



OUR GOALS FOR 2024-27

Karibu is making plans for the next 3 years and wants to hear from you!

We want to make sure we're focusing on the right things for residents like you.

We'll share more details later, but we wanted to get your input early on.

Here are some broad themes we're considering for our work over the next 3 years.

Click the link at the end to take a short survey and let us know your thoughts!

Theme 1 - Support for our residents:

Being more accessible - We'll offer additional ways for residents to get information and to access services (e.g. via new online tools that are available 24/7).

Getting you the help you need - We will develop ways to understand your current and future needs and build this into our service offer.

We want to hear from you! - We'll introduce new ways for you to share your thoughts and ideas with us but more importantly demonstrate that we have listened.

More than a landlord - We'll work with local businesses, charities, and government to promote valuable resources and programs that will help make the most of opportunities



Theme 2 - Investing more in our homes and building new ones:

Invest more on improving our current homes - We're planning to spend more money on making our current homes better, more energy efficient and safer.

Provide effective services - We will continuously monitor the performance of the services we provide to ensure good quality and value for money and publish these results.

Build more new homes - We will seek to build more homes, especially affordable rented homes, to help those needing a safe, warm permanent home

Working together with others - We shall seek opportunities to partner with others and use our assets and land to help provide more homes.



Theme 3 - Ensure that we attract, train, develop and retain good quality staff:

Invest in our teams - Always ensuring we have the right level of resources required to deliver against this plan.

Empower our team - We will look at training and giving appropriate authority to our people to make the right decisions for us and our residents.

Support and personal growth - Providing our staff with the training and development they need to do their jobs better and provide a more effective service to each other and to our residents.

Attract the best - We want to be an organisation where the best people want to work and ensure we are an employer of choice for talent looking to grow with us

Theme 4 - Providing value for money:

Value for money - Ensuring the new organisation has a clear plan to do more for the same or less and reducing our costs per property over the 3 years of this plan so that we have more to invest back into our communities.

Procurement savings - To review all key contracts for the organisation and its properties to ensure value for money for the organisation and our resident's service charges.

Maximising income - Providing help and assistance to facilitate residents stay in their homes as long as they want to and to minimise the number of empty homes.

Minimising resident debt - To provide necessary support to those who need help with personal debt and to take action against those who choose not to pay their rent and service charge.





Share your feedback

We would like to hear your feedback on our Corporate Plan for 2024-25. Please click the link below or scan the QR code to express your views and thoughts. Deadline for responses is Friday, May 31st 2024.

<https://www.smartsurvey.co.uk/s/ResidentFeedback-CorpPlan/>

