



Repairs & Maintenance Service Standard

Our Commitment to You

At Karibu, we care about providing an **honest, reliable, and supportive service** at all times.

As your landlord, we're legally required to carry out certain repairs and maintain your home and communal area(s) to a safe standard. But our commitment goes beyond the legal obligations — we genuinely want to help you **look after your home** so that you can feel **happy, comfortable, and proud** of where you live.

We believe that a well-maintained home contributes to your wellbeing, and we're here to support you every step of the way.

Our **Service Standard** sets out how we deliver our repairs and maintenance service.

Please refer to our “major works within the building you live in” service standard for more information on planned & major works in your communal areas.

What will we do for you...

- Before you move in, we'll inspect your property thoroughly to make sure it's safe, secure, and ready for you.
- After you've moved in, we'll carry out repairs and maintenance in line with your tenancy agreement to help you keep your home in good condition.
- When you report a repair to **Karibu** or one of our **appointed contractors**, we'll let you know straight away whether your repair is related to your property, flat or communal area:
 - An **emergency repair**, which requires immediate attention
 - Or a **non-emergency repair**, which will be scheduled within **20 calendar days**.

This helps us prioritise repairs effectively and ensures you know what to expect from the moment you get in touch.

- **Damp and Mould** – Under Awaab's Law Karibu are committed to adhere to the strict legally binding timescales and attend within 24 hours for cases that we categorise as “**emergency hazard(s)**” and within 10 working days for cases that we categorise as “**significant hazard(s)**”. Residents can report damp and mould to Karibu directly through our website and someone from the repairs team will pick up your report and respond to you within the working day if reported within the working day. If reported outside the working day someone will respond to you the following working day. You can report damp and mould to our appointed contractors by phoning us on **020 8607 7777**.



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:

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- **Major & Planned Works** - Sometimes, repairs can't be completed within 20 calendar days, or, due to their nature. We aim to attend within the 20-day timescale and if it's found that the works are complex in nature it may be added to a mini programme of similar works that can be grouped together for multiple customers. If this is the case, we will attend within 20 calendar days to carry out an assessment and possible temporary fix, with the full repair aimed to be completed within a 3-month period.
- Either Karibu or our appointed contractors will book an appointment at a time and date to suit you.
- We'll be honest with you and explain straight away whether we're responsible for the repair or if you'll have to pay for it. This will depend upon your tenancy agreement.
- We'll endeavour to fix the repair the first time we visit. If this is not possible then follow-on works will be booked in directly with yourself by the contractor.
- Both Karibu and our appointed contractors will communicate with you in a way that is respectful and fair.
- Both Karibu and our appointed contractors will carry photo identification when we visit your home.
- We'll maintain and complete regular safety checks and tests.
- We are committed to being open and accountable in the way we deliver our repairs service. That's why we publish our repairs performance information each year in our Annual Report to Residents and make it available on our website. This allows residents to see how we're performing, where we're improving, and where we're focusing our efforts to deliver a better service.

All we ask from you in return is...

- It's up to you to take care of your home and garden (unless otherwise stated).
- You maintain your own private garden and keep it tidy. This includes fencing (unless otherwise stated).
- Always report any repairs or damage to your home, plus external and shared areas in a timely manner to Karibu or our appointed contractors.
- We'll always respect your privacy, but you'll need to allow us access to your home so we can carry out essential repairs, as well as legally required inspections, maintenance, and annual servicing.
- If you, or someone visiting your home causes damage to the property, it's your responsibility to pay for the damage to be repaired.
- If you're a leaseholder, you'll be responsible for the internal repairs within your home.
- If you live in a building with a shared area, please make sure to report obvious signs of damage to fire doors or if they don't fully close, to us.
- Please allow access to our contractors in order to carry out the repairs within your home and communal areas. If you need to cancel the appointment, please make contact with our contractors prior to the appointment date and timeslot letting them know of the cancellation.



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Repairs for which residents are responsible

Replacing electrical fuses, light bulbs, fluorescent tubes and starts	Repairs to any of your own home improvements
Replacing lost keys and locks when locked out	Clearing blocked waste pipes and toilets where the blockage is caused by lack of care, e.g. fat, tea leaves, hair. If our contractors carry out jetting etc. and the cause is found to be a build up of hair, tea leaves, cooking oils and fat Karibu may explore re-charge options as its residents' responsibility to keep such pipes clear.
Connecting cookers either gas or electric	Minor damage to plaster and decorative defects, e.g. nail holes and cracks including hairline cracks and internal decorations.
Draught exclusion, unless caused by defective fitting doors or windows	Replacing plugs chains to baths, basins and sinks
Replacing washing lines and rotary dryers, except in communal areas	Replacing or re-securing toilet seats
Replacing glass to windows and doors unless the glass has been broken as a result of crime or vandalism and you are able to provide a crime reference number	Bleeding radiator and relighting pilot lights
Replacing batteries in smoke alarms	Repairs to or replacement of non Karibu provided smoke and CO alarms. Karibu are legally responsible for carrying out an annual test on smoke, heat and carbon monoxide detectors, we have a tracking system on whereby we know what properties have what. When our compliance contactor carries out their annual test and it's found that there are additional alarms installed that are not part of Karibu's list these are your responsibility. Karibu may explore the option of removing unnecessary alarms that have been installed without our consent.
Damage caused by you or anyone living with you or your visitors	In the event that a flood takes place or a fire within your property and your personal items are damaged in the process Karibu are not responsible for the replacement of such items. We encourage all our residents to obtain home contents insurance.



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TV aerials and satellite dishes not provided by Karibu	All internal decorations, which include painting and filling holes in walls in the event there has been damage caused to the walls.
Non Karibu provided burglar alarms	Easing doors to allow carpet fitting
Loss of power/gas due to no credit on pay as you go meters	Locks and padlocks to sheds or outhouse doors, other than those provided by the company
Cleaning and descaling sanitary ware (limescale etc.)	Plumbing in automatic washing machines or dishwashers
Re-securing loose door and cupboard handles, locks and catches. Karibu are responsible for the up-keep and replacement of internal fire doors and your front and back door. You are responsible for the up-keep and any damage caused to non-fire rated doors.	Phone wires and sockets
Replacing blown fuses and resetting trip switches	Your garden including your fence unless otherwise stated. (if you have one)
Plumbing in automatic washing machines or dishwashers	Non Karibu provided burglar alarms and doorbells.
Leaseholders and shared owners are responsible for treating any pests found inside their home.	Advising the Association of any infestation so that it can assess the cause and provide guidance on treatment and responsibility. If it's found that your property requires proofing works Karibu are responsible for pest control proofing and potentially carrying out bait treatment. If it's found that your property does not require proofing works and that the underlying cause is not related to a building defect and our pest control contractor has attended to carry out a survey, Karibu will explore re-charge options.

Timescales

Karibu will complete repairs and maintenance work to your home within the following timescales:

- **Emergency repairs** (we will make it safe within 24 hours)
- **Routine repairs** (completed within 20 working days)



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Service Standard Targets

Action	Target
Complete emergency repairs with your property or communal area	24 hours
Complete routine repairs with your property or communal area	20 days
Undertake satisfaction surveys on repairs within your property	Weekly / Monthly / Quarterly
Resolve ' out of hours ' emergency repairs within your property or communal area	24 hours
Gas safety inspection within your property	Annual
5 yearly Electrical Periodic Inspection within your property	5 Yearly
Testing of Carbon Monoxide, Smoke & Heat Detectors within your property	Annual

How We Monitor This Service Standard

We will:

- monitor and review our repairs delivery performance via our internal KPIs and contractors on a 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 scrutinize 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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