



Major works inside your home

We run a programme of works to upgrade our properties to modern standards. When carrying out improvements in your home, we will aim to keep disruption to a minimum.

We plan major works in advance, so that we can replace items in your home such as kitchens and bathrooms, heating systems and electrical installations. Planning work in advance is cost-effective and means that we can replace items coming to the end of their life before they fail.

Before works start

Before we begin work in your home, we will first carry out a detailed survey to see what work is needed. We will contact you to tell you when the survey is due.

We will consult you about any work we plan to do. We will give you a detailed guide to show you what will happen before, during and after the work. We will include a direct contact phone number to use during the works.

Our contractor will visit you in advance to identify any special needs or requirements you might have.

If you are having a new kitchen fitted, a designer will discuss the layout with you and help you choose from the options for colour and finishes. They will ask you to sign a list of your choices.

We will agree a start date for the works with you.

During works

We instruct our contractors to protect your flooring and furniture during the work. They must also keep your home secure and protect your property from damage.

At the end of each working day, they must leave your home clean and tidy. They must make sure you have power, running water and cooking facilities.

How we monitor this service standard

We will carry out inspections during the work and arrange a final inspection with you when it is finished.



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



We will ask you whether the work has been completed to your satisfaction and get your feedback.

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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