



Major works to the building you live in

We run a programme of works to keep the fabric of our properties in good condition. When we carry out work on the building you live in, we will aim to keep disruption to a minimum.

We plan major works in advance, so that we can:

- replace major items like windows and doors
- repair or replace roofing and other key elements to the building exterior
- carry out structural work like underpinning, and
- redecorate the outside and internal communal areas of the building.

Planning work in advance is cost-effective and means that we can replace items before they fail, keeping the property in good condition.

Before works start

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

We will consult you about the work we plan to do.

We will visit you to make notes about the working area and identify any special needs you might have.

We will agree a start date for the works with you and tell you how long we expect it to take.

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. We will give you a direct contact phone number to use during the works.

We will let you know if the work is going to take longer than we expected.



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

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

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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