



Annual Report for Residents

2024-2025





Karibu's First Chapter: Highlights from Our First Year Together



Over the past year, we've been working hard to bring two housing organisations together to form one stronger, more connected community – **Karibu Community Homes**. This isn't just about changing names or systems – it's about making things better for you.

Bringing Services Together

We've combined our teams, systems, and finances to make things simpler and smoother for you. Now that all properties are officially part of Karibu Community Homes, we can offer more consistent and efficient services.

Improving Communication and Access

We've improved how you get information and support:

- **Resident App & Customer Portal** – Access your account, pay rent, and request repairs anytime, day or night.
- **Resident Newsletters** – Stay up to date with community news and service updates.
- **Better Online Access** – Our website and digital tools are now easier to use, so you can reach us in ways that work best for you.

Listening, Learning, and Growing Together

Your voice matters to us. Over the past year, we've worked closely with residents like you to make sure our policies reflect what you need and expect. We've also asked for your input on our new **Equality, Diversity & Inclusion (EDI) Statement and Policy**, making fairness and representation a key part of everything we do.



More Ways to Get Involved

We've launched a new resident engagement framework to give you more choice in how you connect with us. Whether it's through:

- **Resident panels**
- **Tenant committees**
- **Scrutiny groups**
- **Estate champions**
- **Regular surveys**

...there are now more ways than ever to share your views and help shape our services.

Investing in Our Team

Our staff play a big role in bringing the Karibu vision to life. We've focused on:

- **Creating a shared culture** that reflects our values and communities.
- **Training and development** to help staff adapt to new systems and ways of working.
- **Keeping teams informed** so we continue to deliver high-quality, reliable services.

Building Our Future Together

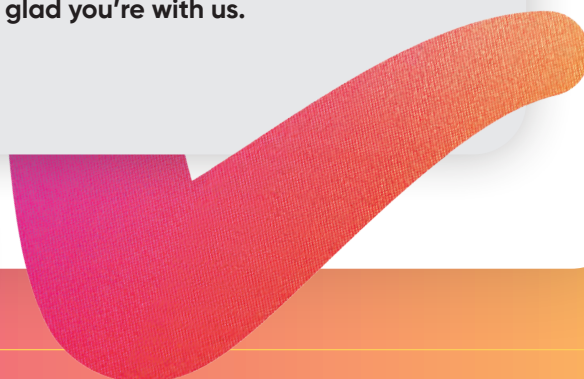
Behind the scenes, we've made some important changes to support our future:

- **HR and Culture** – We've brought in people with the right skills to support our goals.
- **Office Consolidation** – Relocating from Kensal Rise to Kew Bridge has helped our teams work better together.
- **Service Continuity** – We've made sure services stayed consistent throughout the transition.

Looking Ahead

Now that the integration is complete, we're moving into a new chapter – one focused on delivering high-quality, resident-first services every day. We're building a housing provider that truly reflects the communities we serve.

Thank you for being part of this journey. We're excited about what's ahead – and we're glad you're with us.



Our Ambitions: What Drives Us Forward



In our first year as **Karibu Community Homes**, we've been listening closely to residents, staff, and partners to help shape our plans for the next three years.

This follows the launch of our **Resident Service Plan**, which puts your needs and voices at the heart of everything we do.

We've taken time to reflect on your feedback, alongside our goals as a community-focused housing provider. Our aim is simple: to be a strong, local landlord that provides **safe, high-quality homes** and **great services** across London.

We know there's a real need for more affordable housing, better services, and investment in existing homes. That's why we've set four key priorities for the next three years:

- **Better Services & Stronger Communities**
- **Safe, Quality Homes**
- **A Great Place to Work**
- **A High-Performing Organisation**

These priorities will help us build a stronger Karibu – one that works well behind the scenes and delivers what matters most to you.

We're investing in our team to make sure they're well-trained, motivated, and ready to provide services you can rely on. We're also making sure our homes are safe, well-managed, and that any issues are dealt with quickly.

Your voice matters. We offer lots of ways for you to share your views – through panels, surveys, community events, and more – and we act on what we hear. We want to work with you to shape the services you receive.



We're proud of the diversity and strength of our communities. Our heritage and social purpose guide how we work. We want to go beyond being just a landlord – by understanding your needs and tailoring our services to support you.

We'll keep asking for your feedback and using it to improve. We'll also work with local councils, service partners, and community groups to bring in extra support and create opportunities for residents to thrive.

Right now, we're focused on getting the basics right – making sure our services are easy to access, whether online or through more traditional ways. We're also introducing self-service options for more convenience and flexibility.

Together, we're building a better Karibu – one that puts residents at the heart of everything we do.





Residents at the Heart: Your Voice Matters



At Karibu, we believe strong communities are built on **listening, sharing, and working together.**

Over the past year, we've focused on what matters most to you – and we've made great progress.

To help us do this, we welcomed a **Resident Engagement and Community Development Officer** to our team. Their role is all about making sure you feel **informed, connected, and involved** in shaping life at Karibu.



We've also been out and about more, meeting residents face-to-face. From community events to local projects, these moments help us celebrate what makes Karibu special – **you and your stories.**

Our **Tenant Committee** continues to play a big part too. They hold us to account and help shape the way we deliver services. Their



feedback has guided our service standards and improvement plans, so we stay focused on your priorities.

We're proud of what we've achieved together – and we're excited for what's next. Our commitment is simple: to build a community where **every resident feels heard, valued, and empowered.**

Our Resident Engagement Channels

Since our merger on **1 April 2024**, Karibu has brought together its engagement channels to make it easier for residents to have their say. We've also set up a **Tenant Committee** as the main way for residents to get involved in shaping how we work. The committee meets **every two months** to look at how we're performing and to help guide Karibu's future plans.

Tenant Committee



The **Tenant Committee** is made up of **19 active residents**, led by a Chair and Vice Chair.

- They met **six times last year** (three in person and three online).
- The committee helped organise the **Karibu Community Funday on 4 November 2024** at the University of West London, Ealing Campus.

This event was a great way to **meet new people, recruit members, and make sure residents' voices are heard**

Scrutiny Panel

Our **Scrutiny Panel** is made up of residents who want to take a closer look at how we're doing. It was created by bringing together members from the previous organisations.

- A Chair was appointed, and the panel's **first review focused on repairs and maintenance**.
- The review was supported by **TPAS (Tenants Participation Advisory Service)**, who provided training and advice.
- The topic was chosen based on **Tenant Satisfaction Measures (TSM)**, feedback from complaints, and what matters most to residents.

- The panel started with **five members** and finished with **three**, but they still completed the review successfully.
- Their findings were shared with the **Board, Customer Committee, and Tenant Committee**, and an **action plan** was created to track progress.



Virtual Panel

We've created the **Virtual Panel** to make it easier for residents to share their views and help shape the services we provide.

Thanks to surveys, consultations, and online feedback, over **200 residents** have already joined the panel. Members take part in:

- Quick email surveys
- Online polls
- Digital feedback sessions

Your input helps us improve! Last year, panel members contributed to:

- Testing the new resident app
- Sharing feedback on our website
- Taking part in policy consultations
- Completing service-related surveys

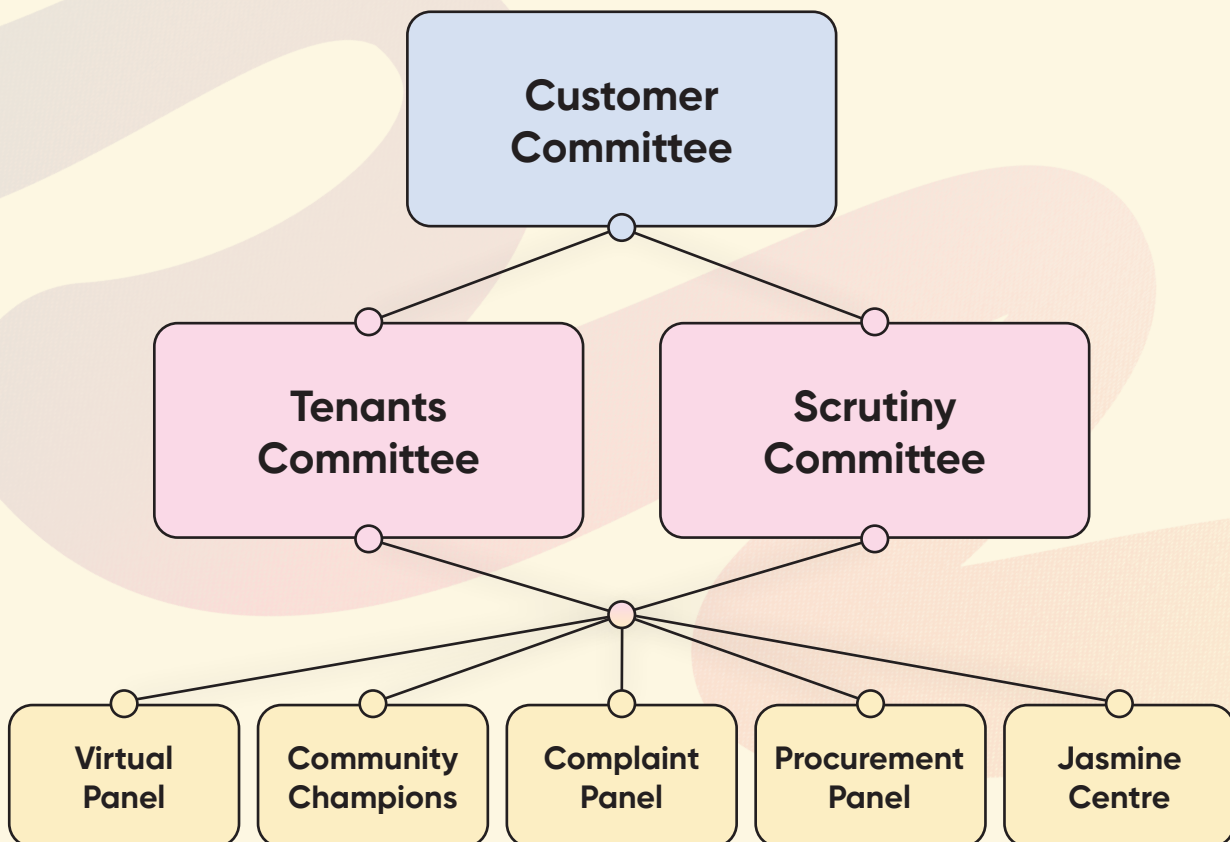
Several panel members have also shown interest in getting involved in other ways – and we're working to support them on that journey.



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Our Resident Engagement channel Structure



From your Chair – Leroy McKenzie on Resident Power



As we wrap up the 2024–25 year, I want to take a moment to reflect on what we've achieved together – and to say a big thank you.

When we began our merger journey, many of us had questions. Would residents still have a strong voice? Would we truly be heard in this new chapter? I'm proud to say the answer is a resounding **yes**. In fact, your voice hasn't just been protected – it's grown stronger, more dynamic, and more influential than ever.

Resident engagement has been at the heart of Karibu's journey. We've worked hard to make sure you can get involved and help shape the services that matter most to you. And the results have been inspiring.

This year, we:



Held our
first Resident Conference,
bringing people together to share
ideas and lead change.



Launched Karibu
Engagement Channels, making
it easier for residents to connect
and get involved.



Delivered our
first resident-led scrutiny review,
offering valuable insights to
improve services.



Expanded the
Tenant Committee, strengthening
our role in governance and
accountability.

Karibu
Community Homes

These aren't just milestones – they're signs of real change. They show that Karibu is serious about listening, learning, and working with residents at every level.

As Chair of the Tenants' Committee, I'm proud of how far we've come. But what excites me most is what's ahead. Residents aren't just people who use our services – **we're partners in shaping the future**.

Thank you for your passion, your ideas, and your commitment. Together, we're building something truly meaningful.

Listening, Learning, Leading – Message from Gary Clark, Director of Customers & Communities



At Karibu, everything we do starts with you – our residents. With over 5,000 people living in our homes, thousands of contacts made each year, and more than 6,000 repair requests, we work hard to make sure our services meet your needs.

We know we don't always get it right. Sometimes we've missed deadlines, made mistakes, or not explained things clearly – especially when issues are complex. We recognise the need to better understand individual needs and the real impact when things don't go to plan.



That's why we're listening more closely than ever. We've strengthened how we collect and act on your feedback:

- **Quarterly Tenant Satisfaction Measures (TSMs):** We publish these results so you can see how we're doing.
- **Complaints and Ombudsman cases:** We track these carefully and learn from them.
- **Surveys:** We ask for your views on repairs, customer service, major internal works (like new kitchens or bathrooms), and the experience of moving into a new home.

All this feedback is shared with our Tenant Committee, Customer Committee, and Board – and we'll publish more on our website so you can hold us to account.

We're committed to being open about the results – but more importantly, to learning from them and taking action. That way, we can improve and be held to account by you, our residents.



Stronger Connections: Building Community Together



Together with residents, we believe strong communities are built on open communication and genuine involvement. Over the past year, we've worked hard to strengthen our connection with you and focus on what truly matters to you.

Community engagement is at the heart of Karibu. It's part of who we are and a big reason behind our merger. We want to make sure your voice improve our services and is heard in everything we do.

This isn't a top-down approach. **You've helped design our engagement channels**, making sure they're inclusive and based on real experiences. Residents aren't just consulted – **you're leading the way**. Your ideas influence how we design, deliver, and improve our services.

You've told us you want to be part of the solution – to help make decisions, shape services, and improve quality. We've listened.



That's why we're embedding your voice across all areas, from day-to-day services to big-picture planning.

To stay connected, we've focused on being visible and accessible. Here's what we've done together:

- **Resident Engagement Days** every month at the Jasmine Centre in Southall.
- **"Getting to Know You" visits** to introduce Karibu and build trust locally.
- Better communication through **newsletters, SMS, emails, social media**, and performance updates on our website.

In December 2024, we launched our **new Karibu website**, designed by your feedback. Our website is now easier to use, with clear contact options, service standards, and helpful links. You can also see our "You Said, We Did" updates, showing how your feedback improves our services. It includes a **'Connect with Us' form** so your queries reach the right team quickly.

Plus, we continue to work closely with **Lancaster Estate Residents Association (LERA)** and support the Jasmine Centre and the wider Karibu community.

At Karibu, we know a stronger organisation is **built with you, not for you**. Your voice will always be at the heart of what we do.

Putting Residents First – Ray O’Looney on Transforming Customer Service



In 2024/25, we worked hard to enhance your experience by focusing on customer service – making it easier to access, quicker to respond, and more helpful.

Here’s what we’ve improved:



Faster responses when you call us

We added more staff to our phone lines, trained extra team members to help, and introduced a dedicated Complaints Officer. This means shorter wait times and quicker answers.

Better repairs service

We’ve simplified how repairs are reported. Now, you can speak directly to the right team, so the right person with the right skills gets to you faster.



New digital tools

We launched a self-service app, tested with residents, that lets you report issues, track progress, and manage your tenancy online. Plus, we’re working on a brand-new resident portal for 2025/26.

These changes are all about making things simpler, faster, and more accessible for you. By listening to your feedback and investing in better communication and digital tools, we’re building a service that truly puts residents first.

Real Stories, Real Impact: You Asked, We Delivered

Case Study 1: Greater Housing Team Visibility on Estates

Background:

Residents requested a more visible and regular presence of housing officers on their estates, with opportunities to raise concerns directly.

Challenge:

Residents felt disconnected from housing staff and wanted more face-to-face engagement to address estate-related issues and improve communication.

Approach:

Our housing officers now carry out regular estate inspections. Where possible, Tenant Representatives are contacted in advance so they can join the visit or raise specific

concerns affecting communal areas or the wider neighbourhood.

Outcome:

This increased presence has strengthened trust between residents and staff, enabling quicker responses to local issues and fostering more collaborative estate management.

Impact:

By listening to residents and improving visibility, the Housing Team is helping to create a stronger sense of community and ensuring resident voices are heard on the ground.



Case Study 2: Swift Action by Customer Service Team to Stop Persistent Leak

Background:

A resident experienced ongoing leaks into her bedroom for over two months, with water seeping through light fittings, damaging her mattress and TV, and repeatedly tripping the electrics in her home.

Challenge:

Despite attempting to report the issue several times, she struggled to reach the flat above and was hesitant to escalate the matter. The situation affected her comfort, safety, and peace of mind after long work shifts.

Approach:

After receiving her complaint, one of our Customer Service Advisors acted swiftly by contacting her Housing Officer. A 24-hour notice was issued to gain access to the flat

above, allowing contractors to identify and stop the leak.

Outcome:

The leak was promptly resolved, preventing further damage and helping the resident regain comfort in her home.

Impact:

The resident was extremely grateful for the swift action, sharing how relieved she felt to finally sleep peacefully again.



"Thank you for acting so quickly – I finally got a full night's rest after my 12-hour shift without worrying about a wet mattress or electrics cutting out!"

Case Study 3: Raising Standards Through the Right Contractor

Background:

Residents had long expressed concerns about the quality and consistency of repair and maintenance services in their homes. They wanted reliable workmanship delivered with professionalism and care.

Challenge:

After years of variable experiences with previous providers, residents sought a contractor they could trust—one that would deliver lasting results while treating their homes and families with respect.

Approach:

Recognising the need for change, we appointed Chigwell as our repairs and maintenance contractor in April 2024. We chose Chigwell because of their proven track record and shared commitment to professionalism, respect for residents, and top-tier delivery. Since then, Chigwell has been delivering consistently high-quality work across our homes.

Outcome:

Residents are already noticing the difference. Following a recent window installation, one resident shared glowing feedback, praising the team's "exceptional" work and highlighting the professionalism, respect, and dedication shown throughout. They said the experience surpassed anything seen in over 30 years of previous works.

Impact:

This feedback reflects a wider shift in resident confidence and satisfaction with our maintenance services. By appointing the right contractor and listening to resident concerns, we are setting a new benchmark for quality and care—making sure residents feel valued, heard, and proud of their homes.



Safe and Sound: Our Commitment to Your Safety

At Karibu Community Homes, your safety and peace of mind are our top priorities. Over the past year, we've worked hard to make sure your home – and the spaces you share with your neighbours – are safe and well looked after.



Inside your home, our teams have:

- Completed annual gas safety checks and five-year electrical inspections to keep everything running safely.
- Carried out fire door checks on all flat entrance doors.
- Remind you to test your smoke alarms weekly – it only takes a minute and could save lives.

In shared areas, we've:

- Checked lighting, fire doors, and emergency systems every month so they're ready if needed.
- Tested water systems regularly to reduce the risk of Legionella.
- Continued to tackle issues like damp and mould, helping keep your home healthy.

How you can help:

- Keep escape routes and communal areas clear.
- Report any safety concerns quickly so we can fix them fast.

Thank you for working with us to keep our communities safe. Together, we're making sure Karibu homes are places where everyone feels secure.

A total of **£966,623** was invested in fire safety to protect our residents.

678 fire safety actions were successfully completed.

104 fire risk assessments were carried out across our homes.



Fixing What Matters: Repairs That Work for You

We know how stressful it can be when something in your home isn't working. A leaking tap, a broken door, or a bigger repair can make it hard to feel comfortable and safe. That's why we've designed our repairs service around what matters most to you.

Our promise is simple: when you report a repair, we take it seriously. We'll keep you updated, respond quickly, and make sure the work is done to a high standard. We're also working hard to prevent problems before they happen, so your home stays in great shape.

Here's what you can expect from us:

- **Clear communication** – We'll keep you informed every step of the way.
- **Quick response** – Repairs are logged accurately and handled promptly.
- **Quality workmanship** – Our teams treat your home with care and respect.
- **Preventative maintenance** – We're tackling issues early to avoid future disruptions.

We're also investing in better systems and technology to make things easier for you. From booking appointments to giving feedback, we want the process to be simple and stress-free.

Whether it's a routine fix or an urgent repair, our goal is to get it right the first time, so you can get back to feeling at home.

Home Improvements Replacements in 2024–25



**Bathroom
Replacements:**
36 completed



**Window
Replacements:**
9 completed



**Boiler
Replacements:**
112 completed



**Door
Replacements:**
8 completed

**Fire Door
Replacements:**
66 completed



**Kitchen
Replacements:**
33 completed

Making a Difference: How Your Rent Sustains Homes & Service

Your home comes first. We know that feeling safe and secure where you live is the foundation for wellbeing, opportunity, and stronger communities.

Because we operate in some of the most expensive areas in the country, we work hard to make sure your rent and service charges provide **real value**. Every penny helps us maintain homes and deliver services that matter to you.

Fewer Evictions, More Support

Last year, only **four evictions** happened due to rent arrears. This low number shows our commitment to **early help and prevention**. Eviction is always a **last resort**, only after long periods of non-engagement and court orders.



Here When You Need Us

Our **Income Officers** are here to:

- Give **welfare advice**
- Refer you to **debt counselling**
- Help you access extra support if you're struggling

Karibu Hardship Fund – Extra Help When It Matters

If you're facing urgent financial challenges, our **Hardship Fund** can help with more than just food. It can cover:

- **Energy top-ups**
- **Broadband access**
- **Travel costs** for work or interviews

Last year, over **25 residents** received between **£100 and £250** to manage emergencies. If you need help, **please reach out** – we want more people to benefit from this support.

At Karibu, everything we do is based on **care, support, and partnership**. We're here to make sure you have every chance to stay in your home and get the help you need.



When Things Go Wrong: How We Handle Complaints

We don't see complaints as problems – we see them as opportunities to listen, learn, and improve the services that matter to you. In 2024/25, we worked hard to build a positive complaints culture – one that values your feedback and uses it to improve our services.



Here's what happened this year:

- **131 Stage 1 complaints** were received, and **20 moved to Stage 2** – fewer than last year.
- We responded to **63% of Stage 1** and **75% of Stage 2** complaints on time. We know we can do better and are working on it.

What were the main issues?

Communication, delays in updates, and outstanding repairs. You told us you want quicker answers and clearer updates – and we've listened.



What have we done?

- Launched a **self-service app** and are developing a **new resident portal** so you can report issues anytime, even out of hours.
- Added a **dedicated Complaints Officer** to give you a single point of contact and regular updates.
- Improved our partnership with MNM (our repairs contractor), so you can now contact them directly, just like with Chigwell, to get the right person out first time.
- Upgraded our IT systems to manage cases better and speed things up.

We also check ourselves every year against the **Housing Ombudsman's Complaints Handling Code** and are finding new ways to get your feedback on the process.

We know there's more to do, but complaints matter to us because **you matter to us**. Through our **"You Said, We Did"** updates, we'll keep showing you how your voice makes a difference.



Your Voice, Our Scorecard: 2024–25 TSM Satisfaction Results

The 2024/25 reporting year was a milestone for **Karibu Community Homes**, marking our first full year of operation following the merger of Inquilab and Westway. During this period, **403 residents** took part in our satisfaction survey, sharing valuable feedback on how our services are working for you.

We're pleased to share some positive news:

- **Satisfaction improved in 12 out of 13 key areas.**
- **Overall tenant satisfaction rose to 45%**, up from 40% last year.

One of the biggest improvements was in **repairs**:

- Satisfaction with the **time taken to complete repairs** increased by **13 percentage points**.
- Satisfaction with the **repairs service overall** rose by **11 points**.

These results show that our renewed focus on responsive maintenance—shaped by your feedback and supported by a new repairs contractor—is making a real difference.

Residents also told us they feel more respected and better informed:

- **57%** were satisfied with being treated fairly and with respect.
- **58%** were satisfied with how we keep them informed — two of the highest-rated areas.

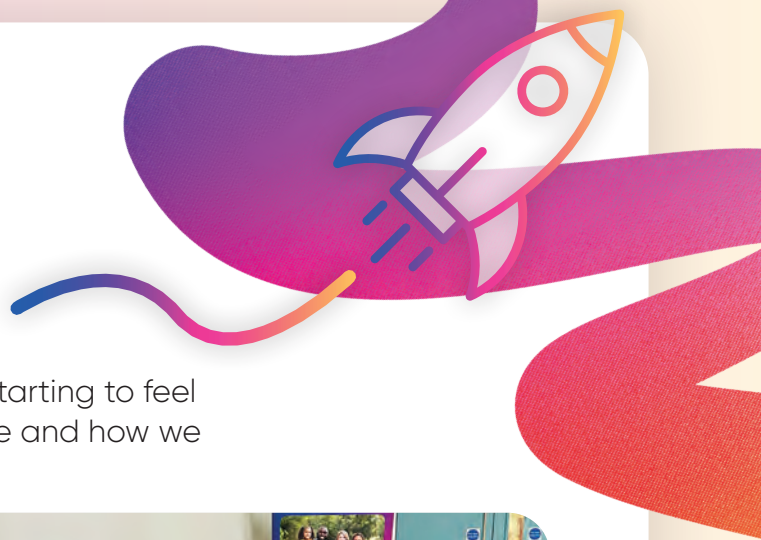
We've also seen improvements in how we handle **anti-social behaviour** and how easy it is to deal with us.

However, we know there's more to do—especially around **listening to residents** and **handling complaints**. Your feedback has already led to changes in our communication channels and service processes, and we're committed to building on this progress.

Thank you to everyone who took part in the survey. Your voice matters, and together we'll keep improving the services that matter most to you.



What's Next for Karibu in 2025–26



As we move into our second year, things are starting to feel more settled. Now, we're focusing on the future and how we can make Karibu even better for you.

Our Priorities

Over the next few years, we'll be working on:

- **Investing in our homes** – making sure they're safe, comfortable, and energy-efficient.
- **Exploring new affordable housing options** – so more people have a place to call home.
- **Improving access to our services** – making it easier for you to get the help you need.
- **Listening to your feedback** – and using it to guide what we do.

To make all this happen, we need to keep Karibu financially strong. This is key to delivering the improvements you've asked for.

Supporting Residents

We know times can be tough. If you're struggling with rent or service charges, we're here to help. We'll work with you to find solutions.

However, we will take firm action against things like:

- Deliberately not paying rent
- Unlawful subletting
- Tenancy fraud

This helps us make sure homes go to those who really need them.



Two Big Changes Coming

You've told us what matters most, and we're acting on it:

1. Better Repairs and Maintenance

We're bringing in a new long-term repairs contractor and increasing investment in this area. Our goal: safe, well-maintained homes that meet modern standards.

2. Improved Communication

We're making it easier to get in touch and get answers. This includes:

- Faster responses to calls and messages
- Clearer updates on your requests
- More information available online through our website and the Karibu app

We're excited about what's ahead and look forward to working with you to make Karibu the best it can be.

Karibu Community Homes



Contact Details and Communication channels

Karibu Community Homes

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

Email addresses

Customer Service: info@karibu.org.uk

Housing team: housing@karibu.org.uk

Income team: incometeam@karibu.org.uk

Complaints: complaints@karibu.org.uk

Press Enquiries: newsroom@karibu.org.uk

Website: karibu.org.uk/

Connect with us form: karibu.org.uk/connect

Telephone: 020 8607 7777

My Karibu app: Available now on Play Store (Android)
and App Store (iOS) Scan the QR code to connect
with us on social media and join our mailing list for
important news and updates.

