



Karibu

TSM Tracker Q3 2024/25 Report

Prepared by: Acuity Research & Practice

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Karibu Community Homes was established in April 2024 following the merger of Westway and Inquilab Housing Associations. Acuity has previously collaborated with both organisations and has been re-commissioned to conduct a program of independent satisfaction surveys for the residents of the new Association. This initiative aims to gather data on tenant satisfaction with a variety of Karibu’s services throughout 2024/25.

This report compares current trends from 2024/25 to historic results from Inquilab only. Starting from Q1 2024/25, the results now reflect scores from Karibu tenants, which include a mix of former Inquilab and Westway tenants.

Quarterly tracker surveys began in 2024/25 and will continue throughout the year. This report presents the findings from the third survey, referred to as Q3 2024/25. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and must be submitted and published annually.

Each quarter, tenants are contacted by phone and invited to participate in a telephone interview. For Q3, the survey is aimed at gathering views from approximately 107 tenants per quarter, with participants proportionately sampled by tenure, area, and age. A report is produced for each quarter. This report includes an analysis of the results based on 107 completed interviews for Q3 2024/25, along with 15 incomplete interviews that are required to be included per Regulator guidelines.

The telephone survey is confidential, and the results are returned to Karibu in an anonymised format unless tenants provide permission to be identified. In this instance, 67% of tenants granted permission to share their responses with their details attached, and 99% of these tenants are open to being contacted by Karibu for further discussion regarding their feedback.

The purpose of this survey is to provide data on tenant satisfaction, enabling Karibu to:

- Gather insights on tenants’ perceptions of current services
- Compare results with previous surveys
- Inform decisions regarding future service development
- Report to the regulator on data starting from April 2024

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least $\pm 5\%$ at a 95% confidence level. For Karibu, the 107 responses received this quarter are sufficient to conclude that the findings are accurate to within $\pm 9.2\%$ for the quarter and $\pm 4.35\%$ annually, which falls within the required margin of error.

Most figures in this report are presented as percentages. These percentages are rounded to the nearest whole number from two decimal places, which means they may not always add up to 100%. Additionally, rounding can lead to discrepancies where percentages mentioned in the text differ from those in the charts by 1% when two percentages are added together. The base numbers are also indicated on the charts as n=...

42% 

Overall Satisfaction

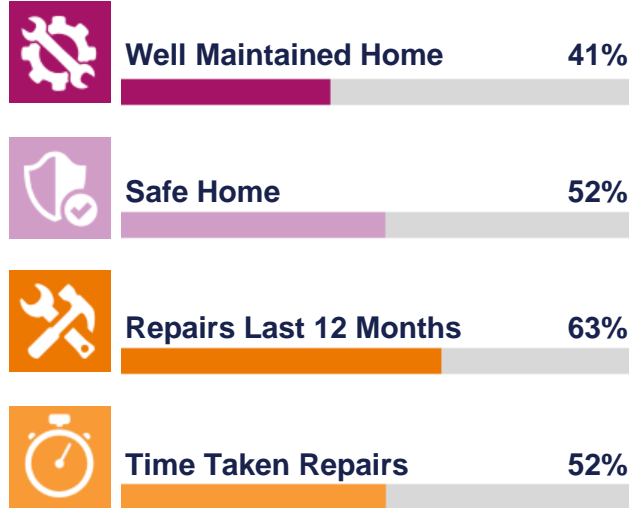
Just over two-fifths of tenants were satisfied with the overall service provided by Karibu (42%), an eight percentage points (p.p) decrease since Q2 2024/25.

Two metrics in this survey received a satisfaction score of over 60%; Repairs satisfaction in the last 12 months (63%), and Karibu's ability to keep tenants informed of things that matter to them (61%).

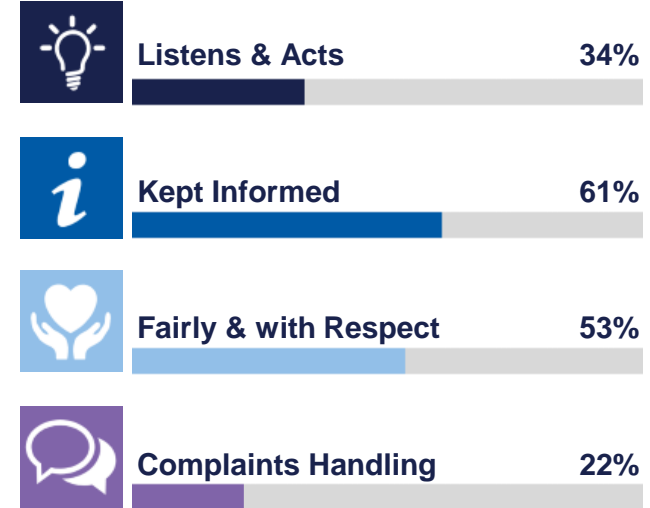
Five metrics in this survey had a satisfaction score of less than 50%; Karibu's ability to provide a home that is well-maintained (41%), Karibu's ability to listen to tenant views and act upon them (34%), complaints handling satisfaction (22%), satisfaction that Karibu make a positive contribution to their neighbourhood (41%), and Karibu's approach to anti-social behaviour (38%).

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

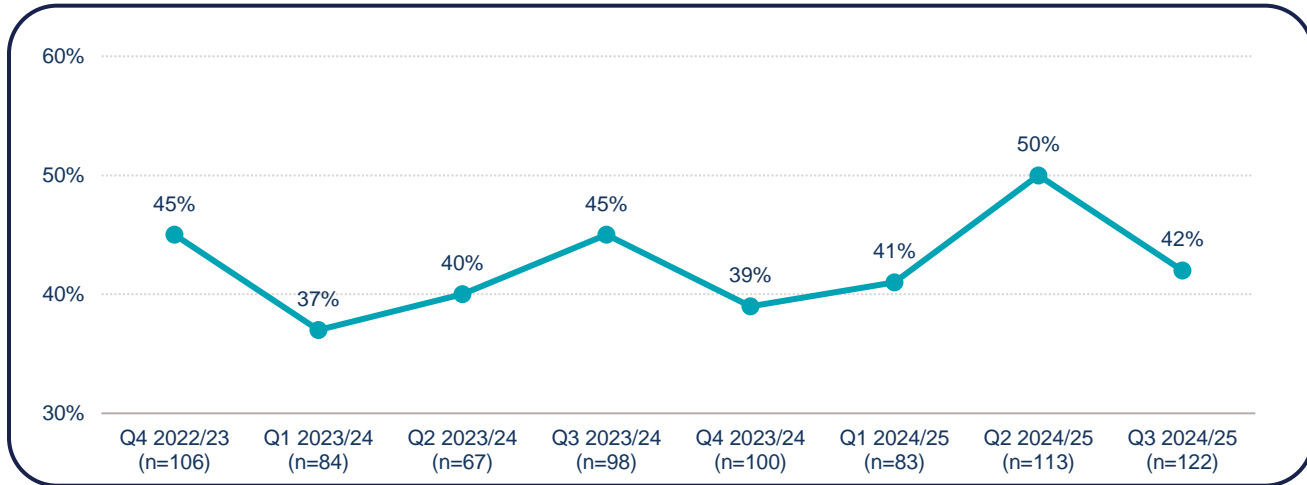
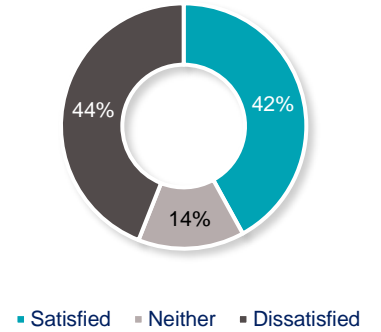
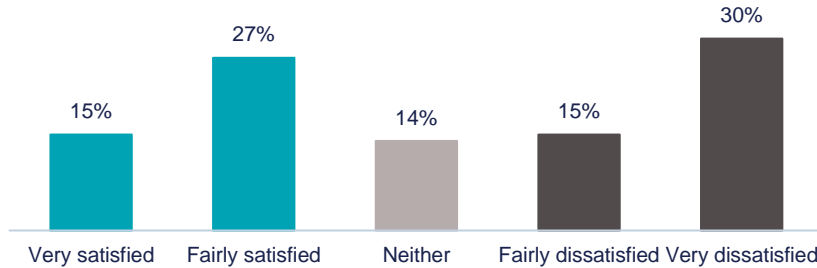
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karibu?" This is the key metric in any tenant perception survey.

Over two-fifths of tenants stated they were satisfied with the overall service provided by Karibu (42%), an 8p.p decrease since the previous survey.

Dissatisfaction rose by 12p.p from 32% in Q2 to 44% in Q3, broken down by 30% of tenants being very dissatisfied and a further 15% being fairly dissatisfied. The number of tenants who were neither satisfied nor dissatisfied fell by 5p.p since Q2.

Looking at the trend over time, there are minor fluctuations in overall satisfaction, going back to the original survey in Q4 2022/23 however, satisfaction is 1p.p greater in this survey than in Q1 2024/25.

85% of tenants who were dissatisfied with the overall service provided by Karibu, were also dissatisfied with Karibu's ability to provide a home that is well-maintained. 59% were also dissatisfied with the safety of their homes.





Keeping Properties in Good Repair

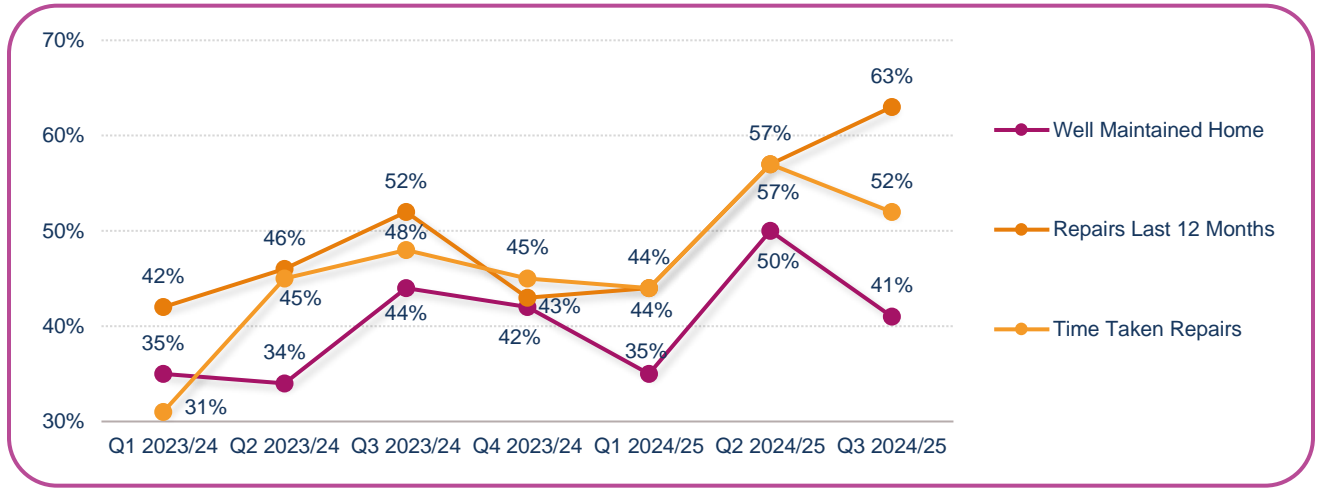
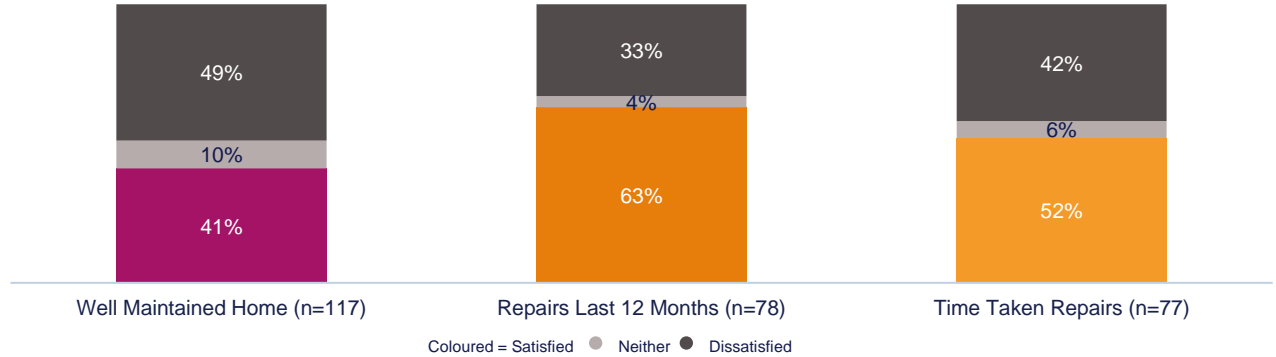


Keeping Properties in Good Repair

Just over two-fifths of tenants were satisfied that Karibu provides a home that is well-maintained (41%), a 9p.p decrease since Q2. Additionally, almost half of the tenants were dissatisfied with this metric (49%), an 8p.p increase since the previous survey. However, this does come after a survey high of 50% satisfied with scores returning top the average for the year.

Over three-fifths of tenants were satisfied with the overall repairs service they received in the last 12 months (63%), a 6p.p increase since Q2. However, a third of tenants were dissatisfied with this measure, a 2 p.p increase since the previous survey. This measure continues to show improvements and if it carries on in this upward trend, there is potential for the overall satisfaction to similarly increase.

Just over half of tenants were satisfied with the time taken for repairs (52%), a 5p.p decrease since Q2. Additionally, over two-fifths of tenants were dissatisfied with this metric (42%). Despite the dip following Q2, this measure is showing a positive trend for 2024/25 which is good to see.





Maintaining Building Safety



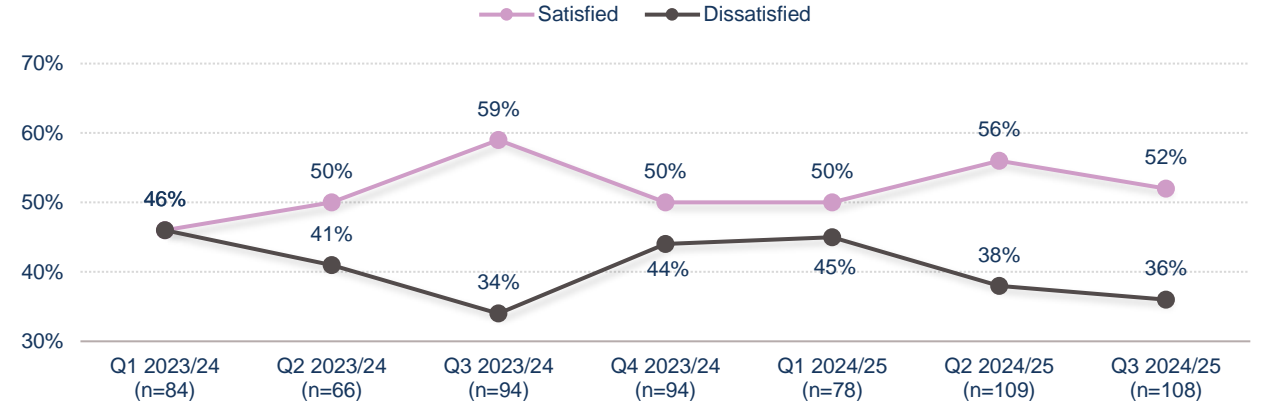
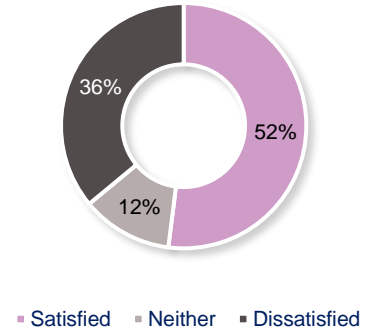
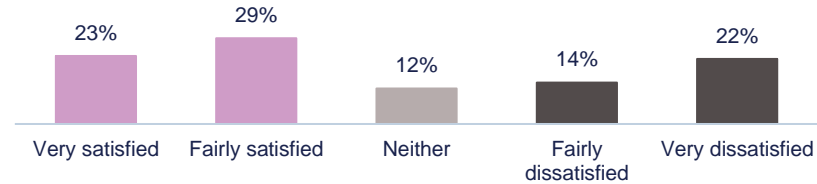
Maintaining Building Safety

Over half of the tenants stated they were satisfied Karibu provides a home that is safe (52%), a 4p.p decrease since Q2. This is broken down into 23% of tenants being very satisfied and a further 29% being fairly satisfied. Over a third of tenants were dissatisfied with this metric (36%), a 2p.p decrease since Q2.

Although dissatisfaction has decreased since the previous survey, the fluctuations remain minor. Changes in satisfaction levels have been minimal, moving between 4 p.p over the previous four quarters indicating a consistent trend over time.

Care should be taken when analysing the results due to the low number of responses which can cause the data to be more prone to exaggerated changes.

Tenants were then asked to explain their satisfaction scores, trends and examples can be found on the next page.





In Q3, outstanding or forgotten repairs were the most referred to issue with dissatisfaction with the same home measure. This was the same theme as the previous survey. One tenant explained, "*I currently just completed a home swap, upon completing it and moving in there were several outstanding repairs that were not done before the exchange. One of them is the electrics exposed and I have been in the property since October. I have been in contact with them about this and have not heard anything back. Everything else has been repaired by myself or I got people in.*"

Other themes of dissatisfaction related to the timescale of repairs, issues with damp and mould, communal area issues (lifts and security) and neighbourhood issues.

Tenants suffering from damp and mould should be contacted and issues remedied due to the negative health effects of mould exposure.

Karibu would also be advised to perform a more in depth review of repair satisfaction, this could be done by adding insight questions on the reasoning for the scores for repairs in the last 12 months and time taken repairs, this would have a positive impact on the safe home measure as well as these were the most common issues raised by tenants.

Comments - Safe Home





Responsible Neighbourhood Management



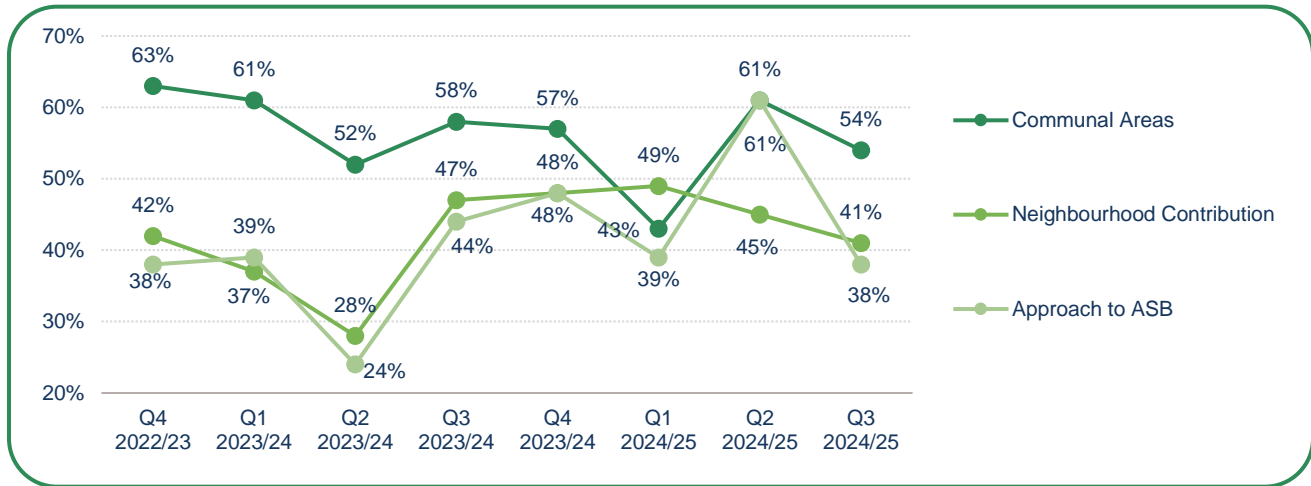
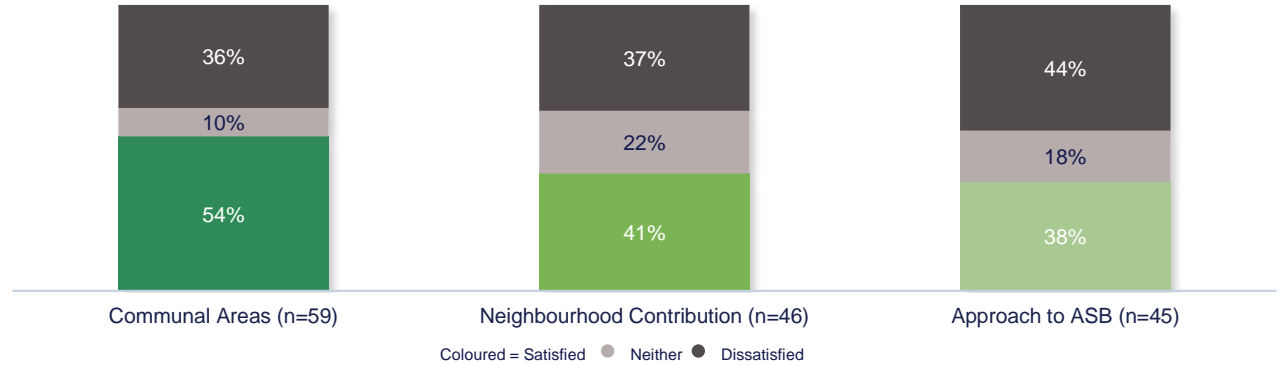
Responsible Neighbourhood Management

Almost half of the tenants stated they lived in a property with communal areas that Karibu is responsible for maintaining (49%). Of these tenants, Over half were satisfied with the maintenance of communal areas (54%), a 7p.p decrease since Q2. Issues with communal area security and lifts were mentioned by tenants in the survey.

Satisfaction that Karibu makes a positive contribution to their neighbourhood fell 4p.p since the previous survey, down from 45% in Q2 to 41% in Q3. 37% of tenants were dissatisfied with this metric with a further 22% being neither satisfied nor dissatisfied.

Over a third of tenants were satisfied with Karibu's approach to anti-social behaviour (38%), a significant 23p.p decrease since Q2. Over two-fifths of tenants stated they were dissatisfied with this metric (44%), with a further 18% being neither satisfied nor dissatisfied. Although this was a large decrease, Q2 showed a spike in satisfaction related to the approach to ASB satisfaction, the Q3 result has this measure returning to a more normal score.

All three metrics in this section decreased in satisfaction ranging from a 4p.p change to a 23p.p change.





Respectful & Helpful Engagement



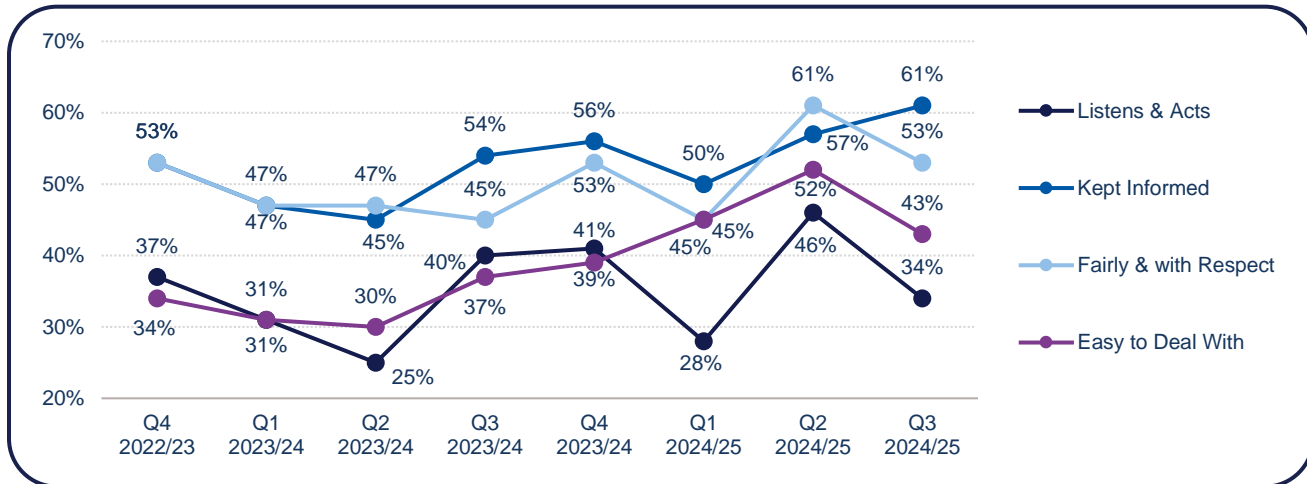
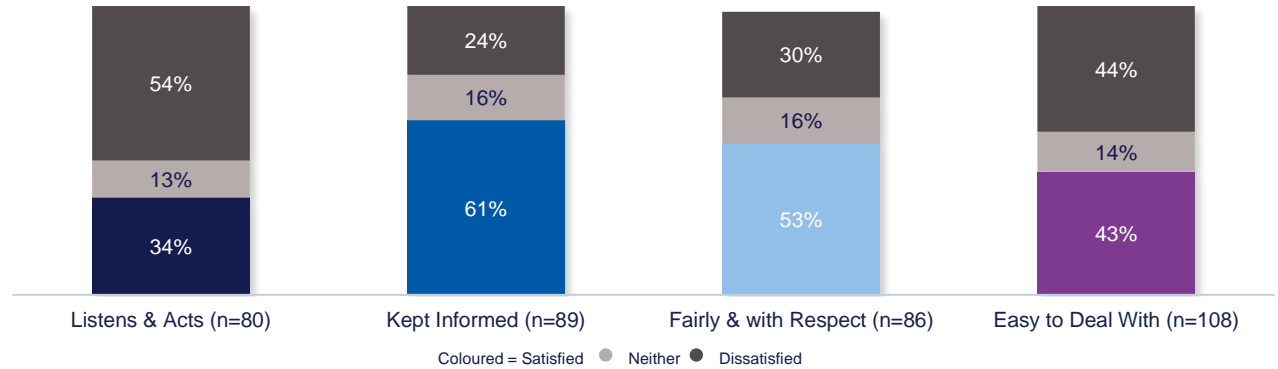
Respectful & Helpful Engagement

Just over a third of tenants stated they were satisfied that Karibu listens to tenant views and acts upon them (34%), a 12p.p decrease since Q2. Over half of tenants (54%) are now dissatisfied with this measure however it again should be noted this is a return to the average after seeing peaks in data in Q2.

Over half of the tenants were satisfied that Karibu treats them fairly and with respect (53%), an 8p.p decrease since Q2. Additionally, 30% of tenants were dissatisfied with this measure.

More than two-fifths of tenants were satisfied that Karibu are easy to deal with (43%), a 9p.p decrease since Q2. In addition to this, 44% of tenants were dissatisfied with this metric. After six quarters of progress it is disappointing to see the slight reduction in satisfaction.

Only one measure increased in satisfaction in Q3 with over three-fifths of tenants expressing satisfaction that Karibu keeps them informed about things that matter to them (61%), a 4p.p increase since Q2. This is the third quarter in a row that satisfaction has increased.





Comments - Easy to Deal With

Tenants who stated that they do not find Karibu easy to deal with were asked why, and 59 gave responses.

Issues with outstanding and forgotten repairs were the most referred to reason for dissatisfaction that Karibu is easy to deal with, the same reason as dissatisfaction with the repairs process. One tenant explained, *"I keep trying to chase the manager but no one gets back to me, I have a leak and no one cares or wants to get this fixed."*

Customer contact was referred to numerous times, in relation to Karibu staff not answering the phone, followed by issues with the timescale of repairs.

Other areas of dissatisfaction were a lack of returning calls from Karibu staff, communication of repairs, a lack of empathy shown by staff, language barriers and issues with communal areas.

Customer services & contact is a very important issue for tenants, it is essential tenants can easily get in touch with Karibu and that they are kept up to date until repairs or issues are resolved. With tenants raising that their calls have not been answered and they have not received return calls, Karibu would be advised to review this process.





Effective Handling of Complaints



Effective Handling of Complaints

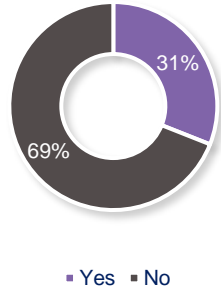
Less than a third of tenants stated they had made a complaint to Karibu in the last 12 months (31%), a 6p.p increase since Q2. Of these tenants, just 22% were satisfied with how Karibu handled complaints, broken down into 3% being very satisfied and 19% being fairly satisfied.

Dissatisfaction increased by 15p.p this quarter, up from 54% in Q2 to 69% in this survey. Of those who were dissatisfied 56% of tenants were very dissatisfied with this measure, with a further 13% being fairly dissatisfied.

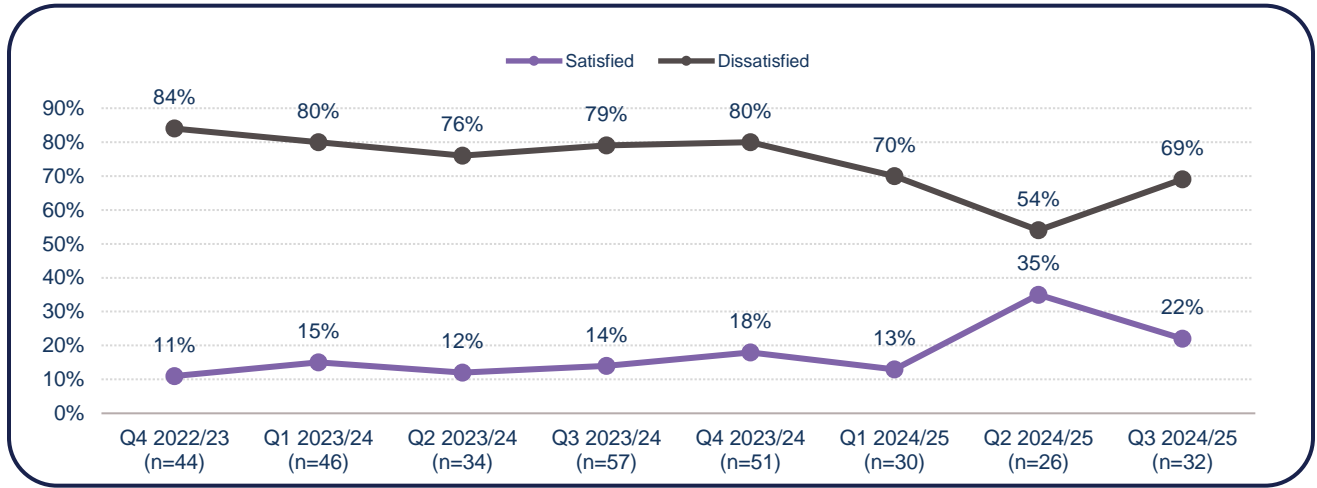
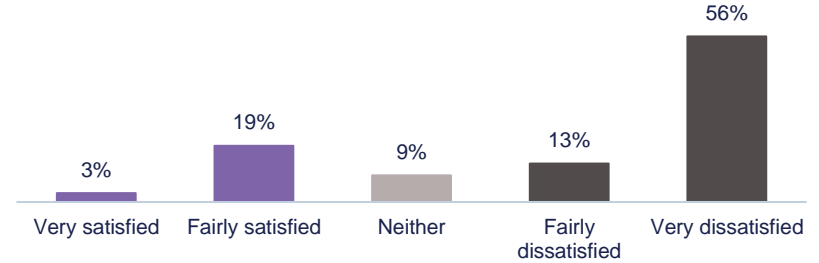
As has been suggested previously the low number of responses, particularly for this measure, means it is difficult to draw any meaningful conclusion from this data.

To further understand how Karibu could improve its complaints handling process they have added additional questions to the survey, which will help identify specific areas to address regarding complaints, and will be outlined on the following pages.

Complaint in last 12 months



Satisfaction with Complaints Handling





Comments - Complaints



Tenants who stated that they were not satisfied with Karibu's complaints service were asked to explain why and 32 gave responses.

The most frequent themes discussed by dissatisfied tenants were a lack of communication with acknowledging complaints, and the timescale of repairs. One tenant explained, *"I complained 2 weeks ago and it has not been acknowledged"*

Tenants who stated they have made a complaint but it has not been acknowledged should be contacted and updated.

Other themes for complaints comments included; unsolved complaints, outstanding repairs, care shown by Karibu staff, and issues with damp and mould.

As previously stated, tenants suffering from damp and mould should be contacted and the issue rectified.





Complaints Trial

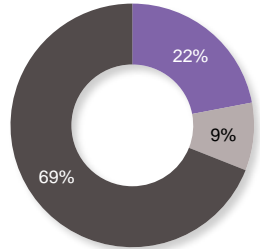
When tenants were asked how satisfied they were with the approach to complaints handling, 22% stated they were satisfied, a 13p.p decrease since Q2.

Asked if their complaint had been resolved only 9% confirmed they were happy with the resolution, with 6% not happy, 59% stating their complaint was still ongoing and the remaining 25% feeling like the complaint was still to be acknowledged by Karibu.

Unsurprisingly the most commonly used word when looking at the complaints handling process was "Complaint" followed by "Response" and "time".

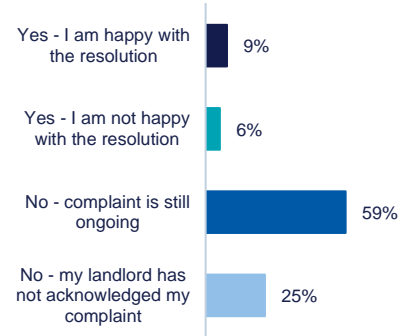
The data suggests that tenants of Karibu are frustrated with the complaints process with communication being the number one issue. With 59% of tenants believing their complaint is still outstanding Karibu may wish to review these records to understand whether these are genuine complaints or failures in service.

Satisfaction with Complaints



■ Satisfied ■ Neither ■ Dissatisfied

Is complaint resolved?



Frequently used words





Complaints Trial

Of the 31% who made a complaint this quarter, the majority of complaints related to the repairs service (64%), a 1p.p increase since Q2. Other reasons refer to issues with property conditions, damp and mould, and anti-social behaviour.

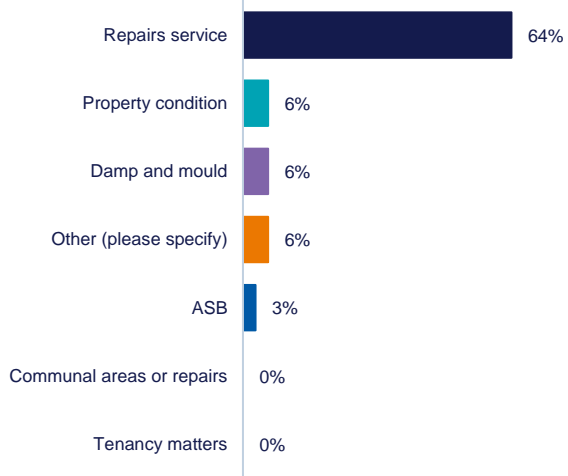
When asked what tenants would like to see improved, communication was the most discussed theme in this survey, as well as the Q2 survey with a score of 85%. Other suggestions included; better internal communication (70%), listening more (64%), and being more proactive with resolving complaints (64%).

When asked which stage their complaint was at, 73% of tenants were unsure which stage of the process they were in. This could suggest that the majority of those responses are not genuine complaints but rather failures of service. This is an issue that is sector-wide and not unique to Karibu.

Improvement Suggestions



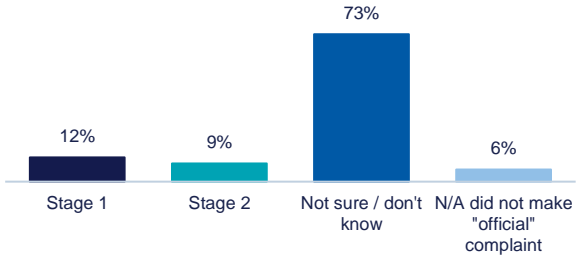
Reason for Complaint



What went well?

- They responded.*
- They never acknowledged me.*
- They are going to sound proof her ceiling.*
- There was nothing that was handled or dealt with and it is the waiting.*
- There as not anything good about the compalints service.*
- The window being repaired very good.*
- The response was quick.*
- One person is brilliant, listens and takes notes. But then I don't know what happens after in the hierarchy. It is not his fault.*

Stage?





Improvements



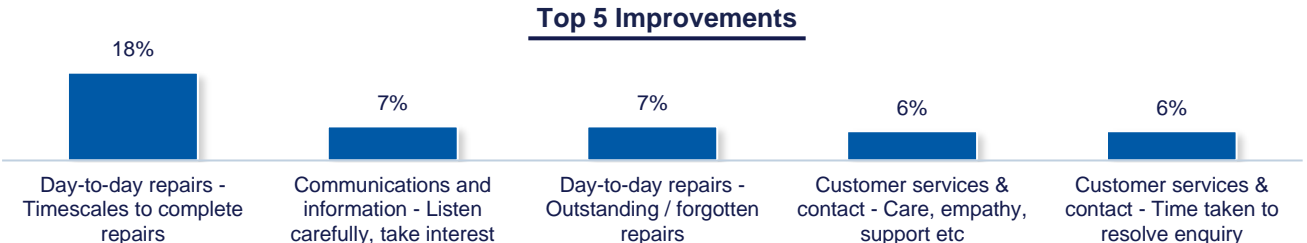
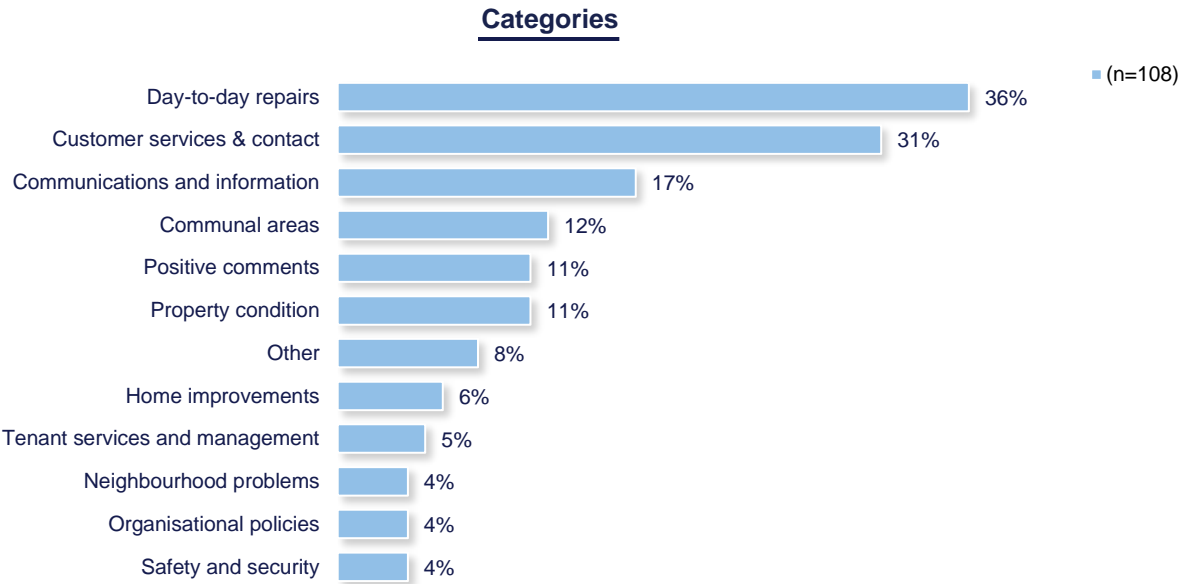
Improvement Suggestions

When asked what improvements tenants would like to see Karibu make, 108 gave comments.

Of tenants who gave improvement suggestions, improvements to the repairs service was the most frequent theme (36%). Improvement suggestions for the repairs service included the timescale to complete repairs (18%) and outstanding repairs (7%). One tenant explained, "*The security, I have health problems and I have no cameras and my intercom does not work so I feel unsafe, I have requested this to be sorted but nothing has been done.*"

Suggestions relating to customer services and contact with staff were also a common theme for improvement suggestions (31%), relating to empathy shown by staff (6%) and the time taken to resolve queries (6%).

Other themes included; communication and information (17%), communal areas (12%), and home improvements (6%).





Trends



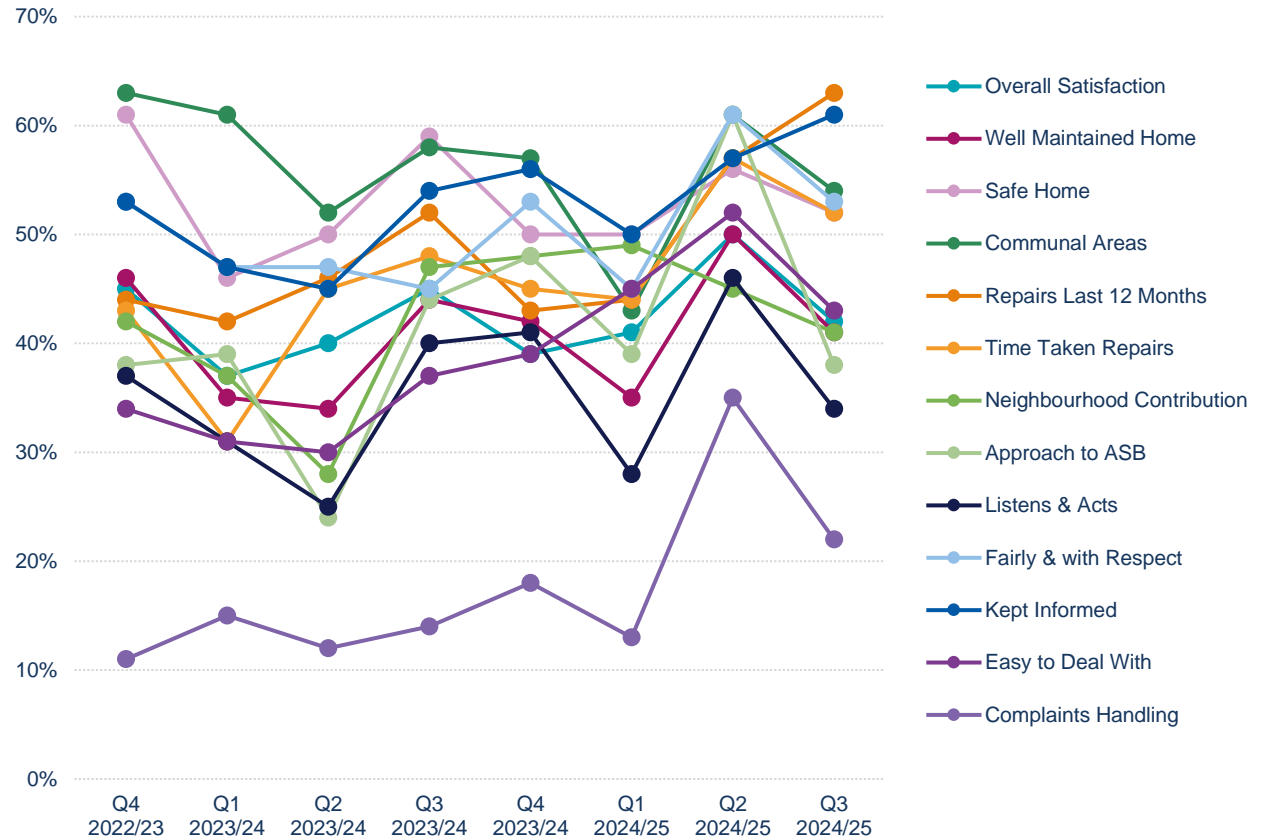
Trends Over Time

As has been shown throughout this report, satisfaction has decreased for all but two metrics, that being repairs service satisfaction in the last 12 months, increasing by 6p.p from 57% in Q2 to 63% in Q3, and Karibu keeping tenants informed about things that matter to them, increasing 4p.p from 57% in Q2 to 61% in Q3.

The biggest decrease in satisfaction was with Karibu's approach to anti-social behaviour falling a significant 23p.p from 61% in Q2 to 38% in Q3.

The lowest scoring metric in this survey was how Karibu handles complaints. This is often the lowest-scoring metric across the sector.

In this survey, eleven of the thirteen metrics decreased in satisfaction compared to the previous quarter where all but one metric increased in satisfaction.





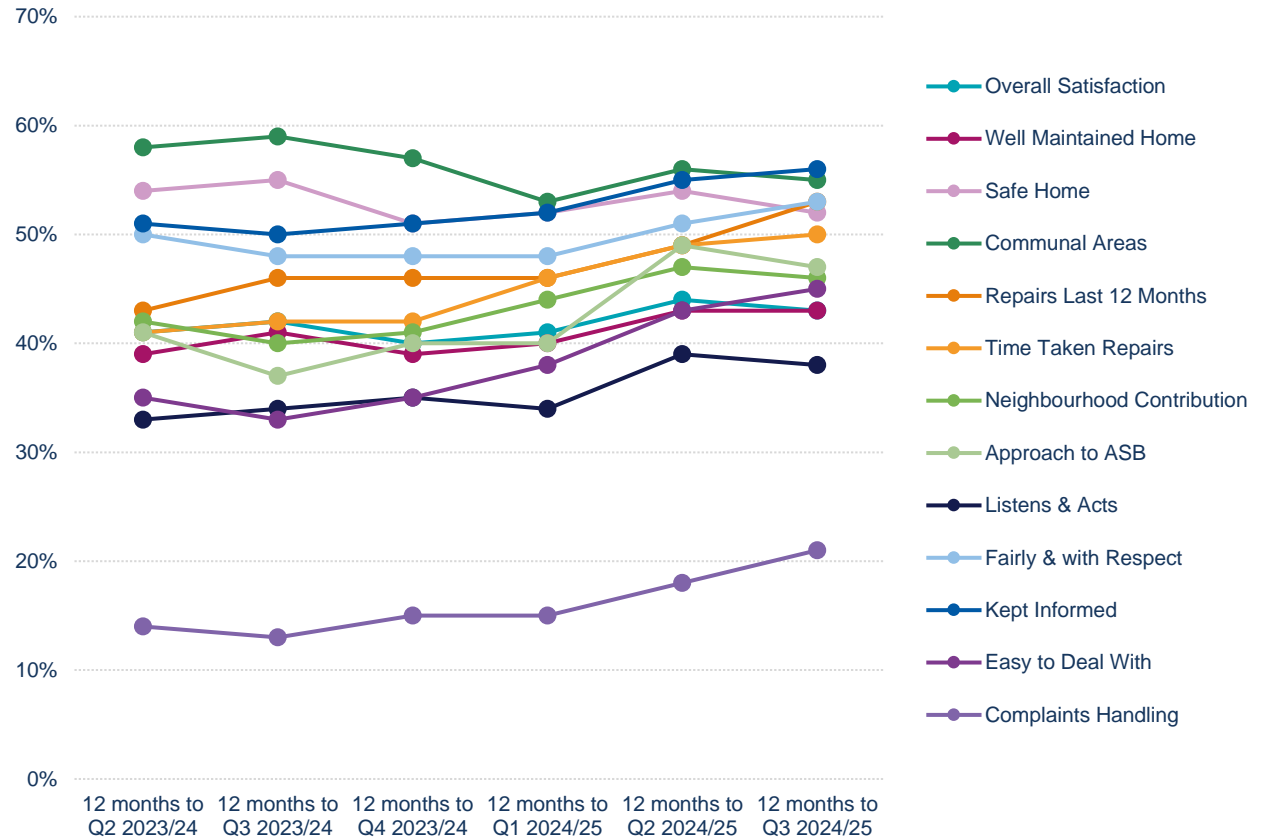
12 Month Rolling Averages

This chart displays the 12-month rolling averages, which help to minimize the impact of quarterly fluctuations and provide a clearer view of the overall level of satisfaction. However, these averages can be influenced by both scores that fall off and those that are added.

Six measures increased in satisfaction in the 12 months to Q3 2024/25, the greatest increase being with the overall repairs service in the last 12 months, increasing 4p.p from 39% to 43%.

However, six metrics also decreased including all metrics relating to neighbourhood engagement. The greatest decrease in satisfaction came from Karibu's ability to provide a home that is safe, and Karibu's approach to anti-social behaviour, each dropping 2p.p.

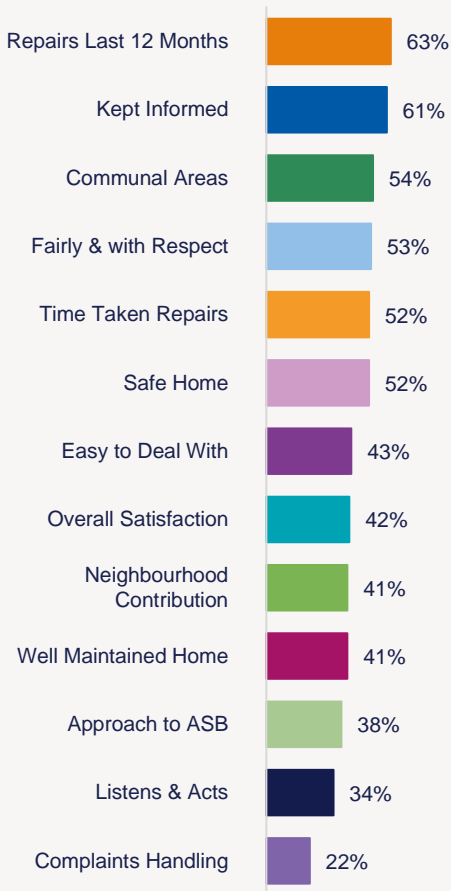
Only one metric in this survey showed no change in satisfaction in the 12-month rolling average to Q3, that being for Karibu's ability to provide a home that is well-maintained, staying at 43%.





Summary

Satisfaction with Measures



Summary



Following the merger between Inquilab and Westway, Karibu has initiated a series of quarterly tracker services that utilize the required TSM questions. This survey is the third in this series, covering Q3 of the 2024/25 period for Karibu. Tenant satisfaction with their homes and the services provided before the merger was moderate, and this sentiment continues in the early days of Karibu's operations.

Please note that any results prior to Q1 2024/25 pertain only to Inquilab stock. From this quarter (Q3) onward, the results will combine feedback from both the former Inquilab and Westway tenants, who now constitute Karibu's stock. This change may impact the analysis for this quarter.

Only two metrics received a satisfaction score of over 60%, that being overall repairs service satisfaction (63%) and Karibu's ability to keep tenants informed about things that matter to them (61%). Additionally, seven metrics received a satisfaction score of less than 40%.

Over two-fifths of tenants in this survey stated they were satisfied with the overall service provided by Karibu (42%), this is an 8p.p decrease in satisfaction since Q2. This could be due to 11 of the 13 measures decreasing in satisfaction since the previous survey, however, these metrics are not all interlinked.

The two measures that increased since the previous survey were overall repairs service satisfaction in the last 12 months (63%) and Karibu's ability to keep tenants informed about things that matter to them (61%), each increasing by 4p.p since the previous survey.

The lowest-scoring metric in this survey, which was also the lowest-scoring metric in the previous survey was satisfaction with complaint handling (22%), a 13p.p decrease since Q2. However, this is often the lowest-scoring measure across the sector.

Karibu used multiple open questions in this survey, allowing tenants to voice specific concerns they have with services provided by Karibu, as well as giving reasoning for dissatisfaction with different metrics. This allows Karibu to gain more insight into areas that need improvement, as well as areas within their service that tenants are happy with.



Recommendations

Karibu was established in 2024 through the merger of two housing associations, Inquilab and Westway, both based in west London. This merger created the largest BME Registered Provider in the UK.

Karibu aims to offer good value, affordable housing and support solutions specifically for BME tenants across the UK, ensuring that resident voices are central to their decision-making processes.

A recent survey indicates that Karibu has inherited moderate levels of satisfaction since the merger.

However, there are always opportunities for improvement, and the recommendations provided can serve as suggestions for areas that Karibu may want to explore further.

Neighbourhood management

All three measures in this survey relating to neighbourhood management decreased in satisfaction since the previous survey. The greatest decrease in satisfaction came from Karibu's approach to anti-social behaviour, falling from 61% in Q2 to 38% in Q3, a 23p.p decrease. However, without an open question asking tenants to explain why they are dissatisfied with the neighbourhood management, specific examples can not be provided. Adding an open question relating to neighbourhood management would allow for greater insight into tenant concerns, which could be addressed to increase satisfaction for future surveys.

Handling of complaints

The handling of complaints received the lowest satisfaction level within the survey with just 22% of tenants satisfied and 69% dissatisfied. Satisfaction dropped by 13p.p since Q2 and comments provided by tenants give some insight into this change. The two most frequently discussed themes for dissatisfaction with the complaints process was Karibu staff not acknowledging a complaint was made and the timescale of repairs. Keeping tenants informed about repairs and complaints progress would allow tenants to see that action is being taken by Karibu to remedy issues they have, this could in turn increase satisfaction for future surveys.

Damp and mould

For the safe home metric, the third most common theme for dissatisfaction with Karibu's ability to provide a home that is safe related to issues with damp and mould in properties. Some landlords use questions in their surveys asking if tenants currently suffer from damp and mould, and if so, have they reported it to their landlord. Karibu could greatly benefit from adding damp and mould questions in order to maintain property condition for tenants, as well as improving living standards due to the negative health effects associated with mould in a property.



Demographics



Tenure

Karibu offers several different types of tenure, with the results categorised by the main tenures provided.

Some tenure types received fewer than ten responses, which diminishes the reliability of the results presented.

General needs tenants scored the greatest satisfaction score in 11 of the 13 metrics recorded.

Those in Affordable properties scored the highest satisfaction score in three of the thirteen measures, including overall satisfaction with a satisfaction score of 50%, 10p.p greater than general needs tenants.

The greatest difference in satisfaction between tenures for a metric was for an 8p.p difference in satisfaction with communal areas.

	All Residents	Assured - Affordable	Assured - General	Assured - Shorthold	Intermediate Rent	Secure Tenancy
Overall Satisfaction	42%	50%	40%	100% *	0% *	33% *
Well Maintained Home	41%	41%	41%	100% *	0% *	33% *
Safe Home	52%	40%	55%	100% *	0% *	33% *
Repairs Last 12 Months	63%	64%	65%	33% *	50% *	50% *
Time Taken Repairs	52%	45%	53%	67% *	50% *	50% *
Communal Areas	54%	40%	58%	100% *	33% *	- *
Neighbourhood Contribution	41%	33% *	42%	100% *	0% *	0% *
Approach to ASB	38%	0% *	42%	100% *	0% *	- *
Listens & Acts	34%	31%	32%	100% *	0% *	50% *
Kept Informed	61%	62%	61%	100% *	0% *	33% *
Fairly & with Respect	53%	53%	55%	67% *	0% *	0% *
Easy to Deal With	43%	31%	45%	100% *	0% *	33% *
Complaints Handling	22%	17% *	27%	- *	0% *	0% *

*Base below 10



Age Group

Results were also split by age group.

Tenants with an unknown age group received the greatest satisfaction score in 12 of the 13 measures, including overall satisfaction.

Many age groups received less than 10 responses for each measure so they are not included and are marked with a *.

Tenants aged 45 – 54 received over 10 responses for three measures, receiving the greatest satisfaction score in one of them.

For the future, knowing the age groups of tenants would be beneficial in analysing satisfaction by age group.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	Unknown
Overall Satisfaction	42%	100% *	50% *	43% *	33%	67% *	33% *	25% *	43%
Well Maintained Home	41%	100% *	67% *	50% *	27%	67% *	33% *	50% *	40%
Safe Home	52%	100% *	100% *	67% *	50%	50% *	40% *	100% *	47%
Repairs Last 12 Months	63%	0% *	- *	0% *	25% *	33% *	17% *	100% *	74%
Time Taken Repairs	52%	0% *	- *	50% *	50% *	67% *	17% *	0% *	57%
Communal Areas	54%	- *	100% *	25% *	20% *	100% *	100% *	100% *	51%
Neighbourhood Contribution	41%	100% *	0% *	60% *	67% *	100% *	0% *	0% *	38%
Approach to ASB	39%	100% *	0% *	40% *	40% *	50% *	- *	0% *	39%
Listens & Acts	34%	100% *	0% *	0% *	25% *	50% *	20% *	33% *	39%
Kept Informed	61%	100% *	50% *	40% *	50% *	67% *	50% *	67% *	64%
Fairly & with Respect	53%	100% *	100% *	67% *	33% *	0% *	50% *	33% *	56%
Easy to Deal With	43%	100% *	0% *	50% *	40%	67% *	20% *	50% *	43%
Complaints Handling	22%	- *	- *	- *	0% *	- *	0% *	0% *	27%



Length of Tenancy

Splitting the results by length of tenancy gives us a slightly clearer picture than the previous demographic splits.

Tenants with a tenancy length of 1 – 3 years received the greatest satisfaction score in six of the thirteen measures, including overall satisfaction.

Tenants with a tenancy length of over 20 years were the most satisfied tenancy length in five measures, not receiving the lowest score for any measures in this survey.

Tenants with a tenancy length of 6 – 10 years received the lowest satisfaction score in nine of the thirteen metrics, including overall satisfaction, making it the least satisfied tenancy length in this survey.

It is common for tenants with a short tenancy length, and a long tenancy length to be the most satisfied tenancy lengths, and this seems to be the case in this survey also.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	42%	75% *	56%	13% *	37%	37%	42%
Well Maintained Home	41%	75% *	56%	33% *	28%	42%	32%
Safe Home	52%	86% *	69%	33% *	44%	40%	57%
Repairs Last 12 Months	63%	75% *	63% *	67% *	46%	63%	68%
Time Taken Repairs	52%	63% *	50% *	67% *	46%	46%	57%
Communal Areas	54%	67% *	63% *	40% *	33%	61%	62%
Neighbourhood Contribution	41%	67% *	56% *	33% *	38% *	29%	44% *
Approach to ASB	38%	50% *	25% *	33% *	17% *	25%	80%
Listens & Acts	34%	80% *	36%	0% *	27%	30%	35%
Kept Informed	61%	60% *	50%	25% *	46%	59%	79%
Fairly & with Respect	53%	86% *	69%	67% *	21%	48%	58%
Easy to Deal With	43%	75% *	44%	17% *	38%	42%	41%
Complaints Handling	22%	100% *	25% *	0% *	20% *	15%	29% *

*Base below 10



Legacy

Results are compared for tenants previously served by Inquilab and those previously served by Westway - before the merger into Karibu.

Tenants in the Inquilab area received the greatest satisfaction score in eight metrics, including overall satisfaction with a 4p.p difference in satisfaction between legacies.

Westway tenants were the most satisfied legacy in five metrics in this survey, with less than 10 responses for complaints handling satisfaction.

The greatest difference in satisfaction for a metric between legacies was a 44p.p difference in satisfaction with the overall repairs service in the last 12 months.

	All Residents	Inquilab	Westway
Overall Satisfaction	42%	43%	39%
Well Maintained Home	41%	41%	42%
Safe Home	52%	47%	63%
Repairs Last 12 Months	63%	74%	30%
Time Taken Repairs	52%	58%	35%
Communal Areas	54%	50%	63%
Neighbourhood Contribution	41%	39%	47%
Approach to ASB	38%	41%	33%
Listens & Acts	34%	38%	25%
Kept Informed	61%	66%	50%
Fairly & with Respect	53%	55%	50%
Easy to Deal With	43%	42%	43%
Complaints Handling	22%	24%	14% *

*Base below 10



Area

Splitting the results by area shows that Hounslow has the highest overall satisfaction (50%) in this survey, they also had the greatest overall satisfaction in the previous survey.

Tenants in the Ealing area received the greatest satisfaction score in six metrics, whilst also receiving the lowest satisfaction score in three measures.

Hounslow received the greatest satisfaction score in four metrics, whilst also receiving the lowest satisfaction score in three metrics.

Brent tenants did not receive the greatest satisfaction score for any measures, whilst also receiving the lowest satisfaction score in two metrics. However, less than 10 Brent tenants responded for seven metrics.

	All Residents	Brent	Ealing	Hillingdon	Hounslow
Overall Satisfaction	46%	40%	48%	43%	50%
Well Maintained Home	42%	27%	56%	48%	29%
Safe Home	49%	45%	58%	56%	29%
Repairs Last 12 Months	62%	22% *	55%	80%	69%
Time Taken Repairs	50%	33% *	45%	53%	62%
Communal Areas	51%	71% *	42%	63% *	33% *
Neighbourhood Contribution	44%	60% *	58%	30%	20% *
Approach to ASB	41%	33% *	44% *	14% *	80% *
Listens & Acts	34%	33% *	35%	42%	25%
Kept Informed	64%	60%	57%	62%	79%
Fairly & with Respect	59%	58%	68%	56%	50%
Easy to Deal With	44%	42%	50%	32%	50%
Complaints Handling	20%	0% *	14% *	25% *	40% *

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

For further information on this report please contact:
Hannah Kew: hannah.kew@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL

