



COMMUNITY E-NEWSLETTER DECEMBER 2025

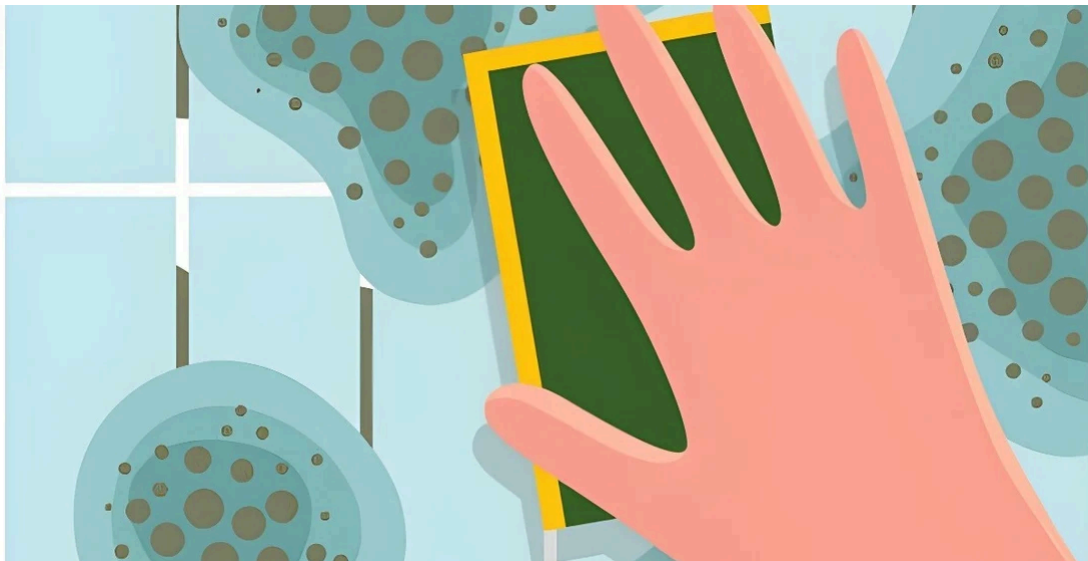
[Click here to view our Christmas & New Year opening hours and contact details.](#)



A Successful Resident Conference 2025 held in Harrow

We proudly hosted our second Annual Resident Conference in Victoria Hall, Harrow on 22 November 2025, welcoming residents from across our communities. It was wonderful to see so many of you join us. Your energy, ideas, and honest feedback shaped the day and helped spark meaningful conversations about how we can continue improving our services and strengthening our communities. You can view the pictures from the conference by clicking the blue button below.

[Read more](#)



We're committed to Awaab's Law – your safety comes first!

Damp and mould can harm both your health and your home, so we act fast. Emergency hazards are inspected within 24 hours, and major issues are resolved within 10 working days. You can now report damp and mould issues online through our website. If you prefer to call, dial 020 8607 7777, select 1 for Repairs, then 1 again to report damp and mould to Ecosafe. We also shared helpful tips to prevent damp and mould on our website, so you can keep your home fresh and healthy throughout the winter.

[Read more](#)

Karibu
Community Homes



ecosafe
Group

Safer Homes, Brighter Futures.

We strengthen Damp & Mould Compliance through New Partnership with Ecosafe Group

We are proud to announce a new partnership with Ecosafe Group to deliver a dedicated Damp and Mould Remediation Service across our homes, a key step in our ongoing commitment to resident safety, wellbeing, and compliance with the latest housing regulations, including Awaab's Law.

[Read more](#)



Big Leap Forward: Satisfaction in Repairs, Service & Communication on the Rise

Your feedback is making a real difference. Overall satisfaction has soared to 60%, up from 46% two years ago, beating our target! Repairs are faster and better (63% satisfied), and communication is stronger than ever: 68% feel treated fairly and 64% feel well-informed. Safety and communal upkeep are improving, and complaints handling has doubled from 19% to 40%. Other areas have also seen an increase in satisfaction scores. Check out the complete TSM Benchmark Report Q1 & Q2 2025/26 on our Our Performance page.

[Read more](#)



Try Our New Telephone System – Faster, Smarter, Easier!

We have introduced a new telephone system designed to make communication faster, smarter, and easier. The upgrade aims to improve caller experience by reducing wait times, offering clearer call quality, and providing more efficient routing to the right team. The system also includes modern features that enhance accessibility and streamline internal processes, ensuring better service for our residents.

[Read more](#)

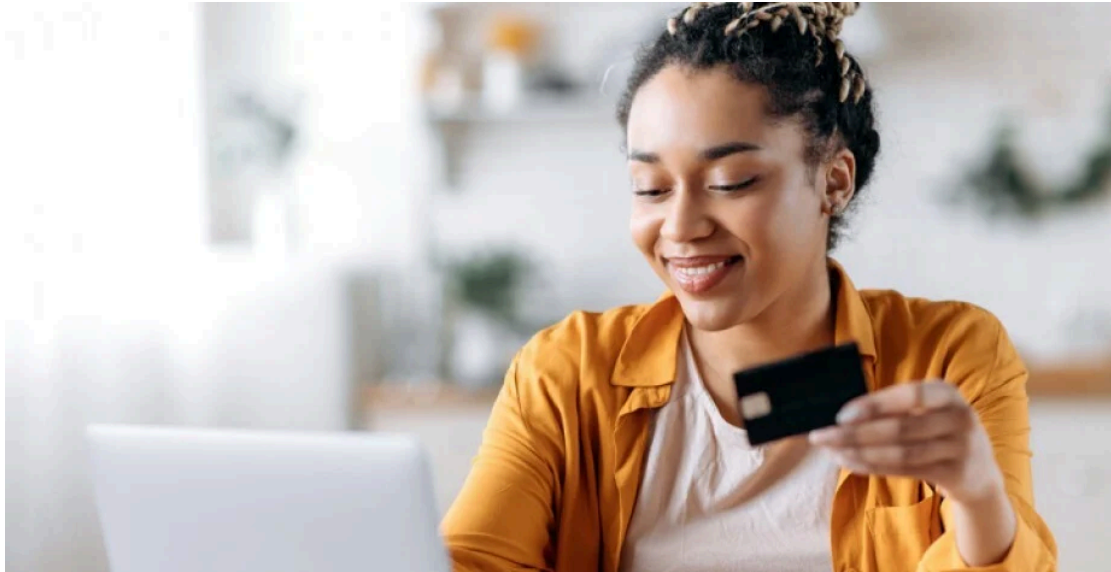


Become a Karibu Community Champion – Make a Difference in Your Community!

We are calling on residents to become Community Champions and help shape the future of their neighbourhoods. Champions will have the opportunity to share ideas, connect people, and ensure residents' voices are heard in improving services. Karibu provides training and support, so

anyone passionate about making a difference can get involved. Ready to make an impact? Click the pink button below for more information.

[Read more](#)



Make This Christmas Stress-Free: Pay Your Rent & Service Charge (for Leaseholders) on Time!

The festive season can be costly, but don't let it put your home at risk. We encourage residents to prioritise rent payments and service charge payments (for leaseholders) and avoid arrears, as falling behind could lead to court hearings and possible eviction in the New Year. You can pay easily through the My Karibu App, Web Portal, Direct Debit, mobile banking, debit card by phone, Allpay card at Post Offices or PayPoint, or bank transfer. If you're struggling, our Hardship Fund may help, visit our website for details.

[Read more](#)

Karibu
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**Log in to Web
Portal account with
your My Karibu app
login details**

Your New Karibu Web Portal Is Here – Access Anytime, Anywhere!

Managing your tenancy just got easier! With the new Karibu Web Portal, you can check your account, pay rent, download various documents, and report repairs - anytime, anywhere just like My Karibu app. It's quick, secure, and designed to make life simpler for you. Click the pink button below to access the new Web Portal.

[Read more](#)



Estate Inspection schedules from December 2025 to April 2026

We carry out regular estate inspections on all of our estates and blocks. This will be an opportunity for you to meet with your housing officer, discuss matters relating to your tenancy and to check on any issues in your home that need to be resolved. We will also be ensuring we have up to date information about who is living in the property and that we understand any specific housing needs you have. Click the button below to see the inspection schedule for each housing officer from December 2025 to April 2026.

[Read more](#)



Neighbourhood Budget 2026/27: Have Your Say!

We are inviting you to share your views on the Neighbourhood Budget for 2026/27. This budget shapes how funds will be allocated to improve local services, community projects, and neighbourhood priorities. Please share your proposal by 28th February 2026 by emailing housing@karibu.org.uk with your address, the improvements you are requesting, why it matters and the difference it will make.

[Read more](#)



Progress on Long-Term Repairs and Estate Services Partnership

At Karibu, we're committed to delivering high-quality services that meet residents' needs. Working with Echelon, we are re-procuring long-term contracts for repairs, maintenance, estate services, and compliance, guided by resident feedback through our Tenant and Procurement

Panels. These new contracts, set to go live in April 2026, will ensure consistent, reliable services across all properties. Thank you for your continued support as we build services that work for you, today and for years to come.

[Read more](#)

Next Steps: Making the Most of Resident Data

Over the past 18 months, we have worked with you to gather information that helps us understand your needs and deliver better services. Your data allows us to tailor services, prioritise urgent repairs, improve communication, and respect your preferences. We will keep reviewing this information to identify trends and share updates with the Tenant Committee. **Please update us whenever necessary**, keeping your information accurate means we can respond quickly and appropriately.

[Read more](#)

Download the My Karibu App on your smartphone!

Take control of your tenancy anytime, anywhere. With **My Karibu** app, you can manage your rent, report repairs, contact us and more - all from your phone. Click the blue button below for store links and instructions to activate your account.

[Read more](#)



Karibu
Community Homes

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TW8 0FJ

Email addresses

Customer Service

info@karibu.org.uk

Income Team

income-team@karibu.org.uk

Housing Team

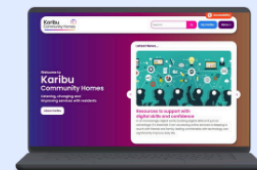
housing@karibu.org.uk

Complaints

complaints@karibu.org.uk

Website

www.karibu.org.uk



My Karibu app available now on
Play store (Android) & App store (iOS)



Follow us on Social Media



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