



INQUIRE

News that matters to you



Karibu
Community Homes

Inquilab and Westway have officially merged from 2nd April 2024

Inquilab Housing Association and Westway Housing Association have come together to form one organisation called Karibu Community Homes. This has officially happened on 2nd April 2024. Over the next 12 months, you will see a gradual transition on documents, communications, social media and our website from Inquilab to Karibu, it won't happen overnight. This will also be the case with our branding and email addresses as we bring both organisations together.

We are confident that this will provide wider benefits including more investment in existing homes, newer homes as well as providing more opportunities to engage with us and scrutinise our performance to help us improve our services.

Hello

We would love to hear your views and opinions about this newsletter by clicking the link below or scanning QR code at the right and answering the questions in the form.

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Change in Repairs service from May 2024 onwards

We have agreed to end the contract with Gilmartins and we have chosen a new interim contractor to deliver with repairs service from May 2024 onwards. Gilmartins has been our main repairs and maintenance contractor since 2019.

Chigwell (London) Limited will be the new interim contractor from May 2024 onwards and we welcome them as our partner for repairs and maintenance for the next year.

We will begin the transition to Chigwell in April. In order to provide an efficient service, all repair calls will be handled by their contact centre where trained and knowledgeable staff will help with diagnosing the type of repair and agreeing appointments so that fewer visits are needed.

There will be changes to how appointments are booked via the MyInquilab app which will now include telephone contact from Chigwell to agree repair works required and an appointment date/time.

Chigwell have a good reputation for customer support and communication as well as a competent team of operatives and management and we hope you will see a positive difference in this service.

As we move towards mobilising the contract with Chigwell, we anticipate a seamless transfer of the service with minimal disruption. Our priority remains the satisfaction and well-being of our residents as well as the maintenance of our homes and we are committed to ensuring a smooth transition process.

We are looking to create a resident panel to help us oversee the performance of the new contractor. If you are interested in helping us to create and maintain a good repairs and maintenance service, please get in touch through our email newsroom@inquilabha.org

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Important information regarding Rent and Service Charge increases

As you may know, you recently received letters outlining adjustments to your rent and service charges for the 2024/25 year. We understand that any adjustments to housing costs can be impactful, and we want to help ensure that you have the right information that enables you to pay the correct rent amount.

Here's what you need to know:

Housing Benefit Recipients: If you receive Housing Benefit, please contact your local authority immediately to update them with your new rent and service charges. This ensures your benefit continues to cover your housing costs accurately. Delays in notification could lead to arrears on your rent account.

Universal Credit Recipients: If you receive Universal Credit, you need to update your online Universal Credit portal with the new rent and service charges information. Do this on the day your rent changes (as stated in your letter) or before your monthly assessment period ends. We strongly recommend keeping your letter safe and setting a reminder in your phone or calendar to complete this update on time.

Additional Information:

- Your letter details the specific date your rent and service charges increase.
- If you have any questions or concerns regarding the adjustments, please don't hesitate to contact us. We're here to help!
- By taking these steps promptly, you can ensure your rent payments remain current and avoid any potential issues.



If you are facing financial difficulty, do not suffer in silence. We work across a number of boroughs and have access to debt and money advice in each locality. If you need further guidance, please contact our Income Collection team. They will be able to signpost you to the best agency to support you. We work closely with other agencies and can assist you in seeking help. We maintain close links with organisations such as the Citizens Advice Bureau.

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Recent Updates from Inquilab Housing Team

We would like to inform you about some recent changes in our housing team. Our former housing officers, Kirti and Roisin have moved on to new roles. They will be greatly missed, and we are incredibly grateful for their contributions to our Community however we shall be coming together with colleagues at Westway over the coming months.

Please be assured that we remain committed to providing you with high-quality service. While we recruit for new housing team members, we have taken steps to ensure the service is covered.

Continued support: Our existing housing team members are available to answer your questions and address your concerns. You can reach them through our dedicated phone line at [0208 607 7777](tel:02086077777).

We thank you for your understanding and patience during this transition. We are confident that we will find qualified individuals to join our team and continue to deliver the excellent service you deserve.

We are looking for residents to work with us to improve our housing and neighbourhood services and if you feel you have some time to give us, please get in touch with us through our email newsroom@inquilabha.org

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Meet the new Head of Customer Experience: Sam Carr-Hill

I would like to introduce myself to all Inquilab customers. I joined in January 2024 with a remit to improve the customer experience and make us a much easier organisation to get in touch with and access our services.

Having read all our satisfaction survey responses, been hands on with complaints and attend resident panel and customer committee meetings, I have been able create a clear picture of areas that we need to prioritise. I have also been active in going out to meet customers to get 1st hand feedback on how we can improve.

Working across the organisation with colleagues, our priorities are to rebuild trust and engagement with residents with a particular focus on service delivery and communication.

Resident participation and engagement is a key area for me and recently we have become members of TPAS (Tenant Participation Advisory Service) who provide support for residents to work with their landlords to scrutinise performance and develop a constructive relationship to help shape new and improve existing services.

More information can be found on their website [HERE](#)

This year, we will be publishing more information on how we are performing, survey results and what we are changing and improving as the result of your feedback.

If you would like to have more input and get more involved into the way in which services are delivered, I would love to hear from you. Please contact us on newsroom@inquilabha.org to find out more.

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Fire Safety updates for all Residents

1. Fire Door Inspections: Inquilab will be conducting fire door inspections for all flat front doors from this year. These inspections are crucial to ensure your fire safety and compliance with regulations.

What to expect:

- You will receive a notification with your specific inspection date and time.
- An Inquilab representative will visit your flat to inspect the fire door. The inspection will be quick and non-intrusive.
- If your fire door meets all safety standards, no further action will be required.
- In case of any issues identified with your fire door, you will be informed of the necessary repairs to ensure compliance.

2. Communal Area Clearout: We kindly remind all residents to remove any personal belongings currently stored in communal areas. This includes hallways, stairwells, and bin storage areas.

Why the clearout?

Clutter in communal areas can be a fire hazard and obstruct emergency exits. Keeping these areas clear ensures the safety and accessibility of all residents.

What will happen to unclaimed items?

From April, we will begin removing any unclaimed items left in communal areas. Discarded items will be disposed of responsibly.



We request your cooperation in ensuring a safe and clear environment for everyone in our community.

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Our Commitment to a Healthy Living Environment

Following our recent stock condition survey, we are aware of an increase in reports of damp and mould within our residents' homes. We want to assure you that we are committed to resolving them effectively and efficiently.

Survey Findings

The survey has revealed that some of our properties are experiencing issues with damp and mould. We understand the discomfort and health risks these conditions can cause, and we want to assure you that your wellbeing is our top priority.

Our Response

In response to these findings, we are undertaking a comprehensive programme to address and repair these damp and mould issues.

This comprehensive programme will involve:

- **Prioritised Repairs:** We will be prioritising repairs based on the severity of the problem.
- **Expert Assessment:** Qualified professionals will assess each reported case to identify the root cause and determine the most effective solution.
- **Repair Work:** Our team will undertake the necessary repairs to eliminate the damp and mould growth, ensuring a healthier living environment.

Your Role

Your cooperation and communication are vital in this endeavour. If you have noticed any signs of damp or mould in your home, we urge you to report it to us directly. Early reporting allows us to address the problem before it worsens and minimises any potential health risks. By doing this, you will help us identify the affected areas swiftly and allow us to take immediate action.



Contact Us

Please do not hesitate to reach out to us with your concerns. Your reports will guide our efforts and help us ensure that you can enjoy a safe and comfortable living environment.

For More Information

For further information on damp and mould, including preventative measures you can take in your home, please visit our website [HERE](#) or contact our customer service team.

Thank you for your understanding and cooperation. Together, we can create healthier homes for everyone.

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