



**Karibu**

# **TSM Annual Report 2024/25**

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# Introduction

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As a follow on from the Q4 report, now that all surveys for 2024/25 have been completed, it has been possible to combine the results across the year to give an annual perspective on satisfaction at Karibu. This also fits in with Karibu's first year of operation following the merger of Inquilab and Westway in April of last year.

The report shows the headline figures for the year, together with an assessment of what is driving satisfaction at Karibu and a comparison with other social landlords who have completed the TSMs in the last year. There is also a breakdown of results by different subgroups to further analyse the effect different groups have on levels of satisfaction. In addition, the comments made by tenants about the different services are analysed to help Karibu target those areas most in need of improvement.

In all, 403 completed surveys were received across the year, with 27 incomplete surveys, which are also required to be included by the Regulator of Social Housing. All surveys were completed by telephone interview, conducted by Acuity's in-house telephone team.

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, 73% of tenants granted permission to share their responses with their details attached, and 95% 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.

For the overall results, Acuity and the Regulator of Social Housing require that landlords with under 2,500 properties achieve an annual sampling error of at least  $\pm 5\%$  at the 95% confidence level. For Karibu with 1,780 LCRA properties, 403 complete responses were received this year, and this response is high enough to conclude that the findings are accurate to within  $\pm 4.3\%$  annually, so well within the required margin of error.

Note: The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

45%

## Overall Satisfaction

At the end of the year, the combined results show that 45% of tenants are satisfied with the overall service provided by Karibu.

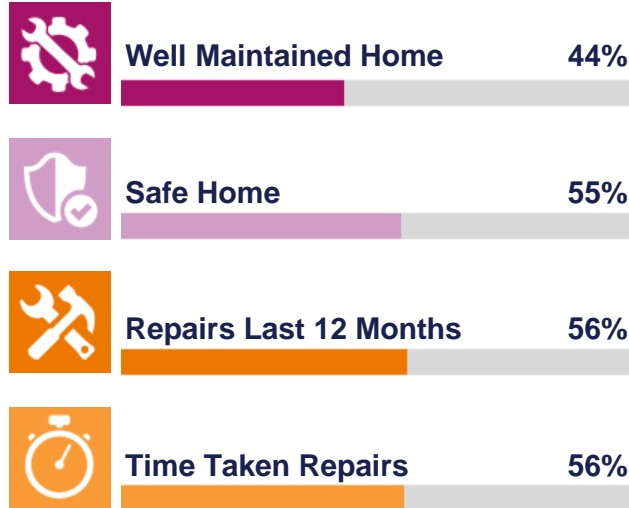
Most measures fall between 44% (having a well-maintained home) to 58% on how tenants are kept informed. In addition, 57% are satisfied with the maintenance of the communal areas and how tenants are treated fairly and with respect.

However, just 38% are satisfied with how Karibu listens to tenants' views and acts upon them, and only 22% are satisfied with the handling of complaints.

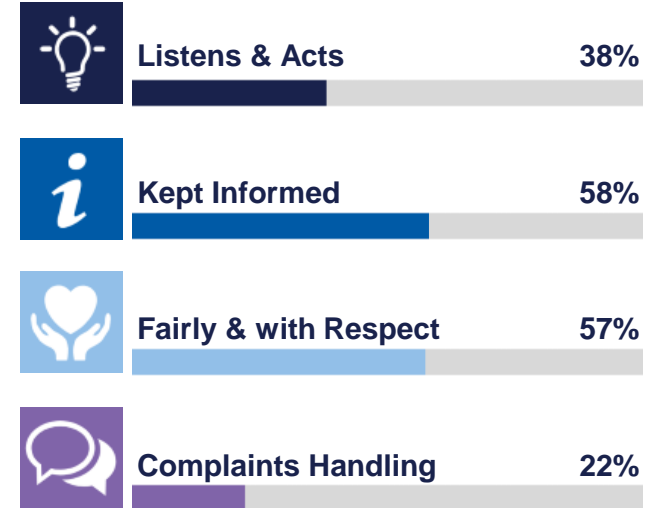
As shown in the benchmarking pages, these results don't compare particularly well with other social landlords, suggesting Karibu still has a way to go to start improving satisfaction as it continues to settle into the new way of working following the merger a year ago.

## 2024/25 TSM Key Metrics (LCRA)

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





# Annual Summary



## Annual Satisfaction & Dissatisfaction

At the end of the financial year, it is possible to look at the annual results to help understand what is driving satisfaction at Karibu. The charts summarise the key results from 2024/25. This section, therefore, combines the results from the four surveys carried out during the year.

Sometimes, where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

For Karibu, it generally follows that measures with higher satisfaction also have lower dissatisfaction, and vice versa.

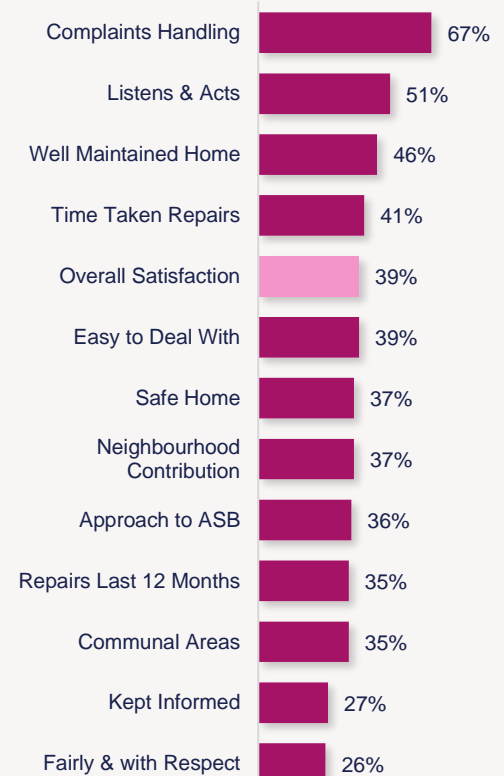
It is a little disappointing that for three measures (complaints handling, listening to views, and providing a well-maintained home) more tenants are dissatisfied than satisfied; two-thirds of tenants are dissatisfied with the handling of complaints (67%).

Overall satisfaction is in the lower half of the list of measures, this should ideally be higher, something Karibu may aim to work on.

### Satisfaction with Measures 2024/25



### Dissatisfaction with Measures 2024/25





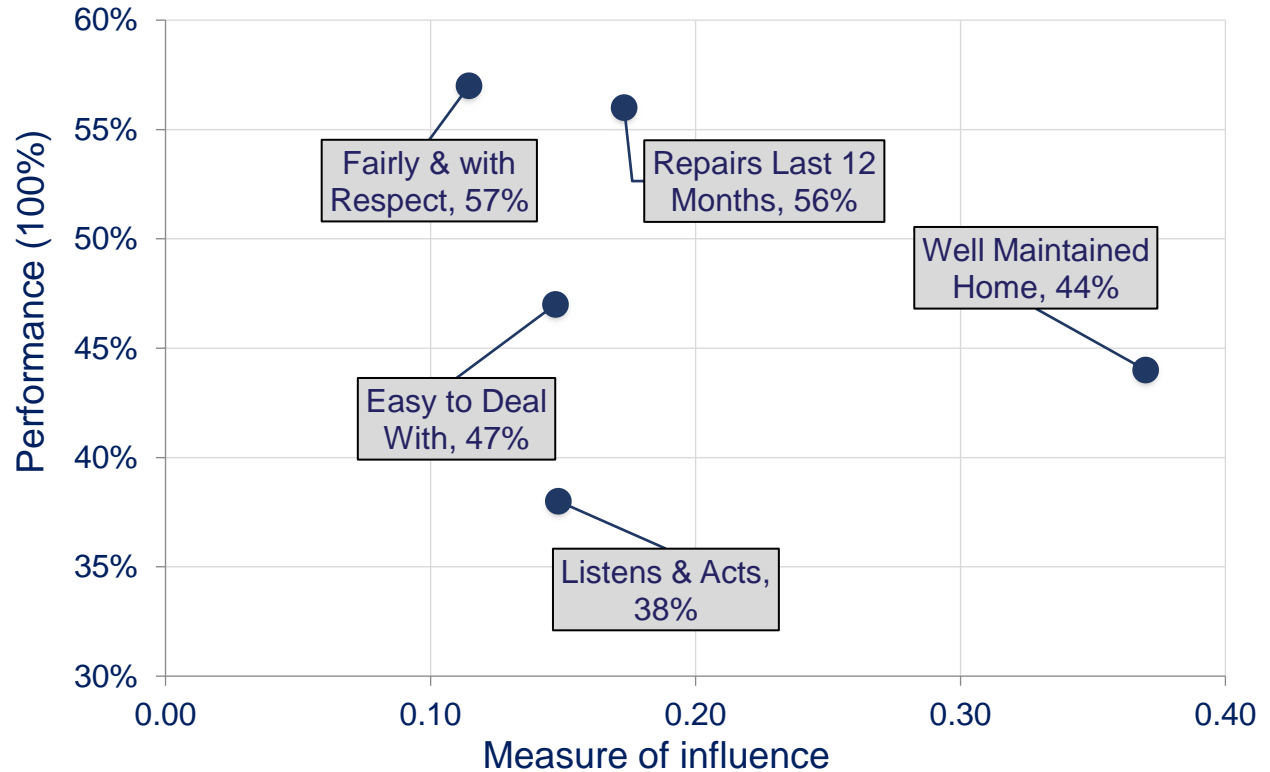
# Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has its own unique pattern of influence.

When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall services is that they have a well-maintained home. The repairs service in the last 12 months, how Karibu listens to tenants' views and acts upon them, is easy to deal with and treats tenants fairly and with respect, are also important, but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

## Annual Key Driver Analysis – Overall Satisfaction



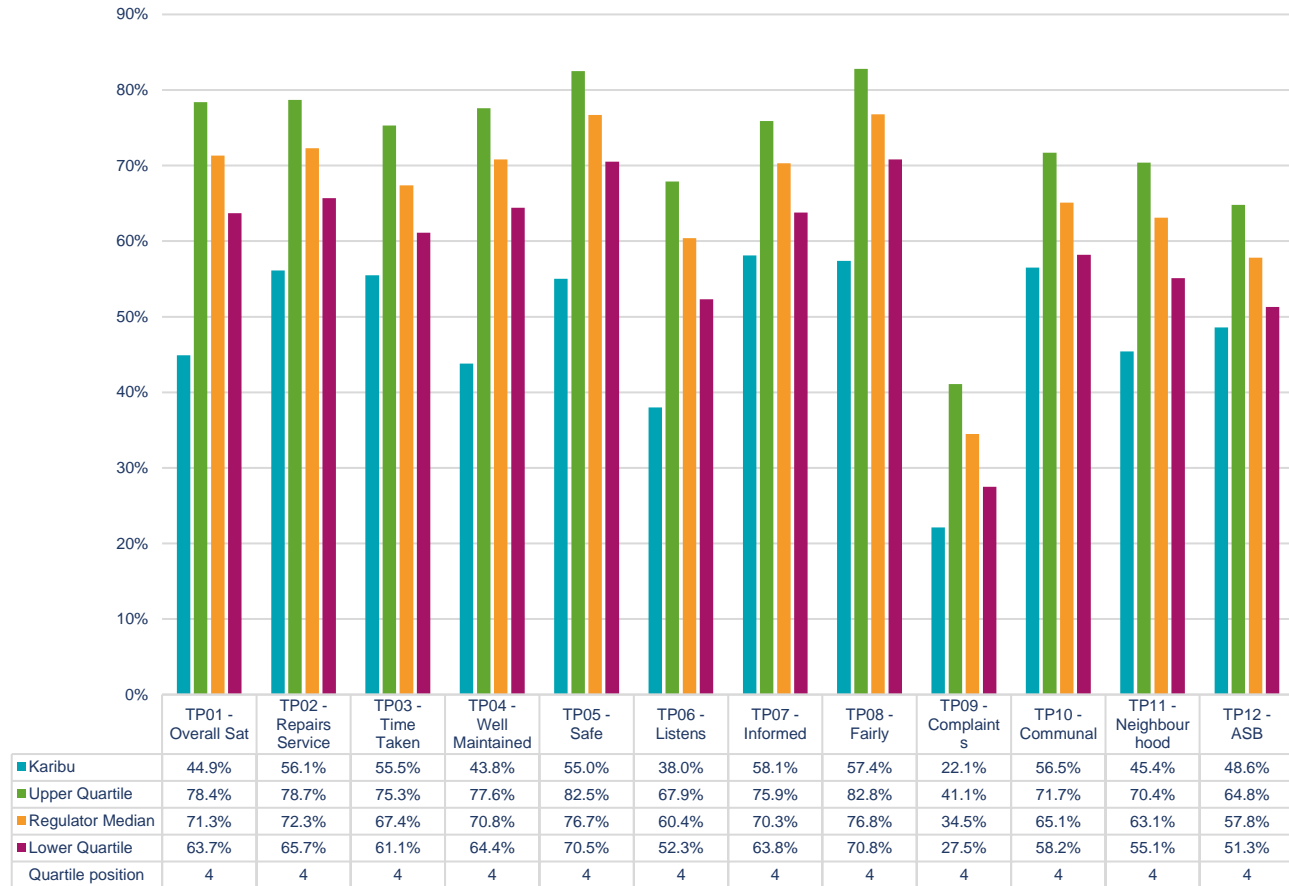
# Benchmarking – TSM results 2023/24 (LCRA)



All registered providers over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released late in the year, so it is possible to compare the results from Karibu against these.

Karibu does not compare well with this group, with all results below the group medians and in the lower quartile. This includes the overall satisfaction, which is 26.4p.p below the median for the group. Having a well-maintained home is even further below, 27p.p.

This group contains all landlords, large and small, housing associations and local authorities, and will not match the characteristics of Karibu, but it does help to provide some context to the results and shows the distance of travel needed to at least be around the average for all providers.



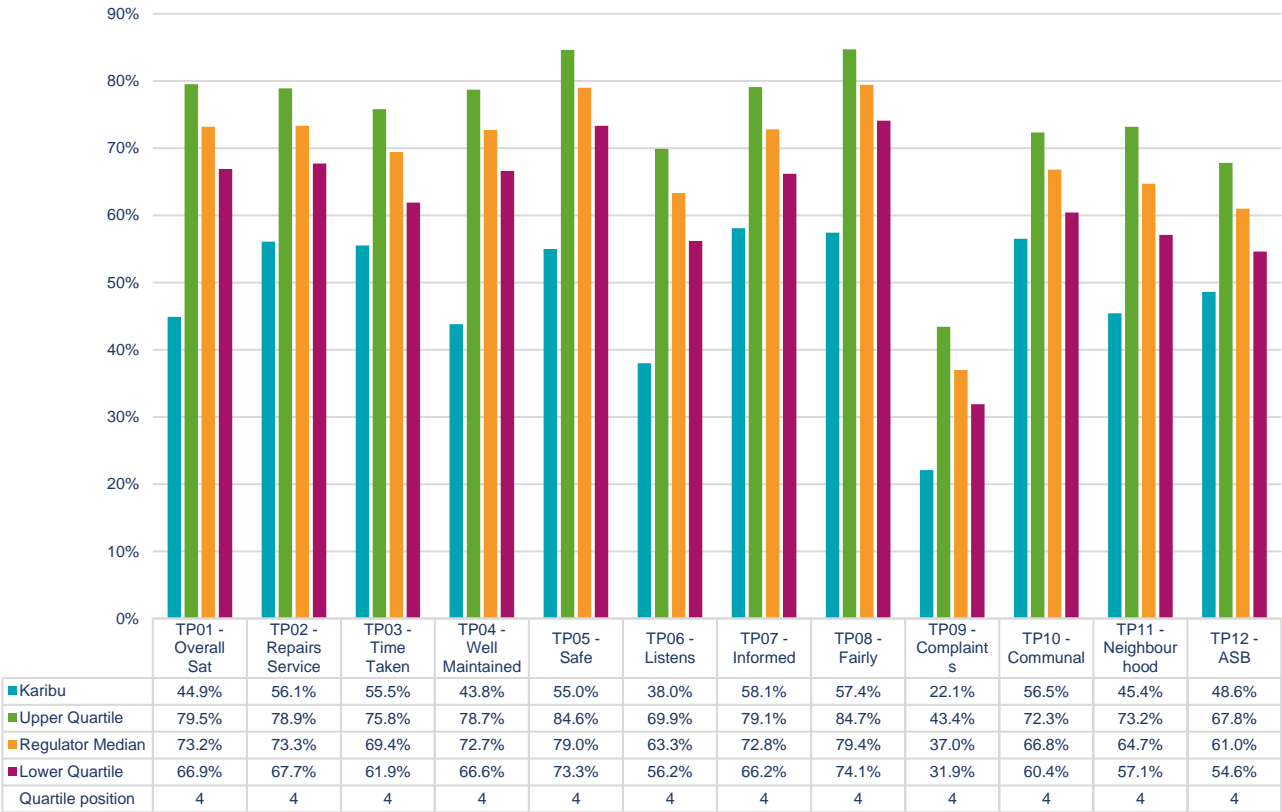


# Benchmarking – TSM results 2023/24 (Housing Associations)

This chart shows the Karibu results against other housing associations only, although this is not restricted in any way by size and location.

Again, the Karibu doesn't compare well; in fact, the benchmarking positions are slightly worse than against the wider group. All measures are again in the lower quartile, with the overall satisfaction at 28.3p.p below the group median.

When benchmarking results, it has been shown that satisfaction for those landlords operating in London is generally lower than similar organisations in different parts of the country; the difference can be up to 5p.p. Therefore, overleaf shows how Karibu compares with other landlords just based in the capital.





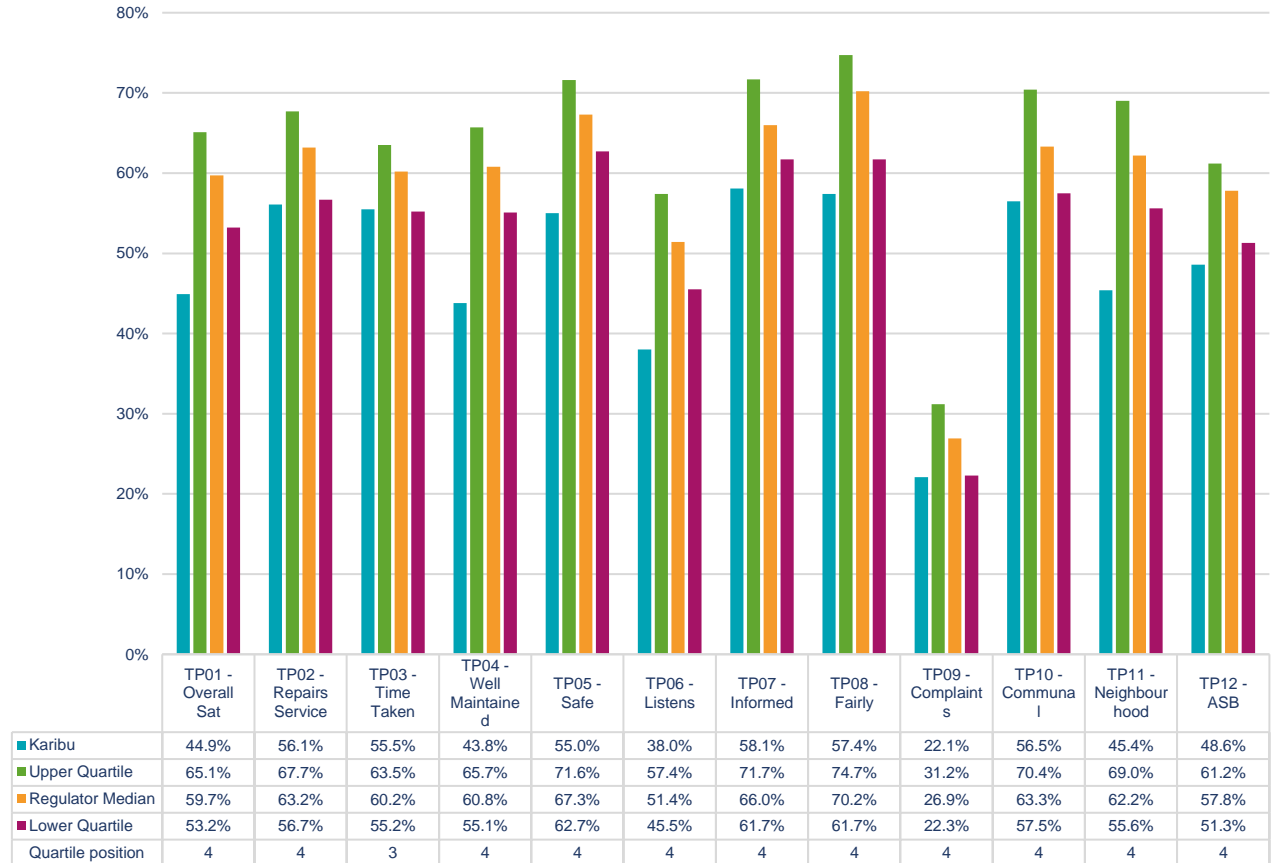
# Benchmarking – TSM results 2023/24 (London)



For landlords based in London, the quartile ranges are lower than those of other parts of the country, so Karibu compares a little better against this group.

However, Karibu is still in the lower quartile on 11 of the 12 measures, the only exception being for the time taken to complete repairs, which now falls into the third quartile.

Overall satisfaction is 14.8p.p below the group median, but repairs in the last 12 months, communal maintenance, and handling of complaints are very close to the lower quartile mark and with small increases in satisfaction could move into the third quartile.





# National Context

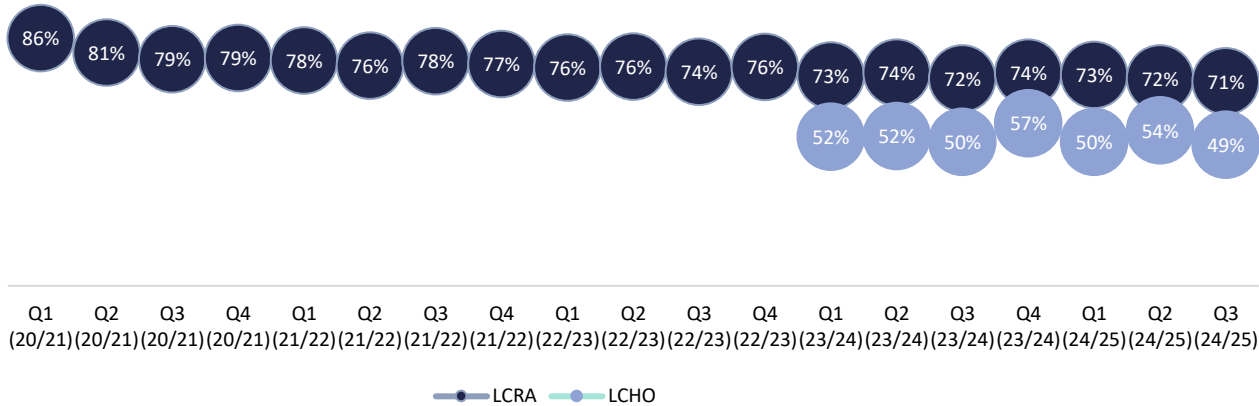
When considering the results, the national context and external factors must also be taken into account.

- For example:
- The ongoing cost-of-living crisis
  - New government, political changes, and a changing legislative landscape
  - Uncertainty about the future
  - Wider economic challenges

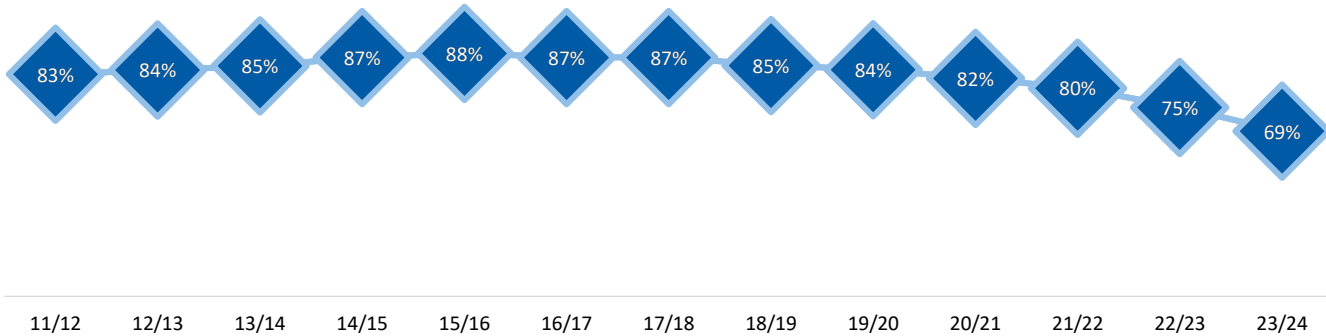
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity’s clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (Housemark median - general needs)





## Complaints Trial



# Complaints Trial

Just under a third of tenants said they had made a complaint to Karibu over the last 12 months, which equates to 127 who responded to the survey and may suggest a wider issue across all the tenants.

However, it remains unclear how many of these are genuine complaints, or service requests such as reported repairs, which have yet to be fully actioned.

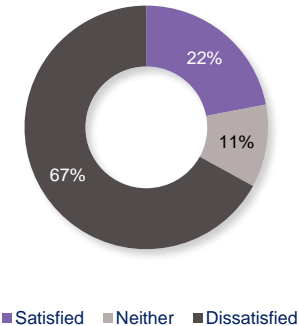
Satisfaction with the handling of complaints is low at 22%, with more than three times as many dissatisfied (67%).

Just 22% said their complaint had been resolved, with 15% happy with the outcome but 7% unhappy. However, 58% said the complaint was ongoing and 21% said they had not had an acknowledgment from Karibu about their complaint.

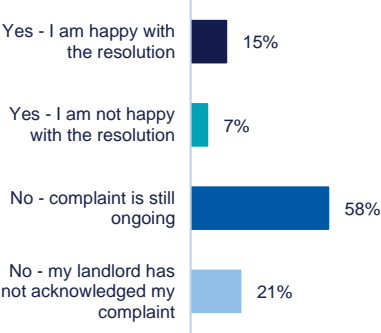
It is of some concern that nearly three-quarters of tenants don't know what stage their complaint has reached (72%).

Some of the reasons given for the score are shown here and can be viewed on the Acuity dashboard.

## Satisfaction with Complaints



## Is complaint resolved?



## Reason for score?

*You complain and they don't answer you and if they do it will be to make you think that it is normal IE major leaking, mould damp and issues otherwise.*

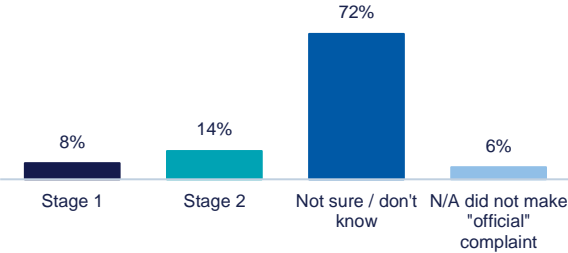
*Whenever we complain they say they are going to send a surveyor. When the surveyor comes they do not deal with the issues. They act like they are going to do something but nothing happens.*

*We put a complaint in and no one gets back to us about the complaints.*

*We complained as a community about the lack of maintenance on the communal gardens even though we pay service charges. This was over 4 years ago and there has been no response and no action*

*They were not in line with their policy, they did not response in the timeframe that is in their policy, the complaint was at stage 2 and they have still not given me a timeframe on when the issues will*

## Stage?





# Complaints Trial

The main reason for complaints is linked to the repairs service, accounting for 56% of the complaints made, while 11% are regarding property condition, 7% about damp and mould, and 6% about the maintenance of the communal areas, therefore property-based issues make up the vast majority of these complaints.

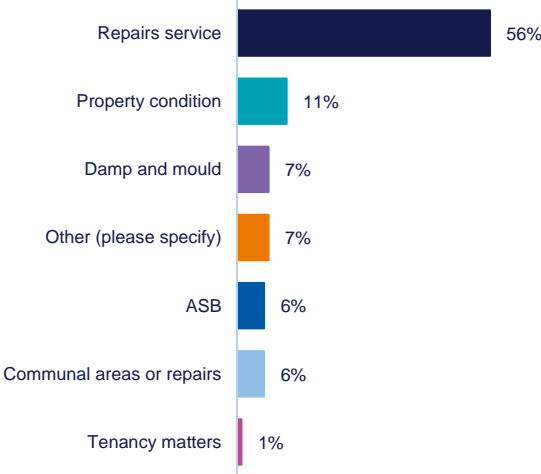
In terms of possible improvements to the process, communication tops the list, but many tenants also want Karibu to be more proactive in dealing with complaints and to listen more to their concerns. A good starting point is for all complaints to be acknowledged.

Where landlords do well on complaints, it is usually linked to good quality, timely communications, so tenants are clear about what the process will be and are kept up to date, even when little appears to be happening. This may be a good time for Karibu to review its process to see where things don't work as well as they should, so improvements could be made.

## Improvement Suggestions



## Reason for Complaint



## Improvement Suggestions 'other'



## Reason for Complaint 'other'



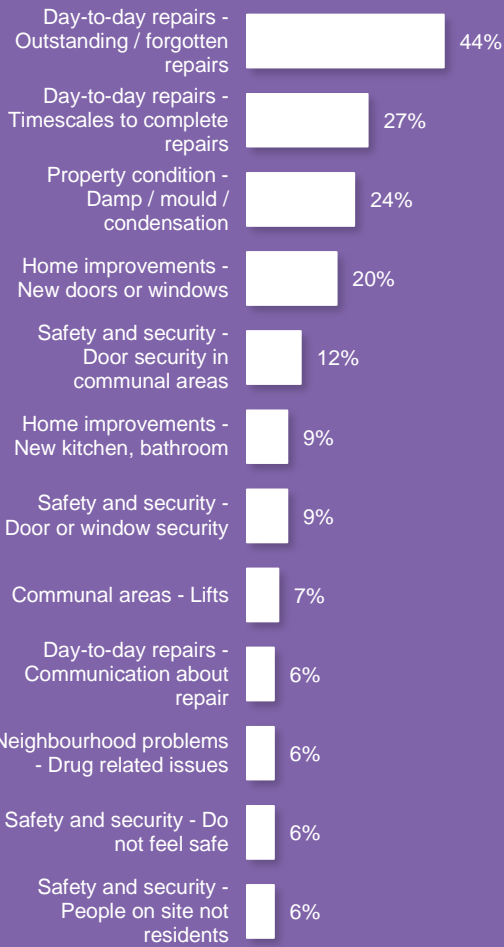


**Further Insight**





# Comments - Unsafe Home



Number of Responses: 109

## Summary

For those asked to comment why they are unhappy with the safety of their home, 109 tenants responded, and these reveal dissatisfaction regarding the condition of their properties and the responsiveness of Karibu and its predecessor, Inquilab. A recurring theme is the prevalence of mould and damp issues, with many respondents reporting health problems linked to these conditions. Tenants have expressed frustration over long-standing repair requests that remain unaddressed, with some waiting for years for essential maintenance, such as window replacements, door repairs, and electrical updates.

Safety concerns are prominent, with numerous reports of broken communal doors, inadequate security measures, and anti-social behaviour (ASB) in the vicinity. Respondents highlight the lack of cameras and secure entry points, leading to feelings of vulnerability, especially for families with children or vulnerable individuals. The state of communal areas and the overall maintenance of buildings are also criticised, with many describing the environments as unsafe and unclean.

Communication issues are frequently mentioned, with tenants feeling ignored or inadequately informed about the status of their repair requests. Many have resorted to legal action or involvement with the Housing Ombudsman due to the lack of response from management. The emotional toll of these ongoing issues is evident, as tenants express feelings of helplessness and frustration over their living conditions.

Overall, the survey indicates a need for improved maintenance, better communication, and enhanced security measures to address the concerns of tenants and ensure their safety and well-being in their homes. The dissatisfaction with the current management's performance suggests an opportunity for service improvement and tenant engagement.





# Comments - Easy to Deal With



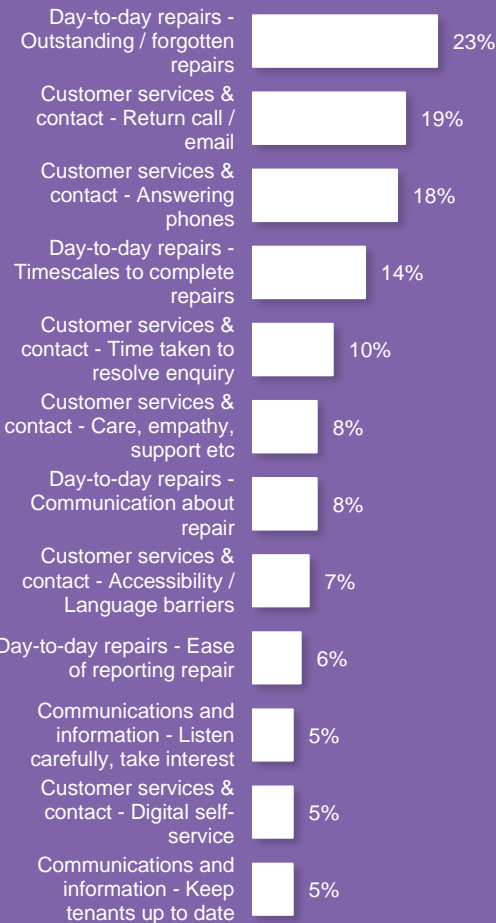
## Summary

A total of 199 tenants provided reasons for not finding Karibu easy to deal with. There is dissatisfaction among these tenants regarding communication and responsiveness from Karibu. A recurring theme is the difficulty in reaching staff, with many respondents reporting long wait times on the phone, unreturned calls, and a lack of follow-up on repair requests. Tenants frequently mention that they had to chase for updates, often waiting weeks or even months for responses to urgent issues, such as repairs and maintenance.

Many respondents express frustration with the app and online systems, citing technical difficulties and a lack of effective communication through these channels. The inconsistency in staff, with frequent turnover of housing officers, further exacerbates the problem, as tenants often find themselves speaking to different people without continuity in service. This has led to feelings of being ignored and undervalued, with several respondents highlighting that their complaints and requests for repairs have gone unaddressed for extended periods.

Specific issues raised include unresolved maintenance problems, such as mould, leaks, and inadequate heating, which have persisted for years. Tenants report that when repairs are promised, the contractors often fail to show up or complete the work satisfactorily. The overall sentiment indicates a perception of neglect, with many feeling that their concerns are not taken seriously.

Additionally, there are complaints about the attitude of some staff members, described as rude or unhelpful, which contributes to a negative experience for tenants. Overall, the feedback indicates a need for improved communication, responsiveness, and accountability within Karibu's service delivery to enhance tenant satisfaction and trust.







# Comments - Complaints



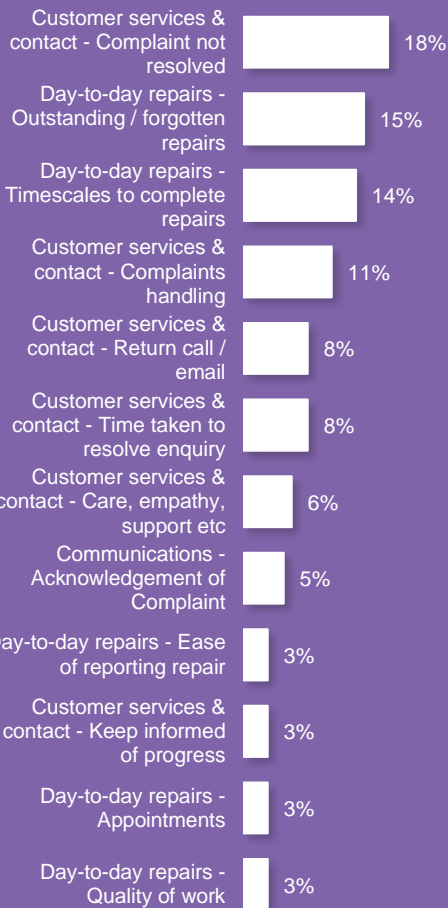
## Summary

The survey responses from those making complaints reveal dissatisfaction regarding the handling of these complaints and maintenance issues. A recurring theme is the lack of timely communication and follow-up from the service provider. Many respondents report waiting extended periods, some up to three years, for responses or resolutions to their complaints, particularly concerning repairs and maintenance. Specific issues highlighted include unresolved heating problems, broken windows and doors, and general disrepair of properties.

Several respondents express frustration over the perceived indifference of Karibu, noting that complaints often go unacknowledged or are met with inadequate responses. Instances of poor customer service are frequently mentioned, with complaints about long wait times on the phone and a lack of proactive communication. Some respondents feel that their concerns are dismissed or not taken seriously, leading to a sense of helplessness and neglect.

Positive experiences are noted by a few tenants, mentioning efficient responses and effective resolutions. However, these instances are overshadowed by the overwhelming sentiment of dissatisfaction. The need for better communication, timely follow-ups, and a more responsive approach to complaints is a common request among respondents.

Additionally, there are mentions of issues related to anti-social behaviour and security concerns, indicating a broader need for community engagement and support. Overall, the feedback highlights a need for improvements in customer service, responsiveness, and the overall management of tenant complaints to enhance satisfaction and trust in the service provider.





# Comments - Complaints Went Well



## Summary

To obtain a balanced view, tenants were also asked what went well with their complaints experience, and these reveal that despite asking for positives, there is a notable level of dissatisfaction among respondents regarding the handling of their complaints and service requests. A recurring theme is the lack of timely communication and resolution, with many individuals expressing frustration over unacknowledged complaints and prolonged waiting periods. Phrases such as *"nothing has been done"*, *"still waiting,"* and *"no response"* are prevalent, indicating a systemic issue in follow-up and resolution processes.

Several respondents noted that they experienced positive initial interactions, with staff appearing helpful and empathetic. However, this sentiment quickly dissipated as many reported that promised actions were not fulfilled. For instance, one respondent mentioned that a staff member was *"brilliant"* but felt lost in the hierarchy, suggesting a disconnect between frontline staff and decision-makers. Others stated that despite being told their issues would be addressed, they experienced no further communication or action.

While a few respondents did report satisfactory experiences, such as quick responses or successful repairs, these are overshadowed by the majority expressing dissatisfaction. Comments like *"nothing went well"* and *"it hasn't been resolved"* are common, reflecting a broader sentiment of frustration and helplessness.

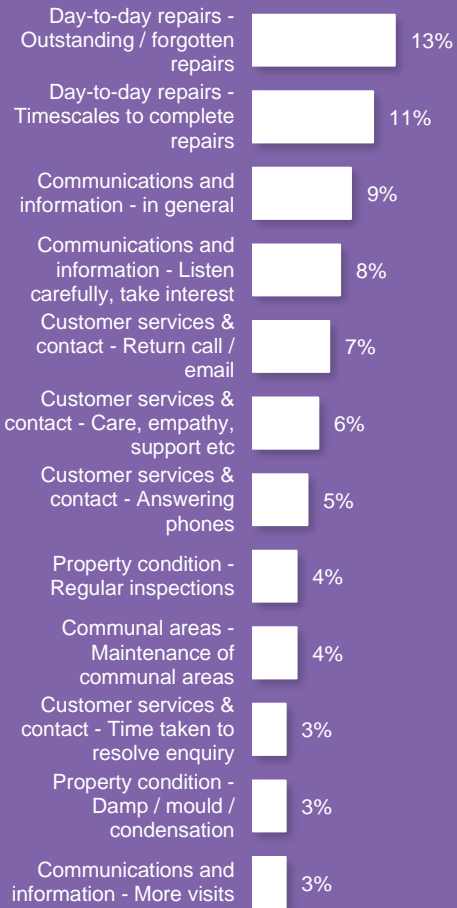
Additionally, some respondents mentioned that they had to chase for updates, indicating a lack of proactive communication from Karibu. The overall impression is that while there are instances of effective service, this is not usual, and many tenants feel neglected and undervalued. This feedback highlights a need for improved communication, accountability, and follow-through in service delivery to enhance tenant satisfaction and trust.



Number of Responses: 122



# Comments - Improvements



Number of Responses: 395

## Summary

When asked what Karibu could do to improve, 395 tenants gave comments. There is a range of sentiments regarding the services provided by Karibu, with a significant focus on communication, repairs, and property maintenance. Many respondents express dissatisfaction with the current communication practices, highlighting a need for more timely and effective interactions. Common complaints include long wait times for phone responses, a lack of follow-up on repairs, and insufficient updates regarding ongoing issues.

A recurring theme is the urgency for improved repair services. Numerous respondents report delays in addressing maintenance issues, with some waiting months for repairs to be completed. Specific concerns include the quality of repairs, with tenants noting that jobs are often not completed satisfactorily, leading to repeated calls for the same issues. The need for better management of contractors is also emphasised, as many feel that the contractors used are not adequately trained or responsive.

Property maintenance emerges as another important area for improvement. Tenants express frustration over the condition of communal areas, gardens, and overall property upkeep. Issues such as overflowing bins, unkempt gardens, and inadequate security measures are frequently mentioned. Additionally, many respondents call for regular inspections and proactive measures to address safety concerns, particularly regarding damp and mould in their homes.

While some respondents report satisfaction with recent improvements, particularly following the transition to a new management team, the overall sentiment indicates a need for Karibu to enhance its responsiveness, communication, and maintenance practices to better meet the needs of its tenants.





**Trends**



## Year-on-Year Change

The table opposite shows the annual results for 2024/25 against those for 2023/24 (based on the results from the former Inquilab tenants). Those in green show where the results have increased.

It should be noted, however, that with an annual margin of error of around  $\pm 4.3\%$ , a change of more than 8.6 percentage points would be needed to be statistically significant, although any change can show a direction of travel. Some of the changes do exceed this threshold.

Given the change to Karibu last April, it is encouraging that satisfaction has generally increased since last year, this being a major target for the new organisation.

Overall satisfaction is up by 4p.p, with the biggest changes for Karibu being easy to deal with (up 13p.p), the time to complete repairs (up 13p.p), the repairs service in the last 12 months (up 11p.p) and 9p.p more are satisfied with both the dealing with ASB and how Karibu treats them fairly and with respect; all these are significant increases.

The only measure not increasing this year is for the upkeep of the communal areas, which has retained the same value from 2023/24.

	2023/24	2024/25 (p.p change)
Overall Satisfaction	40%	45% (+4)
Well Maintained Home	39%	44% (+4)
Safe Home	51%	55% (+3)
Communal Areas	57%	57% (0)
Repairs Last 12 Months	46%	56% (+11)
Time Taken Repairs	42%	56% (+13)
Neighbourhood Contribution	41%	45% (+4)
Approach to ASB	40%	49% (+9)
Listens & Acts	35%	38% (+3)
Fairly & with Respect	48%	57% (+9)
Kept Informed	51%	58% (+7)
Easy to Deal With	35%	47% (+13)
Complaints Handling	15%	22% (+7)



# Quarterly Change 2024/25

This table opposite contains the results over 2024/25 per quarter and shows how the these have fluctuated across the year. For most measures, there are more satisfied with the services provided at the end of the year than at the start, perhaps, the influence of the new organisation is starting to take effect.

Overall satisfaction was at 41% in Q1 and is now at 46% in Q4. The only exception to this trend is the contribution made to the neighbourhood, which was at 49% in Q1 but had reduced to 47% in Q4.

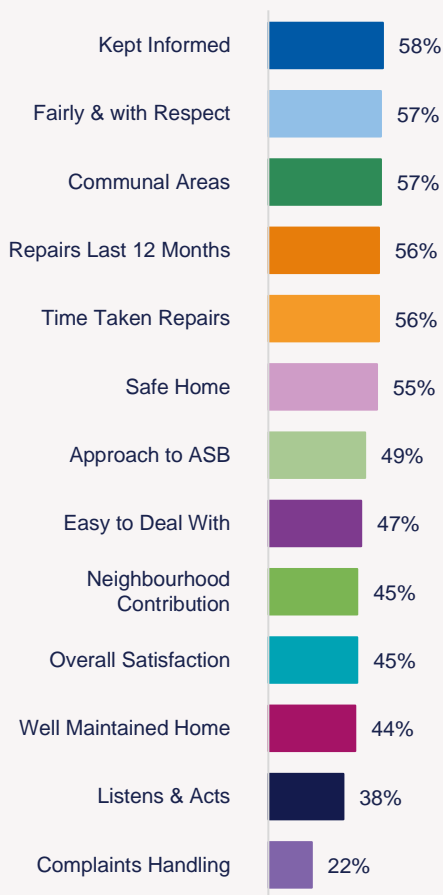
It will be interesting to see if this general improvement continues into the new year and builds on the rises seen in Q4.

	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Overall Satisfaction	41%	50% (+9)	42% (-8)	46% (+5)
Well Maintained Home	35%	50% (+14)	41% (-9)	47% (+6)
Safe Home	50%	56% (+6)	52% (-4)	61% (+9)
Communal Areas	43%	61% (+18)	54% (-7)	65% (+11)
Repairs Last 12 Months	44%	57% (+13)	63% (+6)	57% (-6)
Time Taken Repairs	44%	57% (+13)	52% (-5)	67% (+15)
Neighbourhood Contribution	49%	45% (-4)	41% (-4)	47% (+6)
Approach to ASB	39%	61% (+22)	38% (-23)	56% (+18)
Listens & Acts	28%	46% (+18)	34% (-12)	43% (+9)
Fairly & with Respect	45%	61% (+16)	53% (-8)	68% (+14)
Kept Informed	50%	57% (+7)	61% (+3)	63% (+2)
Easy to Deal With	45%	52% (+7)	43% (-9)	49% (+7)
Complaints Handling	13%	35% (+21)	22% (-13)	21% (-1)



# Summary

## Satisfaction with Measures



## Conclusion



This is the final report for Karibu in 2024/25 and shows the combined results from the four quarterly surveys to give an annual perspective of satisfaction. This also corresponds with Karibu's first year of operation following the merger of Inquilab and Westway. There were 403 surveys completed during the year, all by telephone interview conducted by Acuity's in-house telephony team.

The range of satisfaction is moderate only and does not compare well with other social landlords, even when viewed against those operating in the London area. Overall satisfaction is at 45%, and this sits towards the bottom of the list of measures, with just well-maintained home, listening to views, and complaints handling below this, all these having a higher percentage of tenants dissatisfied than satisfied. However, satisfaction is higher for the way tenants are kept informed about things that matter to them (58%), how tenants are treated fairly and with respect (57%), and the upkeep of communal areas (57%).

Karibu took the opportunity to ask some questions about the complaint process. A fifth of tenants reported that they had made a complaint during the year, with the majority about repairs or the condition of their properties. Just 15% of tenants said their complaint had been resolved to their satisfaction, whilst over half said it was yet to be resolved. Nearly three-quarters of tenants are unaware of the stage the complaint has reached, possibly because some will be service requests rather than genuine complaints. In terms of improvements to the process, communication tops the list with tenants wanting to be kept up to date and advised of the process.

Several open-ended questions were included in the survey to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. The main areas for concern are related to the repairs service, with tenants complaining of long delays and a lack of communication about their repairs. In addition, there are safety concerns about the security of communal doors and ASB in the area. In addition, some tenants have difficulty contacting Karibu, and not having contacts returned, leading to feelings of being ignored and undervalued. There will be some issues with the transition to Karibu following the merger, but the general increase in satisfaction from last year suggests things are starting to improve.

This report has also broken down satisfaction scores by different demographics and subgroups. This analysis can be seen in the following pages of the report, after the recommendations.





# Recommendations

Karibu has fewer than 2,000 properties and operates in London and the surrounding areas. Karibu was created in April of last year following the merger of Inquilab and Westway.

The surveys were completed quarterly throughout the year, and this report combines the results across the full year, and which corresponds with the first year of operation for Karibu and helps to assess how the new organisation is performing.

In addition to the TSM questions, the comments made by tenants provide more insight into issues that concern them the most. These can help Karibu target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of previous surveys and for this quarter, that Karibu may wish to follow up on to help improve satisfaction in the future.

## Property Maintenance

Although satisfaction with the repairs service is among the highest levels of satisfaction in the year, it is also the main source of complaints and dissatisfaction. In particular, tenants refer to long waits for repairs to be completed, a lack of suitable communication about the repairs, and poor quality of work. This has led to tenants having to chase repairs and repeat visits to complete works, causing frustration and a feeling of being ignored. In addition, over a third of tenants are dissatisfied with the safety of their homes, citing problems with damp and mould, but also security concerns with the communal doors and the presence of ASB in the area. Having a well-maintained home is the key driver for overall satisfaction, so if Karibu can focus on improving this, it is likely to result in higher satisfaction overall. Improving communication and the speed of response should be the first priorities, together with improving the feeling of safety on the estates.

## Complaints Handling

Just a fifth of tenants are satisfied with the handling of complaints, with almost three times as many dissatisfied. Most are property-related, but the majority of tenants say their complaints have not been resolved, while a large number of tenants have been left unaware of their status and progress. The main areas for improvement are around communication, although tenants also want Karibu to be more proactive in handling complaints. Satisfaction is poor, and tenants deserve to know that their complaints will be taken seriously and to be told what will happen and when. In light of this, Karibu should review its complaints process to see where things are not working as they should and take action to improve this and communicate this better to tenants. Complaints should be seen as an opportunity to improve the service in the future.

## Communication and Customer Contact

Many tenants complain that getting hold of the right people can be difficult, with long waits on the phone and then calls not returned when promised. There is also criticism of the app and online services. The high turnover of staff has also led to a lack of continuity of service. Effective communication is important for all aspects of work, particularly in services such as repairs. It is recommended that Karibu review its communications strategy to ensure tenants are kept updated and fully informed about the service they receive.



# Annual Demographics



# Tenure

The main tenures offered by Karibu are assured–affordable and assured–general, with a few responding with starter tenancies.

Given the differences in rent level between the affordable and general tenancies, it is, perhaps, not surprising that those with a general tenancy are the most satisfied. In fact, they are so for all but one of the survey measures, the contribution Karibu makes to the neighbourhood.

Affordable rent tenants are the least satisfied on all other measures apart from having a well-maintained home, where just 27% of those with starter tenancies are satisfied.

	All Tenants	Assured - Affordable	Assured - General	Starter Tenancy
Overall Satisfaction	46%	41%	46%	45%
Well Maintained Home	43%	43%	44%	27%
Safe Home	55%	38%	58%	40%
Repairs Last 12 Months	57%	44%	59%	33% *
Time Taken Repairs	56%	52%	57%	50% *
Communal Areas	57%	48%	59%	43% *
Neighbourhood Contribution	44%	50%	42%	60% *
Approach to ASB	47%	28%	50%	50% *
Listens & Acts	37%	30%	38%	33% *
Kept Informed	59%	55%	60%	43% *
Fairly & with Respect	57%	49%	59%	56% *
Easy to Deal With	47%	37%	49%	30%
Complaints Handling	22%	20%	23%	0% *

\*Base below 10



## Age Group

It is generally seen in surveys of this kind that satisfaction increases with age. However, for Karibu, the picture is not clear, further complicated by the limited numbers in some age groups.

The most satisfied overall are those aged 55 to 59, with the least satisfied aged 65 to 74.

As regards the remaining measures there is no specific pattern, suggesting that the age of tenants is not a major factor in determining satisfaction at Karibu.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84
Overall Satisfaction	45%	33% *	50%	50%	35%	55%	33%	27%	63% *
Well Maintained Home	44%	33% *	53%	59%	39%	45%	50%	40%	50% *
Safe Home	55%	33% *	47%	71%	64%	60%	47%	80%	43% *
Repairs Last 12 Months	56%	0% *	29% *	43% *	58%	43% *	33%	67% *	75% *
Time Taken Repairs	56%	0% *	29% *	43% *	53%	57% *	42%	56% *	50% *
Communal Areas	57%	50% *	63% *	64%	46%	80%	69%	77%	60% *
Neighbourhood Contribution	45%	33% *	33% *	78% *	50%	33% *	0% *	33% *	50% *
Approach to ASB	49%	33% *	25% *	57% *	55%	60% *	17% *	56% *	25% *
Listens & Acts	38%	33% *	23%	40%	46%	38% *	29%	25%	0% *
Kept Informed	58%	33% *	54%	67%	57%	63% *	47%	75%	50% *
Fairly & with Respect	57%	33% *	54%	81%	59%	56% *	47%	54%	60% *
Easy to Deal With	47%	33% *	40%	75%	40%	44% *	41%	60%	57% *
Complaints Handling	22%	- *	0% *	50% *	10%	0% *	40% *	25% *	0% *

\*Base below 10



# Length of Tenancy

It is often seen that satisfaction is high at the start of a tenancy and then decreases over time. The longer tenancies then tend to increase in satisfaction, as tenants get older.

This is largely the case here, with tenants new to Karibu being the most satisfied with the overall service, the maintenance of their home, and both repair metrics, as well as three other measures.

Those with the longest tenancies are the most satisfied with the safety of their homes, the handling of ASB, being kept informed and the handling of complaints.

	All Tenants	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	45%	71%	56%	13%	44%	39%	51%
Well Maintained Home	44%	59%	50%	31%	37%	41%	46%
Safe Home	55%	60%	64%	46%	46%	48%	65%
Repairs Last 12 Months	56%	69%	64%	50% *	41%	52%	64%
Time Taken Repairs	56%	71%	59%	38% *	52%	56%	59%
Communal Areas	57%	88% *	57%	44% *	42%	61%	56%
Neighbourhood Contribution	45%	83% *	58%	14% *	42%	37%	47%
Approach to ASB	49%	60% *	47%	60% *	37%	44%	54%
Listens & Acts	38%	64%	40%	0% *	31%	36%	42%
Kept Informed	58%	50%	47%	30%	55%	58%	68%
Fairly & with Respect	57%	86%	70%	56% *	39%	53%	61%
Easy to Deal With	47%	56%	51%	15%	46%	47%	49%
Complaints Handling	22%	67% *	27%	0% *	25%	16%	27%

\*Base below 10



# Legacy

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

There is no specific pattern, although those previously with Inquilab are more satisfied overall and on seven other measures.

However, those formally with Westway are the more satisfied with their home and their communal areas.

	All Tenants	Inquilab	Westway
Overall Satisfaction	45%	47%	41%
Well Maintained Home	44%	43%	46%
Safe Home	55%	53%	60%
Repairs Last 12 Months	56%	59%	49%
Time Taken Repairs	56%	59%	46%
Communal Areas	57%	53%	63%
Neighbourhood Contribution	45%	45%	44%
Approach to ASB	48%	50%	46%
Listens & Acts	38%	40%	34%
Kept Informed	58%	58%	57%
Fairly & with Respect	57%	57%	58%
Easy to Deal With	48%	47%	49%
Complaints Handling	23%	23%	21%





## Area

Karibu has properties in a number of different boroughs and the satisfaction of tenants in these areas is shown here and on the following page.

The most satisfied with the overall service are those living in Slough (63%), whilst just 27% of those in Enfield are satisfied.

There is no specific pattern by area, although those in Slough tend to be the most satisfied generally.

This does suggest that there will be specific problems in different localities which Karibu may choose to investigate further, but services do generally appear to be delivered to a similar standard across all the areas.

	Brent	Ealing	Enfield	Hammersmith and Fulham
Overall Satisfaction	43%	41%	27%	53%
Well Maintained Home	32%	47%	45%	61%
Safe Home	47%	55%	45%	63%
Repairs Last 12 Months	44%	54%	83% *	63% *
Time Taken Repairs	44%	48%	67% *	50% *
Communal Areas	59%	54%	70%	67%
Neighbourhood Contribution	41%	46%	50% *	33% *
Approach to ASB	29%	50%	50% *	33% *
Listens & Acts	41%	32%	14% *	31%
Kept Informed	56%	47%	56% *	70%
Fairly & with Respect	57%	57%	44% *	81%
Easy to Deal With	41%	45%	60%	59%
Complaints Handling	31%	20%	0% *	0% *

\*Base below 10

Area analysis continued.

## Area



	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Slough
Overall Satisfaction	42%	46%	50%	36%	63%
Well Maintained Home	36%	43%	43%	39%	56%
Safe Home	49%	57%	50%	72%	56%
Repairs Last 12 Months	68%	58%	61%	50%	60%
Time Taken Repairs	77%	60%	65%	31%	80%
Communal Areas	57%	44%	68%	56%	64%
Neighbourhood Contribution	42%	43%	53%	38% *	63% *
Approach to ASB	56%	38%	71%	50%	67% *
Listens & Acts	50%	42%	34%	32%	67%
Kept Informed	58%	61%	65%	57%	87%
Fairly & with Respect	56%	62%	44%	45%	77%
Easy to Deal With	51%	44%	49%	37%	67%
Complaints Handling	21%	22%	31%	40% *	25% *

\*Base below 10





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

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