



Damp & Mould Service Standard

Our Commitment to You

All homes are at risk of condensation, especially during the colder winter months. While small amounts of condensation are normal, excess moisture can lead to **mould growth**, which may affect both your **health** and the **condition of your home**.

At Karibu, we take our responsibility seriously to provide you with a **safe and healthy living environment**. That's why we're committed to sharing **practical advice** and sharing with you the different methods on how you can report damp and mould to us if there is a problem.

Karibu's Commitment Under Awaab's Law – Our Service Standard

- Investigate **emergency** hazards within **24 hours** of them being reported to either Karibu directly or our appointed contractors and take immediate action to make your home safe.
- Offer alternative accommodation where necessary if a property cannot be made safe within the required timeframe.
- Respond to **significant** damp and mould concerns within **10 working days** in way of either our contractor or a Karibu Surveyor visiting your home. We will provide clear updates and within the 10 working days we will begin the repairs.
- If you have informed us of a damp and mould problem and we have not resolved the issue to your satisfaction, please escalate the issue using our complaints process.
- Have as many reporting routes for our residents as possible. You can report to us your damp & mould through our website at a time that's convenient for you. Our response time is **Same day** if submitted **before 5 PM**, Monday to Friday or the **Next working day** if submitted **outside office hours**. You can report such issues to our appointed contractors 24/7 through phoning our 020 8607 7777 helpline.



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



All we ask from you in return is...

- We'll always respect your privacy, but you'll need to allow both Karibu and our appointed contractors access to your home so we can carry out essential repairs and inspections.
- Report damp & mould to us within a timely manner to both Karibu and our appointed contractors.
- Both Karibu and our appointed contractors will ask a series of triage questions in order to work out the category of damp and mould within your property, we encourage you to answer the questions fully and to provide photos if possible.

Emergency Vs Significant

Emergency Hazards

Definition: Hazards that pose an **imminent and significant risk of harm** to health or safety. These require **immediate action**.

Examples:

- Extensive black mould in a child's bedroom or throughout the property.
- Severe damp causing structural instability
- Mould causing acute respiratory issues

Response Requirements:

- **Within 24 hours:** Investigate and make the property safe or offer alternative accommodation
- **Within 3 working days:** Provide a written summary of the investigation and actions taken

Significant Hazards

Definition: Hazards that pose a **serious health risk** but are **not immediately life-threatening**. These still require prompt attention.

Examples:

- Damp and mould not causing immediate harm but affecting health over time
- Excessive draughts coming into a property through windows which as a result has caused early signs of mould to appear around the surrounding areas.



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Response Requirements:

- **Within 10 working days:** Investigate the hazard
- **Within 5 working days after investigation:** Begin repairs

How we monitor this service standard

We will:

- monitor and review our repairs delivery performance via our internal KPIs and contractors on a daily, weekly, monthly, quarterly and annual basis.
- monitor and review customer feedback including compliments and complaints so we can learn and improve our service delivery.
- invite involved residents to review performance and periodically scrutinise Karibu's repairs service standards.

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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