's right! We're investing over £3.2 million this year to make your homes better and more comfortable, as part of our £10 million improvement plan running to 2028. This means upgrades like new kitchens, bathrooms, windows and doors – all based on your feedback. Many residents have already told us how pleased they are with the quality of the work and the care shown by contractors.

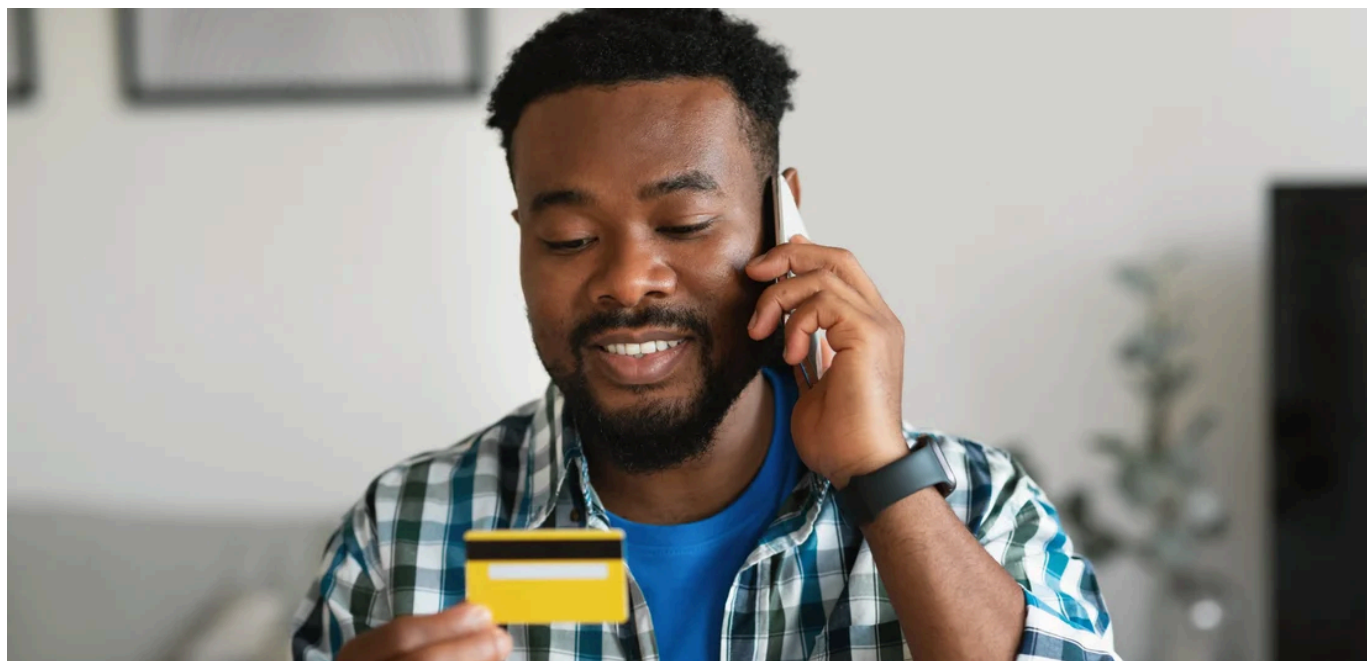
[Read more](#)



**Turning Feedback into
Change: Tenant
Satisfaction on the Rise**

Our latest Tenant Satisfaction and Complaints reports show strong improvements over the past year. Overall satisfaction has risen from 41% to 52%, with big gains in repairs, complaints handling, keeping you informed, and listening to your views. Visit our website to see the full reports and how your feedback is helping us improve.

[Read more](#)



Stay on top of your rent

We know managing money isn't always easy, but if you're finding it hard to keep up with your rent, please reach out as soon as possible. Our team is here to support you,

and there are lots of ways to make payments or get advice. Click below to find out how we can help.

[Read more](#)



Estate Inspection schedules for September to December 2025

We carry out regular estate inspections on all of our larger estates and blocks. Click the button below to see the inspection schedule for each housing officer from September to December 2025.

[Read more](#)



Download the My Karibu App on your smartphone!

Take control of your tenancy anytime, anywhere. With **My Karibu** app, you can manage your rent, report repairs, contact us and more—all from your phone. Click the button below for store links and instructions to activate your account.

[Read more](#)



Thinking about moving to a smaller home? Get financial incentives and support

We've teamed up with Brent Council and Kensington & Chelsea Council to help residents who are thinking about moving to a smaller home. If you're eligible, you could receive financial support through their Downsize Incentive Schemes when you move.

[Read more](#)



Explore opportunities for jobs, training, and skills

development in your borough

Click the button below to find links to employment and skills resources, as well as events and community programs in various London boroughs and surrounding areas.

[Read more](#)



The importance of Home Contents Insurance for residents

We strongly encourage all residents to consider taking out Home Contents Insurance. While we look after the building, it's your responsibility to protect your

belongings. Insurance can give you peace of mind if the unexpected happens, such as damage from leaks, fire, or theft.

[Read more](#)



Autumn Activities for our Residents

Looking for things to do this season? We've put together a list of family-friendly autumn activities happening across our boroughs — from children's events to opportunities for parents and families to enjoy together. Visit our website to see what's on near you.

[Read more](#)



Ealing Carers Partnership Events

The Ealing Carers Partnership is running a range of events designed to support and connect local carers. From advice sessions to social activities, there's something for everyone. Take a look at what's coming up and see which events might be right for you.

[Read more](#)



Karibu
Community Homes

Karibu Community Homes Ltd
Unit 3, 8 Kew Bridge Road Brentford
TW8 0FJ

Email addresses

Customer Service

info@karibu.org.uk

Income Team

incometeam@karibu.org.uk

Housing Team

housing@karibu.org.uk

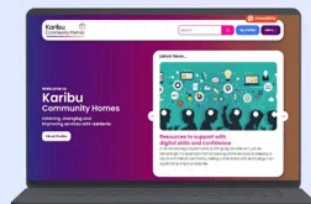
Complaints

complaints@karibu.org.uk



Website

www.karibu.org.uk



My Karibu app available now on
Play store (Android) & App store (iOS)



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Karibu Community Homes, Unit 3, 8 Kew
Bridge Road, Brentford, London, England
TW8 0FJ, United Kingdom

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