



Managing your estates

We are committed to keeping your estates clean, tidy, and well maintained.

We manage your estate by providing services, which may include the following:

- caretaking
- cleaning shared areas
- looking after the shared gardens
- making sure that footpaths are clean and safe.
- window cleaning
- removing litter and bulky waste
- dealing with graffiti and abandoned vehicles
- repairs to shared areas, and
- making sure that fire safety equipment is in good working order.

Some of these services are provided by our staff, while others are provided by external contractors. We do not provide all these services to every estate or block.

If we provide your estate with services such as cleaning and gardening, this is set out in your tenancy agreement. If there is a noticeboard at your block or estate, we may post details of these services there too. You pay a service charge on top of your rent for these services. Every year, together with your rent advice letter, we will send you a list, including an estimate of how much each service will cost.

We will involve residents in any proposals to change the local services we provide.

Gardening

If your estate or block has shared garden areas, we will bring in grounds maintenance contractors to keep them well maintained.

We will instruct our contractors to:

- take care of and regularly cut any grass (we tell you how often they are expected to do this)



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:** @karibuhomes ● **LinkedIn:** Karibu Community Homes

● **Facebook/Instagram:** @karibuhomes



- prune shrubs at least twice a year
- maintain shrubs and hedges to agreed standards
- weed shrub beds, hedges, and hard-paved areas
- remove litter and rubbish from external communal areas
- carry out minor tree pruning, and
- carry out major work to trees if health and safety regulations recommend that we do this.

Cleaning shared areas

We will employ a contractor to clean all shared areas, including corridors, staircases, and entranceways, at regular intervals.

We will instruct them, as appropriate, to:

- vacuum carpets and mop vinyl floors
- wipe down hard surfaces such as window frames and skirting boards
- clear litter from inside the block and the entrance area
- regularly test and maintain fire alarms, and emergency lighting as well as all fire equipment's in our communal areas.
- clean communal windows that can be reached within health and safety guidelines.

Maintaining a pleasant neighbourhood

We aim to make sure your estate or block is a well-maintained and pleasant place to live in. We will:

- remove graffiti within 28 days of it being reported and offensive graffiti within 24 hours
- remove abandoned cars within 20 working days of being told about them, following an investigation
- tell you how best to get rid of unwanted furniture and white goods such as washing machines and fridges
- remove illegally dumped furniture or white goods within 10 working days of being told about it
- order repairs to shared areas as soon as we become aware they are needed



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- regularly inspect estates and record our checks
- publish – on our website (www.Karibu.org.uk) and on noticeboards – the days our staff will visit, so that you can join estate inspections and share your local knowledge
- if dogs are causing a problem, work with the owner to make sure they keep to their tenancy agreement and Karibu’s policy on pets, and
- help individual tenants and community groups to deal with community issues such as street cleaning, crime, and road safety.

How we monitor this service standard

We monitor this service standard through:

- any logged feedback or complaints we get from residents
- our staff inspections of communal areas
- the annual resident communal services survey, and
- what residents tell us when they are moving out.

We look at this information with resident groups and use it to help us improve communal services.

How you can get involved

If you would like to help us maintain standards at your block or estate, contact us in any of the ways listed below.

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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