



Moving in

We aim to make the experience of moving into your new Karibu home as smooth as possible.

Inside your new home

To get you started, we will:

- clean and clear the property before you move in
- provide two keys for each door with locks
- make sure all internal doors and windows are secure and in good repair
- provide safety locks to all windows above ground level
- fit new toilet seats and make sure all the sinks have a plug
- make sure all plumbing and fixtures are in good condition and free from leaks or blockages
- take and give you meter readings
- install low-energy lightbulbs
- test or install smoke detectors
- give you an up-to-date Energy Performance Certificate (EPC), with information about the energy efficiency of the property
- if relevant, carry out a gas safety check and give you a copy of the Gas Safety Certificate
- carry out electrical safety checks and give you a copy of the Electrical Safety Certificate, and
- make sure internal walls are sound, free from major damage and ready to be painted.

Please note that we only decorate our empty homes in exceptional circumstances. But if we think your new home needs decorating, we will contribute towards the cost of you doing so.

Outside your new home

We will:

- clear rubbish and litter from any garden or outside space attached to your home, including cutting grass and cutting back hedges
- ensure that the structural fabric of the property and any attached canopies, garages, and/or outhouses, are safe.



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



How we monitor this service standard

We will inspect any works completed at the property to ensure we have met our standards.

We will check your satisfaction with your new home by arranging for you to complete a survey.

We may invite you to take part in a focus group to help us consider our performance and our service standards for empty properties.

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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