

OUR RESIDENT SERVICE PLAN HALF-YEAR REPORT 2025/26

Karibu
Community Homes



Progress so far...



If you would like to see your
Service Plan covering from 2024
to 2027, please scan the QR
code for full document online.

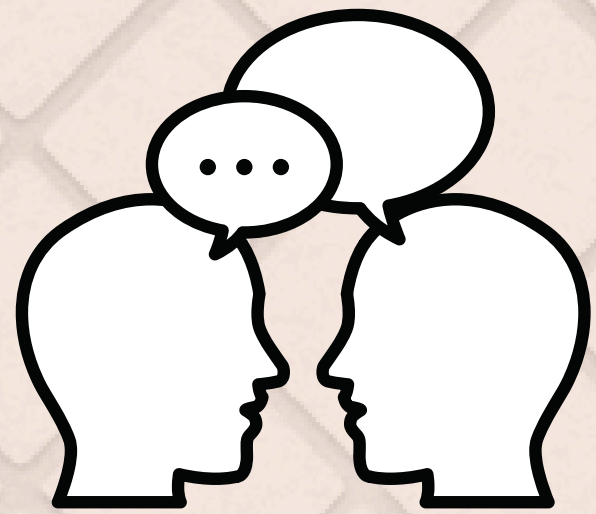


Our Resident Service Plan, developed from two years of resident feedback and consultation, aligns with our corporate plan objective of “Quality Service and Empowered Communities.” It focuses on four key workstreams:

- **Communication and Accessibility**
- **Service Standards and Delivery**
- **Engagement and Transparency**
- **Being a Good Neighbourhood Partner**

The plan addresses 36 key resident asks, each supported by a clear statement of intent. It was launched at the Karibu Community Funday in November 2024, published on our website in December 2024, and forms a three-year roadmap for service improvement. This service plan is monitored by our Tenants committee, Customer committee and Board.

This report is our first half-year update, demonstrating progress on commitments shaped by your feedback from surveys and engagement activities over the past 2–3 years.



Communication and accessibility

We're going to communicate with you better and offer you new ways to get information and to access our services.

WHAT YOU ASKED FOR

Give us a good choice of ways to contact Karibu

Give us regular and relevant information

Visit our blocks and estates

Let us know who staff are, who to speak to and how to contact them about particular issues

WHAT WE HAVE DELIVERED

We have a range of communication channels available for residents, including our website's Connect with Us form, social media platforms, dedicated departmental email addresses, and a dedicated phone line for enquiries.

We regularly share community e-newsletters and publish TSMs, complaints performance reports, and annual resident reports on our website, under the Our Performance page.

We publish block and estate inspection schedules for each housing officer on our website, showing the dates and addresses

You can now find the names and roles of our staff on a dedicated page of our website, along with email addresses for the right departments to help you get in touch quickly.

WHAT'S NEXT?

We're going to look into ways to measure our communications performance.

We're improving our systems so staff can handle your enquiries more smoothly.

You'll soon be able to use the Karibu portal on our website to do the same things as the app – like pay your rent, report a repair, send us a message and more – all in one place.



Service standards and delivery

We're going to make sure you get the services you need. We'll develop ways to understand our residents' current and future needs, and be clear about our service offer.

| WHAT YOU ASKED FOR | WHAT WE HAVE DELIVERED |
|--|--|
| Provide us with clear service standards | We have developed service standards for our key services, with targets and response times where appropriate. They have been published on our website under a dedicated page for service standards. |
| We want a reliable repair service | After each repair, we now send a satisfaction survey by text so you can share your feedback. We've also set up a resident scrutiny group to review the service and make recommendations. |
| Be clearer about the major works you are planning to our homes, blocks and estates | We have shared all relevant information about our 3 year planned investment programme through our website, e-newsletters, and letters. |
| Let us help you to inspect our neighbourhood | We have recruited and are onboarding community champions, and our estate inspection programme from September to December 2025 is now published on our website. |
| Explain how can we get adaptations to our homes | We reviewed our policy and budget for adaptations. We provided helpful local information on how to access major and minor adaptations on our website. |
| Tell us if/how we can buy our home | We published clear information on your options if you wanted to buy a home on our website. |
| Give us better information about your handling of anti-social behaviour | We created and developed a service standard on anti-social behaviour and published it on our website. It includes what is and isn't anti-social behaviour, categorises different types of anti-social behaviour, lists our response times, and sets out what we expect from residents. |
| Tell us more about your overall plans to invest in our homes | We created a formal report on our long-term investment plans, including costs and timelines for different works. From this, we produced annual plans and informed affected residents through letters, our website, and e-newsletter. |



Service standards and delivery

We're going to make sure you get the services you need. We'll develop ways to understand our residents' current and future needs, and be clear about our service offer.

WHAT'S NEXT?

We will provide a clear service offer and response time to different categories of anti-social behaviour. We'll offer easy ways to report anti-social behaviour – including via the website and Karibu app. We will record, track and monitor cases against our service standards. Four times a year, we will publish the results against our response targets.

We will review our service charge process and charges. We will set up systems to record and monitor our service charge income and spending.

We will retender our cleaning and ground maintenance contracts. We'll involve residents when we draw up the specification, in the tender process and when we select new contractors. We'll consider giving contracts to any resident-run companies, as part of the process.

We'll create a separate page on the website to offer key information about managing damp and mould, and to set out our service offer. We'll train staff to respond to our targets, and to monitor and publish our performance. We will review our policy and procedure to make sure we meet the changes introduced to the new Social Housing (Regulation) Act by Awaab's Law and make sure our customer service software monitors our performance in this area.

We'll design an annual service charge statement that sets out our costs for the year, explains significant increases or decreases, and explains your rights.

We're going to add block security items to the estate inspection checklist our staff use. This will include your communal doors, CCTV, gates, intercom systems and other building access points. We'll ask residents to help us design these checks.

Where historical repairs have not been completed, we will estimate the cost, set a possible budget and aim to complete some of them each year.

We will be talking to each household, so that we know if you have additional needs, or could use extra support.

We're developing service standards for the services we provide to your blocks and estates.

We'll review our policy and ensure our systems record residents' temporary and permanent vulnerabilities. This will guide our communication and services, with staff trained to provide the right support.



Engagement and transparency

We want to hear from you, so we'll introduce new ways for you to share your thoughts and ideas with us. More importantly, we will demonstrate that we have listened and taken action.

WHAT YOU ASKED FOR

We want to be listened to and respected

We want our feedback to make a difference

We want a choice of ways to engage with you

Tell us how well you are performing and how you plan to improve

WHAT WE HAVE DELIVERED

Residents engaged through the tenants' committee, scrutiny committee, virtual panel, and other engagement opportunities. We published a You Said, We Did report for 2024–25 on our website, addressing the concerns shared with us last year.

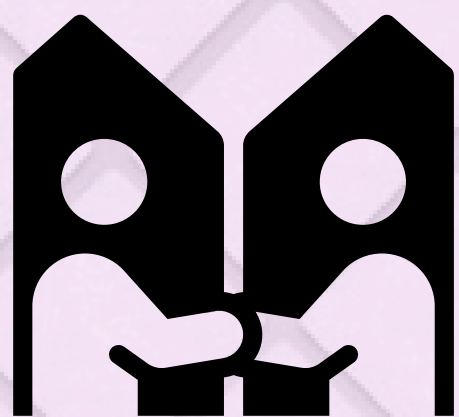
Your feedback from surveys, TSMs, and complaints goes into our action tracker – with our Half-Year Service Plan updates, 'You Said, We Did' highlights, and complaint analysis showing the changes we've made.

Our website features a dedicated page outlining the various engagement channels, where residents can learn about the purpose of each panel and submit their interest via the connect with us form.

We launched a new website in November 2024, featuring clearly structured menu options and dedicated pages – including the 'Our Performance' section – which outlines our latest TSM results, complaints & service improvement performance, and other key reports, all presented in accessible language.

WHAT'S NEXT?

We are reviewing all noticeboards and My Karibu app/portal to ensure they clearly show who to contact for specific queries and how to reach them. A dedicated page on our website already lists team members and their roles, and our e-newsletter includes email addresses for various departments you may wish to contact. We'll make sure this information is accurate, consistent, and easy to find across all platforms.



**We will be a
good
neighbourhood
partner**

***We want to be more
than just a landlord
We'll work with local
businesses, charities
and government to
promote resources
and programmes that
help our residents to
make the most of
their opportunities.***

WHAT YOU ASKED FOR

**Give us help and our options if we want
to move**

**Help us to continue living in our homes
with dignity**

Help us with aids and adaptations

WHAT WE HAVE DELIVERED

We provided residents and staff with a clear set of options, outlining each step of the process in a simple, easy-to-follow format. Accessible information is available on our website and through other channels, ensuring everyone has the guidance they need to make moving home as straightforward as possible.

You asked us to help you live in your homes with dignity. We're supporting residents to stay independent for as long as possible, and when more help is needed, we work with partners to find the right move-on options.

We published clear service standards on aids and adaptations on our website, outlining responsibilities for minor and major adaptations and detailing the processes involved.

WHAT'S NEXT?

Through our contact and engagement with residents, we'll be assessing where people need additional support. We'll research local charities, local authorities and other agencies to look for potential partners to work with or refer residents to. We'll publish this information on our website too.

We'll provide clear service standards and make sure our neighbourhood managers fully understand their role. If necessary, we'll take the lead locally, even if some of the homes involved are owned or managed by other landlords.



Karibu
Community Homes



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Housing Team

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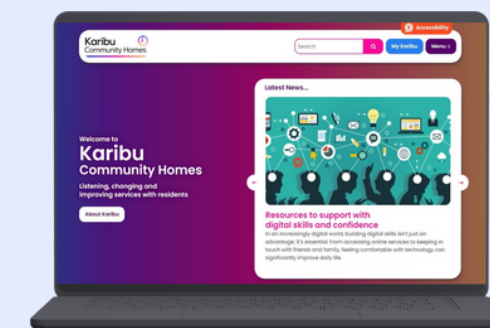
Complaints

complaints@karibu.org.uk



Website

www.karibu.org.uk



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

