



Treating people fairly

We are committed to being fair and respectful with everyone we meet.

Our commitment to treating people fairly includes:

- everyone applying to us for housing or support
- our existing residents and others using our services
- everyone applying for a job or contract with us, and
- our existing staff, Board members, volunteers, and committee members.

We are particularly careful to comply with the Equality Act 2010, which offers protection to people who can find themselves targeted because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. These are 'protected characteristics' under the Equality Act 2010.

What you can expect from us

If you use our services because you are a resident, applying for a home, or getting support from us, you can expect the following.

- We will provide good, accessible services, with a range of ways to contact us.
- We will be respectful and fair to you, keeping to relevant codes of conduct and professional standards.
- We will provide all the information you need; in ways you find easy to understand.
- We will take your needs into account if we rent you a home.
- We will take quick and effective action if you are harassed or abused, in or around your home.
- We will only work with contractors and other agencies who share our commitment to being fair to everyone.
- We will work with our customer groups to make sure our services meet the needs of people who need additional support.
- We will give you a range of ways to give us feedback on our services.



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



What we expect from you

Treating everyone fairly is a two-way process.

- We expect you to treat your neighbours, our staff, and contractors with respect.
- You must not abuse or threaten anyone or keep making unreasonable demands on our staff – if you do this, we may issue warnings or restrict how we communicate with you.
- We expect you to use our complaints process and other formal channels if you are not happy with our services.
- You must keep to the terms of your tenancy – if you do not, you are risking your tenancy.

How we monitor this service standard

We will monitor and review all the feedback we receive around fair and respectful treatment of our residents and others. We will use our work with customer groups to assist us to improve services.

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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