



Karibu

TSM Tracker Q2 2026/27 Report

Prepared by: Acuity Research & Practice



Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Heatwave

Trends

Summary

Sentiment

Introduction

From 2024/25, Acuity has been performing surveys for Karibu Community Homes, which include a mix of former Inquilab and Westway tenants. Acuity has been recommissioned to conduct these surveys in 2026/27. This report contains data from the second quarterly survey of this year, referred to as Q2 2026/27.

The survey was designed using the Tenant Satisfaction Measures, provided by 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 by Acuity's in-house telephone team and invited to participate in a telephone interview. A target has been set to interview 105 LCRA tenants and two LCHO tenants per quarter. For Q2 2026/27, 88 interviews were fully completed, alongside five incomplete interviews, which are required to be included as per regulator guidance. In Q2, 86 surveys were completed by LCRA tenants, and LCHO tenants completed two surveys, with surveys cut short to meet internal reporting deadlines.

Sentiment analysis has been employed again to gain a deeper understanding of tenants' comments and the reasons behind their responses to the satisfaction questions. Information about how this works is provided at the end of this report, adding an extra layer of focused insight to the results. This helps Karibu better understand what drives satisfaction, what tenants are most concerned about, and consequently, what could be improved.

The telephone survey is confidential, and the results are returned to Karibu in an anonymised format unless tenants provide permission to be identified. In Q2 2026/27, 76% of tenants granted permission to share their responses with their details attached, and 97% 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 as required.

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 91 LCRA responses to the overall satisfaction question received this quarter are sufficient to conclude that the findings are accurate to within $\pm 9.9\%$ for the quarter and $\pm 4.5\%$ 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=...

60%

Overall Satisfaction

Almost two-thirds of tenants are satisfied with the overall service provided by Karibu. This represents an 11 percentage point (p.p) increase on the Q1 figure to its joint highest position.

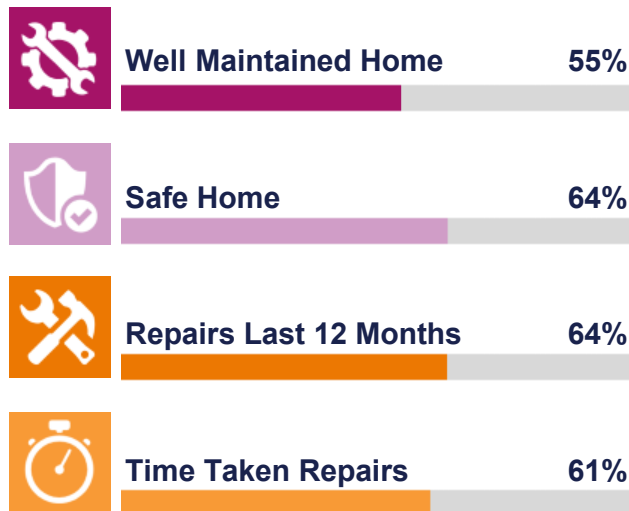
Eight other measures have received satisfaction scores of 60% or higher this quarter, with the highest levels of satisfaction for neighbourhood contribution (69%) and tenants feeling they are kept informed (also 69%).

Only one measure scored below 30% satisfaction this quarter: handling of complaints, which remains at 26% and runs counter to the general trend of every other measure increasing.

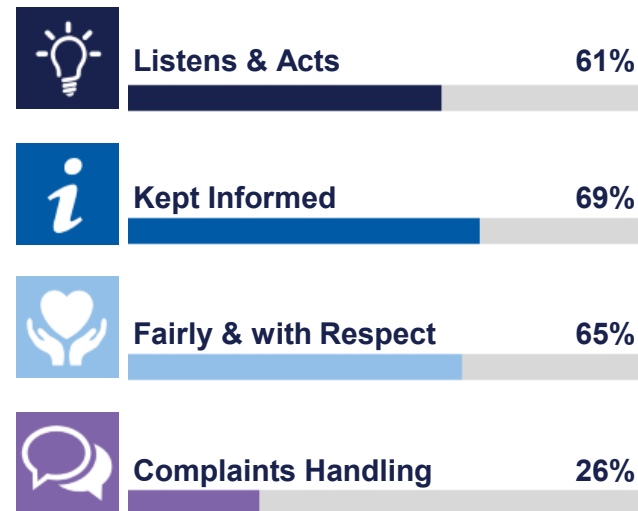
The following pages in this report will break down each satisfaction measure by response, as well as provide a more detailed analysis of tenants' open response comments.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



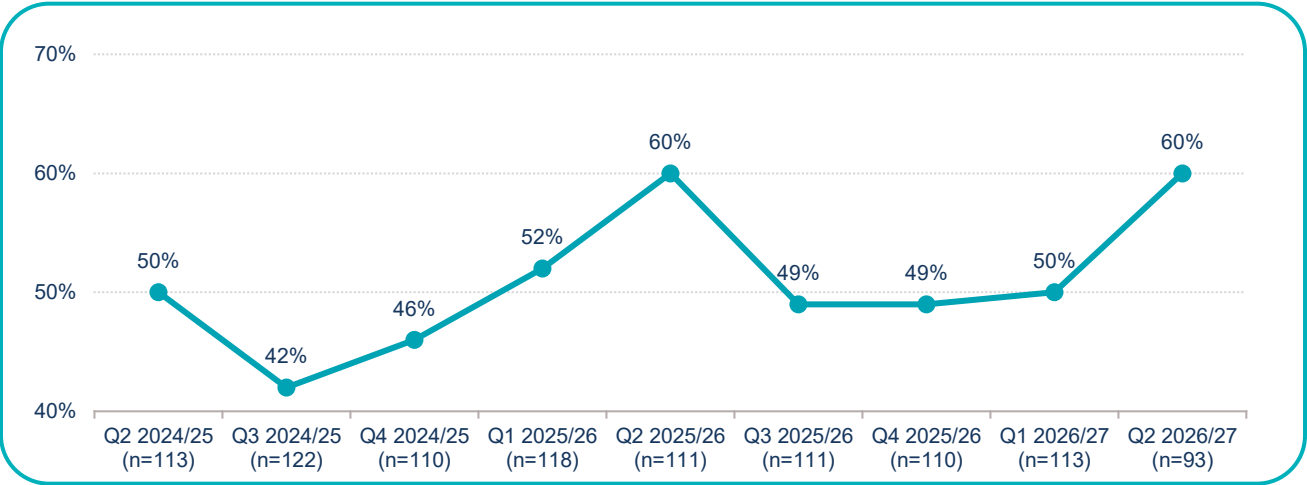
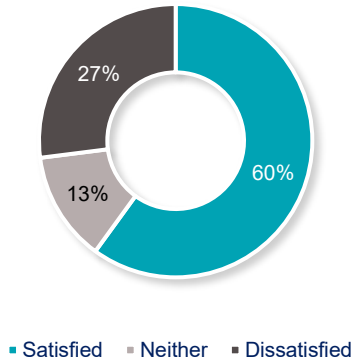
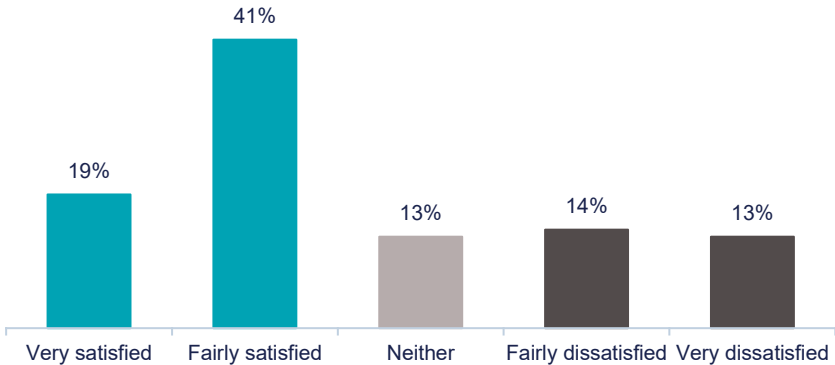
Tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karibu Community Homes?*” This is the key metric in any tenant perception survey.

Almost two-thirds (60%) are satisfied with the overall service provided by Karibu. There are more tenants fairly satisfied (41%) than very satisfied (19%). Just over a quarter are dissatisfied (27%), with more fairly dissatisfied (14%) than very dissatisfied (13%). The remaining 13% of tenants are neither satisfied nor dissatisfied.

After remaining stagnant for the previous three quarters, satisfaction has increased by 11p.p up to its joint highest score of 60%. This is predominantly being driven by an increase in those fairly satisfied (up 9p.p) and a drop in those very dissatisfied (down 12p.p).

Acuity client briefing data for Q2 2026/27 shows a median score of 73.6% satisfied across the sector. Whilst Karibu's increase in satisfaction is positive, there is still some way to go to be comparable with the wider sector.

Overall Satisfaction





Well Maintained, Safety & Communal Areas



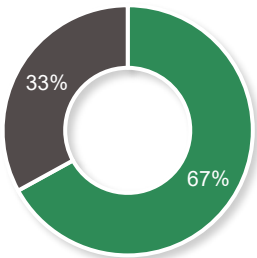
Just over half of tenants are satisfied that their home is well maintained (55%), a 8p.p increase on Q1 2026/27. Just over a third of tenants (35%) are dissatisfied, while a tenth are neither satisfied nor dissatisfied (10%).

Generally, more tenants are satisfied with the safety of their home than with its maintenance. This is once again true here, with just two-thirds of tenants being satisfied that they are provided with a home that is safe (64%), with a quarter dissatisfied (25%), and a further 11% giving a neutral response. In addition, 95% of tenants have given consent for safety issues to be shared with Karibu. It is positive to see that after a period of decline, with satisfaction dropping as low as 49%, satisfaction with the safety of the home is at its highest level. Mapping these results in Power BI will show where this is being driven from.

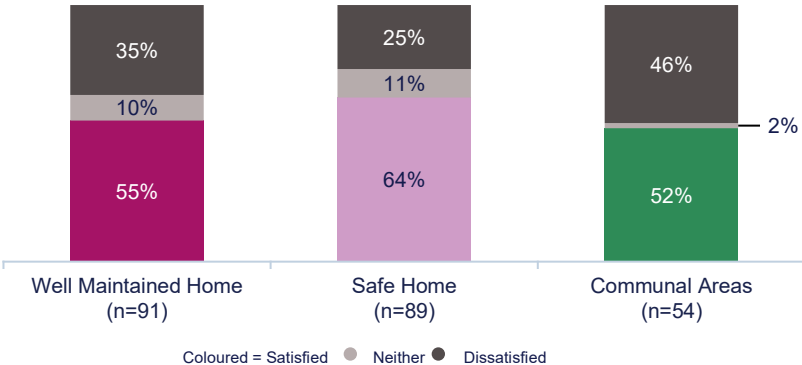
Just over two-thirds of tenants said they live in a building with communal areas that Karibu are responsible for maintaining (67%). Of these tenants, 52% are satisfied that these communal areas are kept clean and well maintained. 46% are dissatisfied, and just 2% state neither satisfied nor dissatisfied, suggesting that communal maintenance polarises opinions with an almost even split of satisfaction/dissatisfaction.

Well Maintained, Safety & Communal Areas

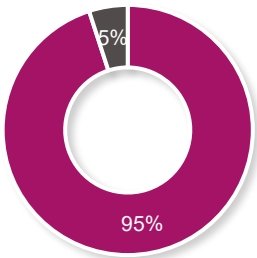
Communal Areas?



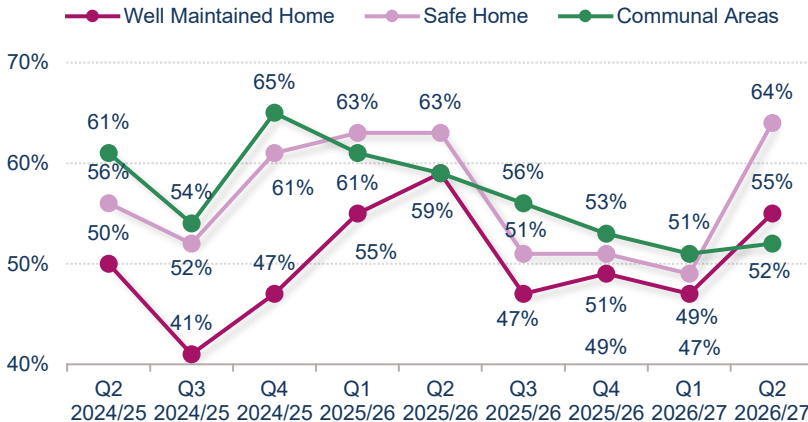
■ Yes ■ No



Safe Home Consent



■ Yes ■ No





Keeping Properties in Good Repair



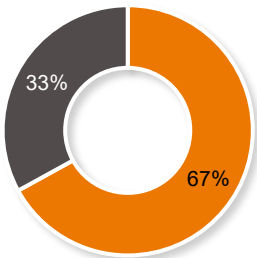
Keeping Properties in Good Repair

Two-thirds of tenants (67%), said they had a repair completed on their home by Karibu in the last 12 months and of these, 64% are satisfied with the repairs service over this period. Just over a third of tenants are dissatisfied (34%), while 2% are neither satisfied nor dissatisfied. After three quarters of decline, satisfaction rose 9p.p last quarter and has remained high.

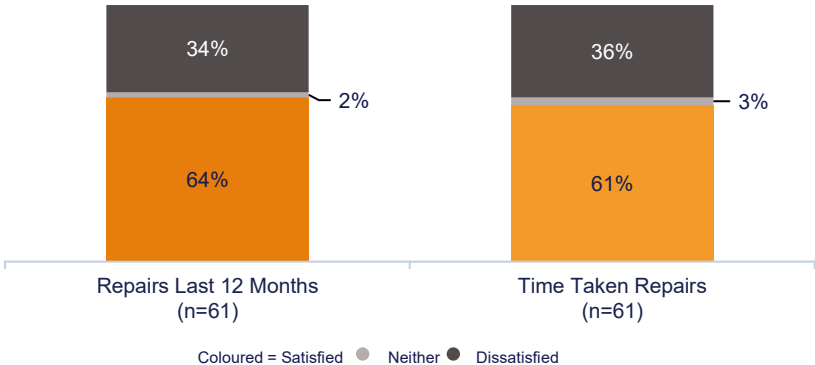
It is common in surveys of this type for fewer tenants to be satisfied with the time taken to complete repairs than with the service itself. Once again, this is the case for Karibu, as 61% are satisfied with the time taken to complete repairs. Just over a third (36%) of tenants are dissatisfied, and 3% are neutral. Satisfaction with time taken has increased 10p.p in Q2 and now sits just 3p.p behind the repairs completed within the last 12 months.

Nationally, there has been very little change in time taken to complete repairs (down 1.0p.p to 74.3%). While repair satisfaction has dropped slightly to 77.1%.

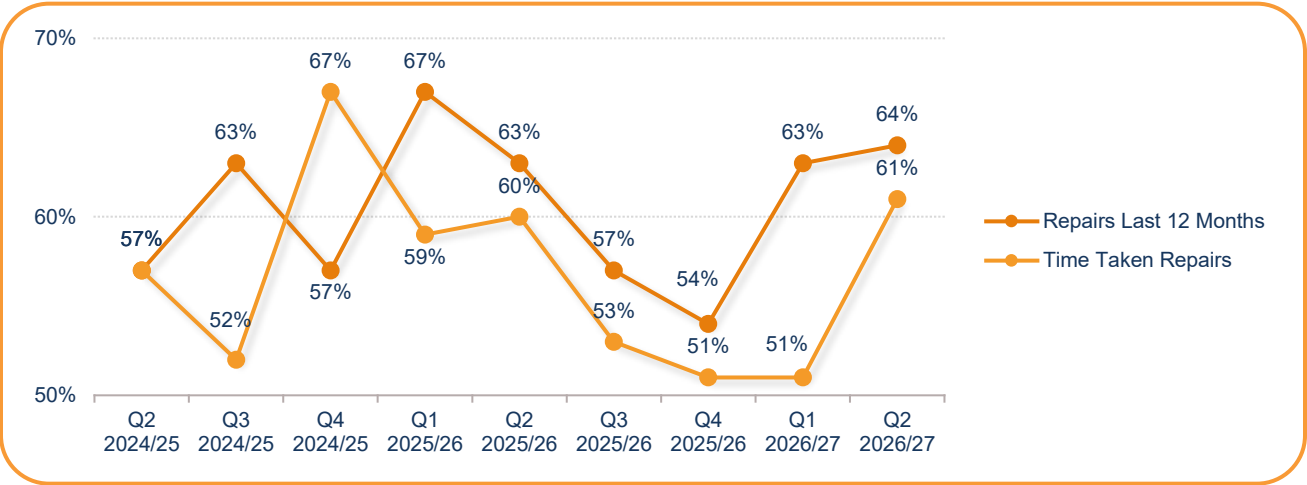
Repairs in Last 12 Months?



■ Yes ■ No



Coloured = Satisfied ● Neither ● Dissatisfied





Contribution to the Neighbourhood

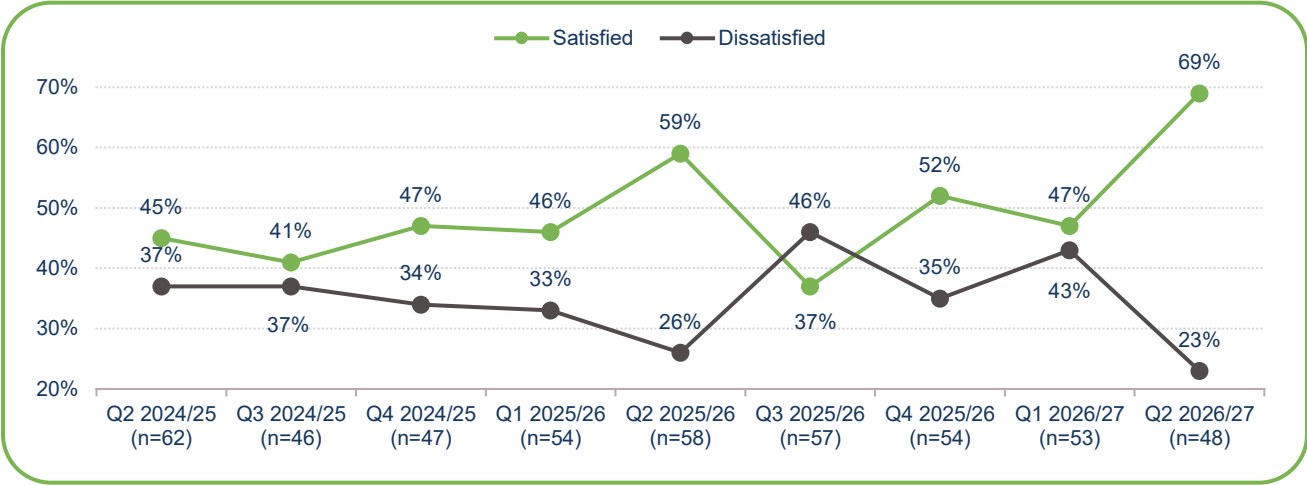
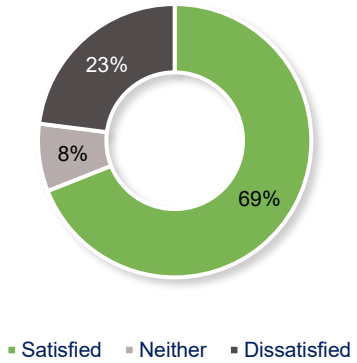
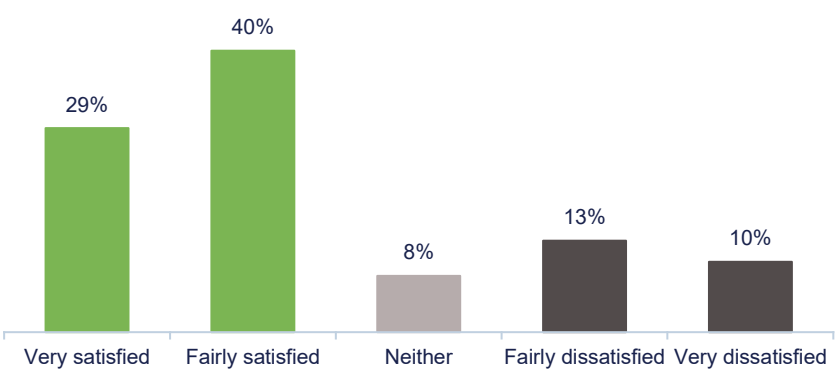


Contribution to the Neighbourhood

Over two-thirds of tenants are satisfied with Karibu's contribution to the neighbourhood (69%), with more tenants fairly satisfied (40%) than very satisfied (29%). Under a quarter of tenants are dissatisfied (23%), and slightly more are fairly dissatisfied (13%) than very dissatisfied (10%). Around one in ten tenants gave a neutral response (8%).

Neighbourhood contribution has seen the biggest jump in satisfaction of all of the measures, up 22p.p in Q2. This is the highest level of satisfaction for this measure at 69% and the joint highest level in this report.

Satisfaction across the sector continues to follow a similar trend with satisfaction fluctuating. After dropping slightly in Q1 26/27, median satisfaction now sits at 67.5%, slightly below the Karibu score.





Approach to ASB

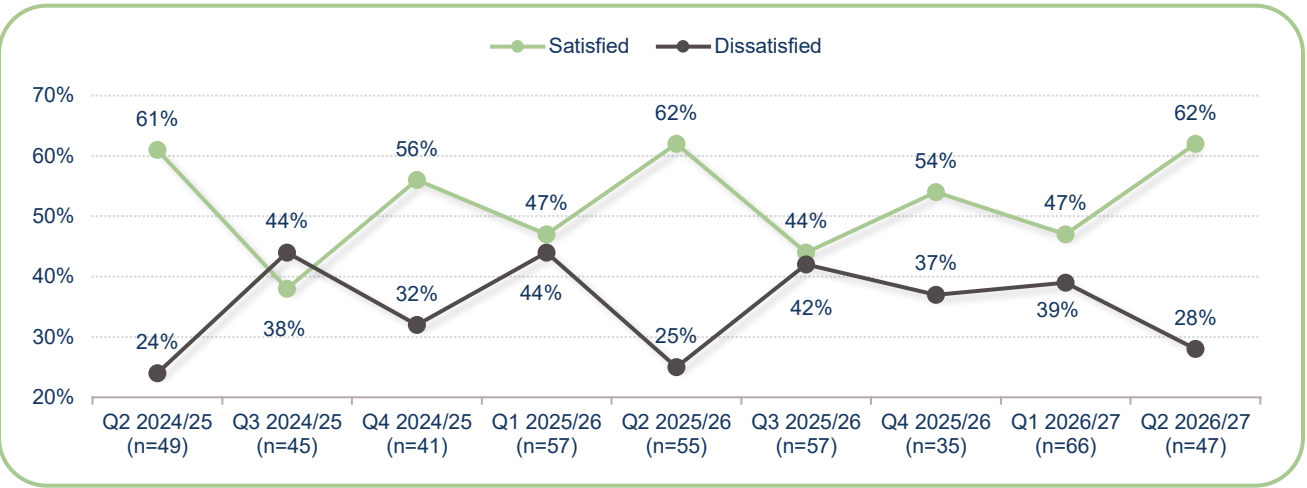
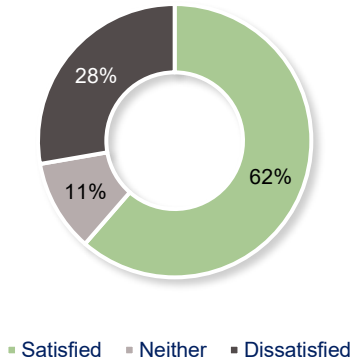
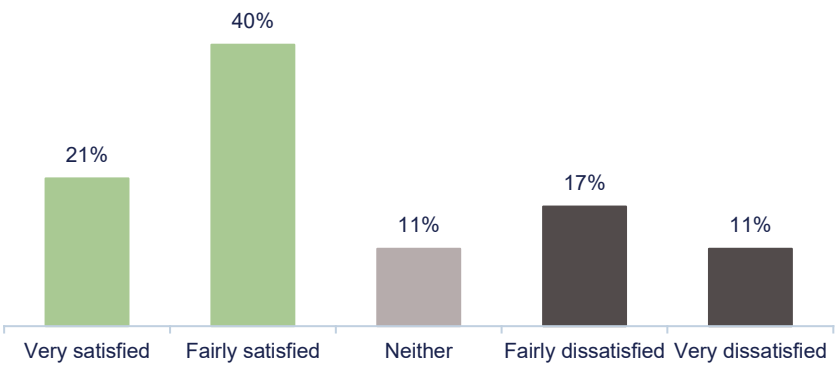


Approach to ASB

Over six out of 10 tenants are satisfied with Karibu's approach to ASB (62%), with more fairly satisfied (40%) than very satisfied (21%). Just over a quarter of tenants are dissatisfied, with more fairly dissatisfied (17%) than very dissatisfied (11%). The remaining 11% stated neither.

Satisfaction has remained inconsistent, returning to a high of 62%, up 15p.p after dropping last quarter. However, once again it should be noted that tenants are given the option to respond with "Not applicable/Don't know" to this question, and in Q2 2026/27, 45% of tenants chose this option when responding to the survey. Therefore, due to the low response rate, care should be taken when analysing these results.

Median satisfaction for the approach to ASB in Q2 2026/27 sits at 59.7% satisfied, an increase of 0.3p.p and following a similar trend to Karibu.





Respectful & Helpful Engagement



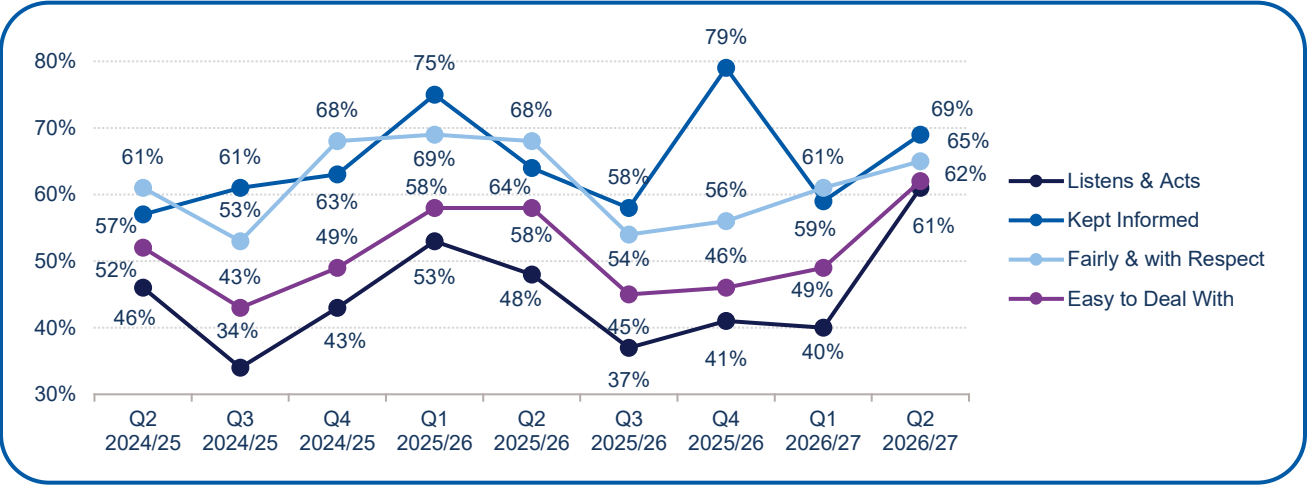
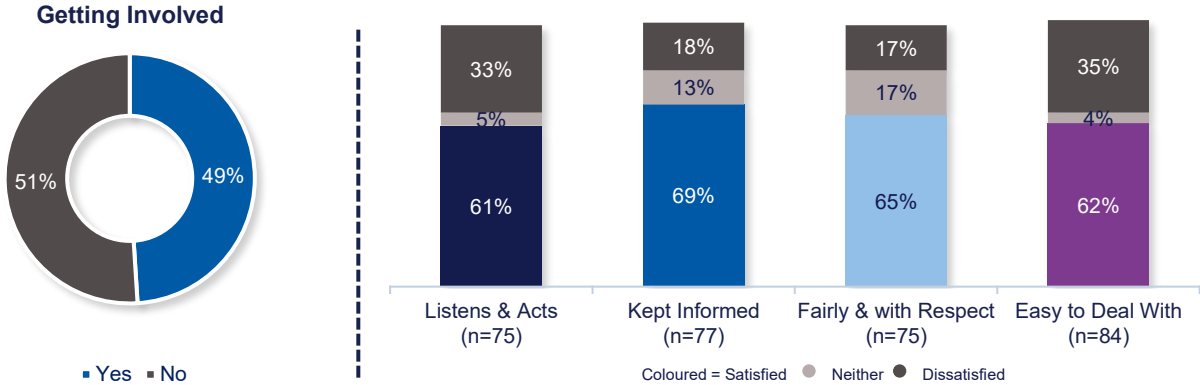
Respectful & Helpful Engagement

61% of tenants are satisfied that Karibu listens to views and acts upon them, with a lower proportion dissatisfied (33%), and 5% of tenants neither satisfied nor dissatisfied. As with the rest of the report, satisfaction with this measure has increased in Q2, with satisfaction up 21p.p to its highest level.

Almost seven out of ten tenants are satisfied that they are kept informed (69%). While 18% are dissatisfied, and 13% are neither. After a peak in Q4 2025/26 at 79%, satisfaction increased 10p.p in Q2, up from 59% in Q1, to the joint highest score in this survey.

Tenants feeling they are treated fairly and with respect have continued their recent upward trend with 65% in agreement. Almost a fifth of tenants (17%) disagree that they are treated fairly and with respect, with 17% neither agreeing nor disagreeing.

Almost two-thirds of tenants are satisfied that Karibu are easy to deal with (62%). Over a third (35%) are dissatisfied, while 4% gave a neutral response. This measure continues to mirror fairly and with respect, increasing gradually over the past three quarters to a high of 62% (up 13p.p).





Effective Handling of Complaints



Effective Handling of Complaints

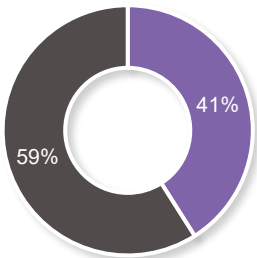
Over two-fifths of tenants (41%) reported making a complaint to Karibu within the last 12 months, although it remains unclear how many of these are genuine complaints or service requests that have yet to be fully addressed.

Just over a quarter (26%) of tenants are satisfied with the handling of complaints in Q2, no change on Q1, with more dissatisfied (63%) and 11% stating neither satisfied nor dissatisfied.

Longer-term trend shows that after a brief uplift at the beginning of last year, satisfaction has stubbornly remained around 20% for the past two years. It should be noted that only 35 tenants responded to the question, so care should be taken when analysing these results.

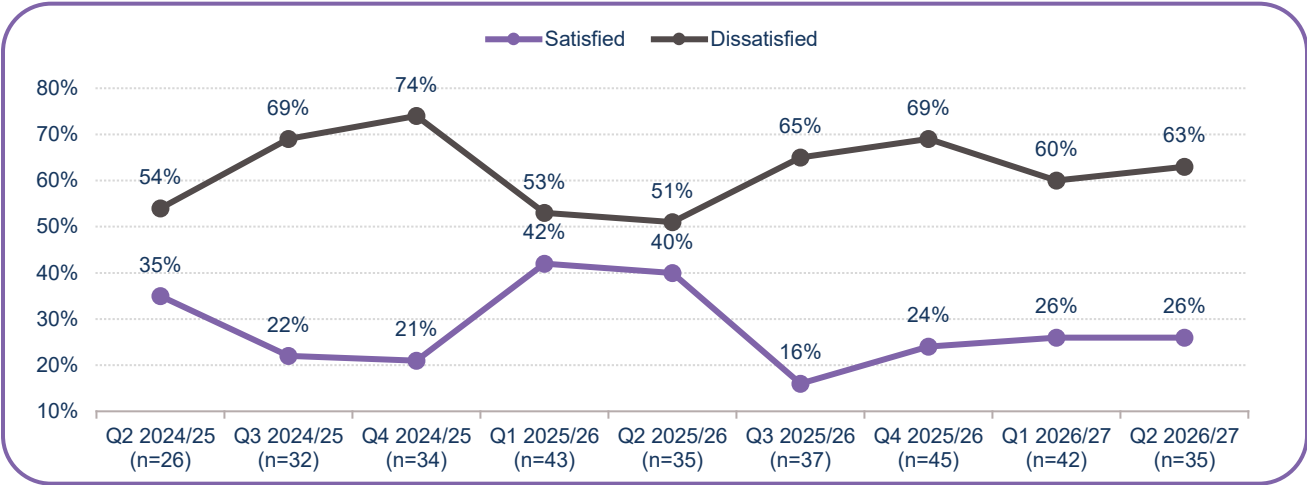
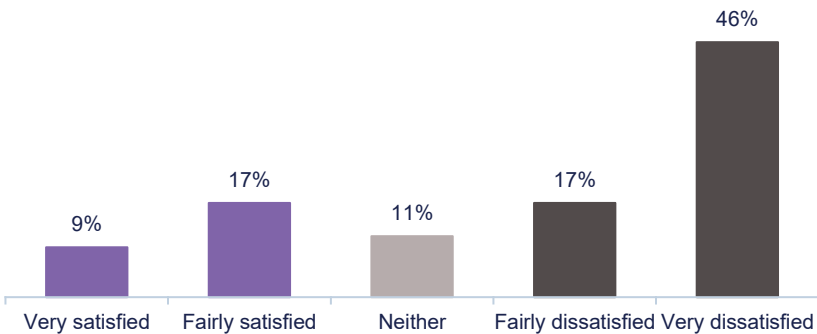
Nationally, the proportion of respondents reporting a complaint is at 23.7%, up slightly on Q1 2026/27, while satisfaction with how HAs handle complaints is 35.4%, which is up slightly.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling

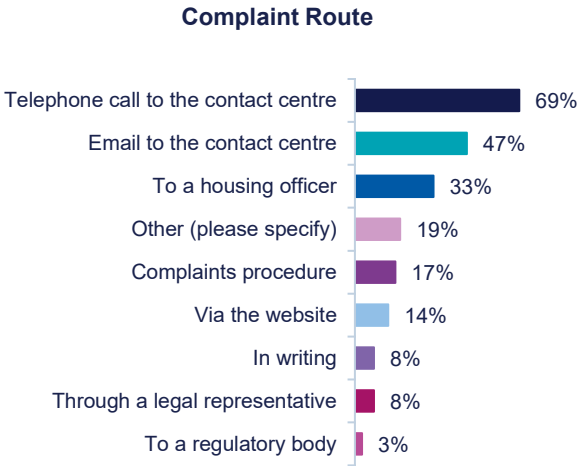
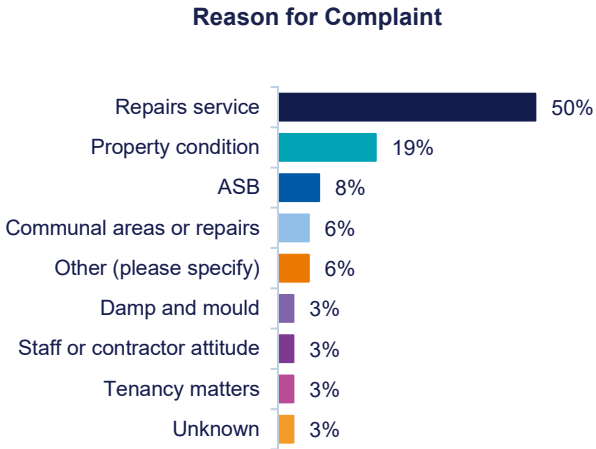




Effective Handling of Complaints

Karibu took this opportunity to find out more information about the complaints. Half of the complaints are about repairs (50%), followed by property condition (19%), ASB (8%) Communal areas (6%) with other reasons (shown below) also 6%. The remaining options each received a single response (3%).

When asked to describe which route they took to complain, several tenants selected multiple routes, including telephone (69%), email (47%), housing officer (33%), with 19% selecting other routes, which mainly focused on online options, including through the app or in person.



Reason for Complaint Other

Repairs, damp and mould, property condition

Mouse infestation

Complaints Route Other

In person

The surveyor

Through the App



Effective Handling of Complaints

Tenants were asked a multiple-choice question about how their landlord could improve the way complaints are handled. The top selections were all related to communication, with improvements in communication/be more proactive in resolving complaints (both at 71%); 63% for improved internal communications, 60% for listen more, and 57% for acknowledge complaints.

When asked whether they felt the complaint was resolved, 51% stated the complaint was still ongoing, and 20% didn't believe their complaints had been acknowledged. Interestingly, an equal proportion were happy/unhappy with the resolution of the complaint (14%).

72% of tenants were not sure of what stage their complaints were at, suggesting that these are not official complaints but rather service requests yet to be completed. Only 14% knew which stage their complaint was at, and 14% confirmed they had not made an official complaint.

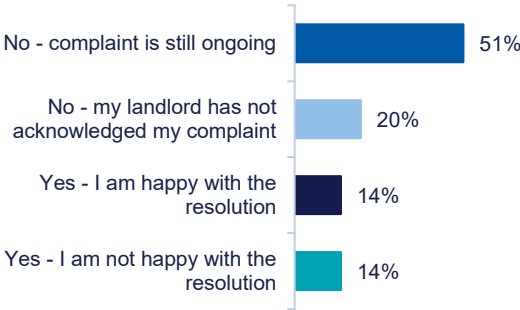
Improvement Suggestions



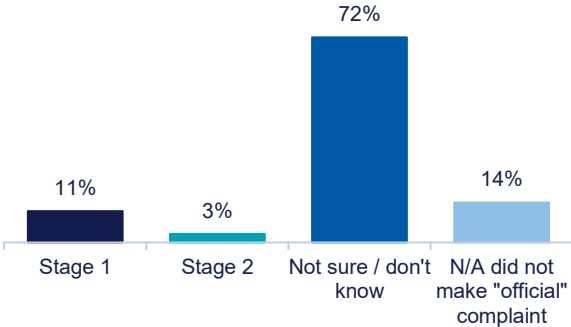
Improvement Suggestions Other

A new complaints officer

Is complaint resolved?



Stage?





Heatwave



Given the recent high temperatures across the country, Karibu have included some additional questions for its tenants about how they have been coping with the heat.

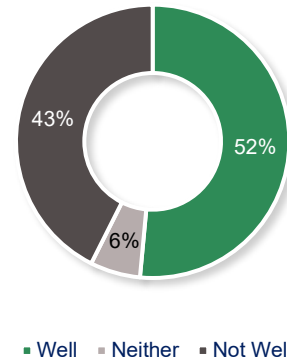
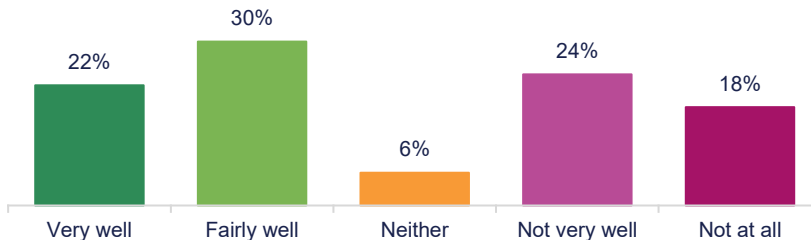
Over half of tenants (52%) said they have been coping either very well (22%) or fairly well (30%), although 24% have not been coping well, and 18% stated that they have not been coping at all.

Looking at the bottom chart, there appears to be a link between how well a tenant has been coping with the heat and satisfaction with services. For example, whilst 73% of those coping with the heat are satisfied with the overall service, this falls to 46% for those not doing so well. This pattern then extends across the remaining measures.

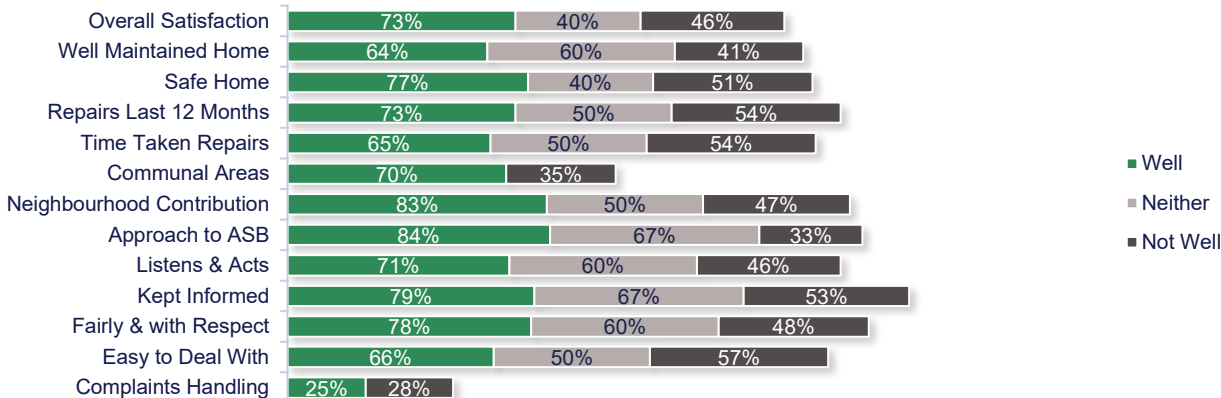
The impact of the heat is explored overleaf.

Heatwave

Coping with the Heat



Coping with the Heat & Satisfaction





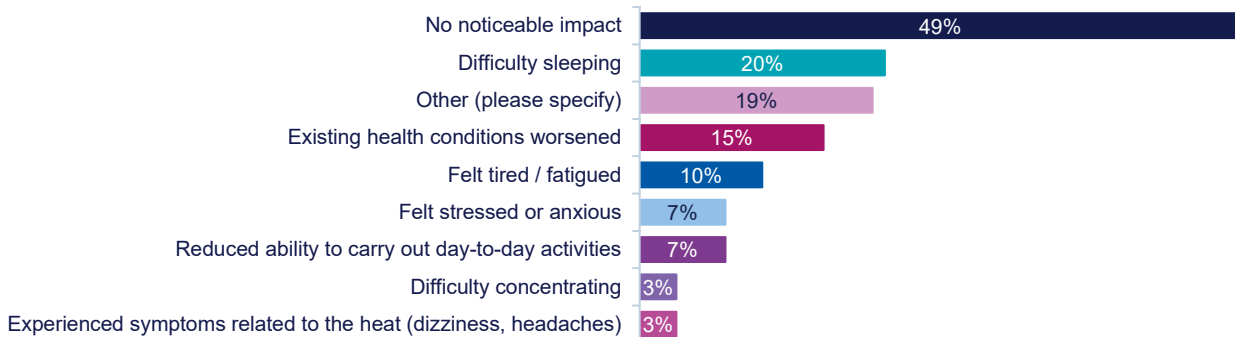
When asked about the impact of the heat, 49% said they had no noticeable impact.

However, of those who did indicate some form of impact, the highest given was difficulty sleeping, with a fifth (20%) of those who responded to this question answering this way. This is followed by how it has made pre-existing conditions worsen (15%), feeling tired (10%), and felt stressed / reduced ability to carry out tasks (both 7%).

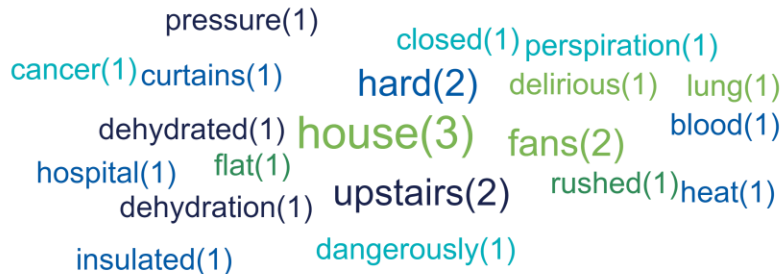
There are also 19% who gave 'other' reasons. Examples of other reasons given are provided in the word cloud, with the top impacts being difficulty in the home.

Heatwave

Impact of the Heat



Impact of the Heat Other





Summary

Responses show a clear and consistent concern about overheating and inadequate ventilation in properties. The dominant request is for air conditioning or some form of cooling (air con, A/C, ceiling fans), with many respondents explicitly asking for whole-home systems or unit-level AC. Improved ventilation and the ability to open windows safely are frequent themes; several tenants report windows that do not open properly or only partly (e.g. six windows but only two open), and requests for screening or heat-reflective window film to reduce solar gain. Heating controls also feature: respondents want better regulation of heating and cooling and suggestions that central heating systems could be adapted to condition air. Damp/mould issues linked to insufficient corridor heating and missing radiators were mentioned by one respondent. Repair and maintenance frustrations recur — broken kitchens, bathrooms and ongoing unresolved neighbour complaints that prevent opening doors/windows. Pest problems (flies, mice) and the need for more frequent garden/bin services were raised. A minority said no changes were needed or were unsure. Overall sentiment is frustration and a strong preference for cooling solutions, improved ventilation, window repairs and more responsive maintenance.

Required Property Changes

Air Conditioning	Window Replacement	Repairs
Some sort of system to combat the hot weather. We need better regulation of both heating and cooling the home. Need to install some sort of air con. Air conditioning. Better insulation. New windows. Improved ventilation. Air conditioning (x7) We used 3 fans and had a lot of flies or mice or bugs. They need to put a ceiling fan	I am not too sure, I had fans on the go but they blew hot air so I turned them off. We had drought I suggest the screening on the windows like in America and Asia, heat reflective sun blocking film on the windows would be good. To help out, the light would come in but not the heat. I need the radiator. New radiator with bigger side, to stop the mould in my corridor. As their is no heater in the corridor area, so they need to put new heater in the corridor area. The windows because you cant open them wide enough These buildings are built for cold weather, and they just cannot handle the heat. If security were improved, we, living on the ground floor, would be able to open our windows and improve ventilation.	I need the radiator. New radiator with bigger side, to stop the mould in my corridor. As their is no heater in the corridor area, so they need to put new heater in the corridor area. Many things like the kitchen, the bathroom, the bedroom, living room, where the boiler should be and the garden and the bin collection shouldn't be done every 2 weeks, it should be done every week. I do not really know, for someone to fix our kitchen, fix it and have a look at our bathroom and stop people smoking so we can have our doors and windows open, someone can see our housing officer and deal with the people we complain about, it is all quite stressful. Get the repairs done



Trends

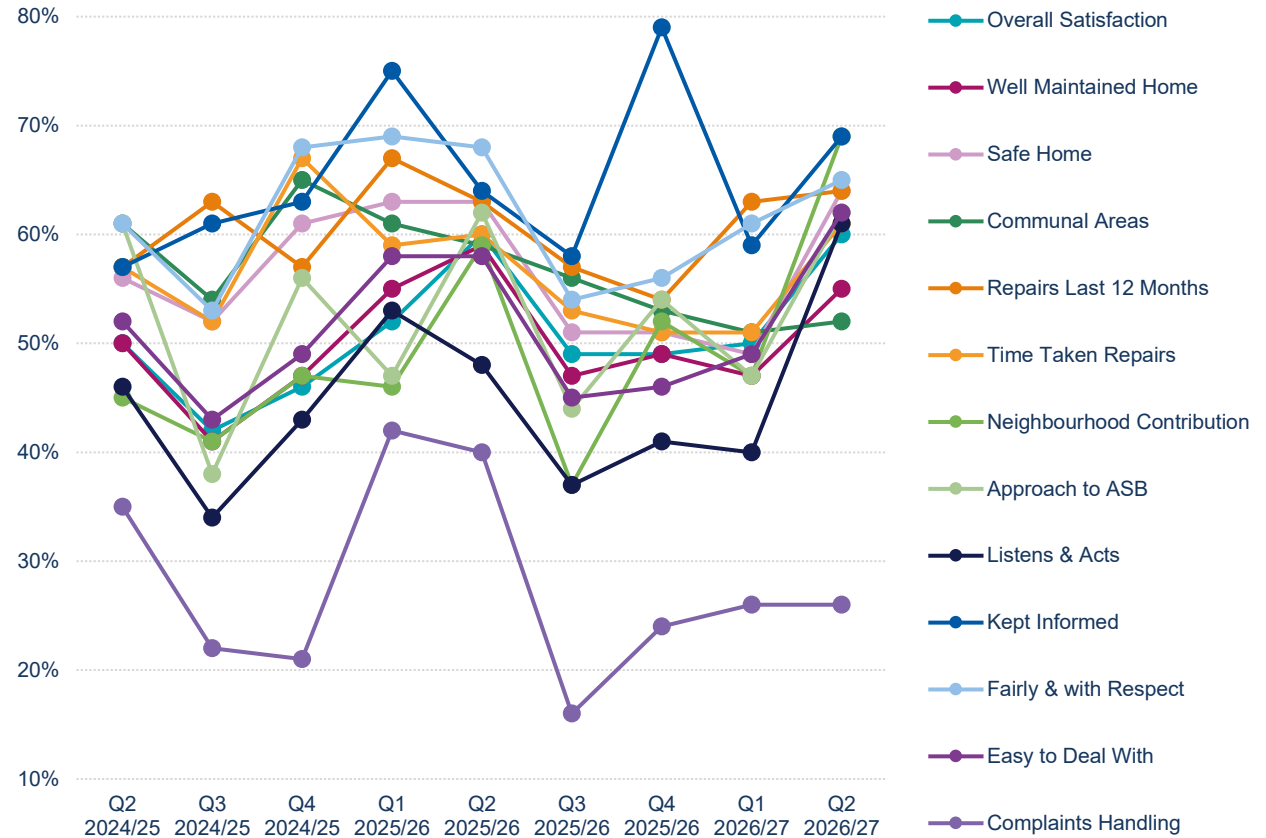


Trends Over Time

In the Q2 2026/27 survey, 12 of the 13 measures showed an increase in satisfaction, while one measure remained the same. Overall satisfaction has improved by than 11p.p to 50%.

Large increases could be observed for the neighbourhood contribution (up 22p.p), tenants feeling listened to and their requests acted upon (up 21p.p) and the approach to ASB/safety of the home (both up 15p.p).

To be considered statistically significant, changes must exceed the combined margins of error of the last two surveys, in this case, around ± 18.0 p.p. As such, neighbourhood contribution and listens and acts meet this threshold.





Quarterly Change

The table shows the changes from quarter to quarter over the last four quarters.

As is to be expected, there has been some fluctuation in satisfaction throughout the year, with overall satisfaction 11p.p below where it was in Q3 2025/26. It is positive to see that every measure is higher than it was in Q3 2025/26 with the biggest difference being for listens and acts which is 24p.p higher.

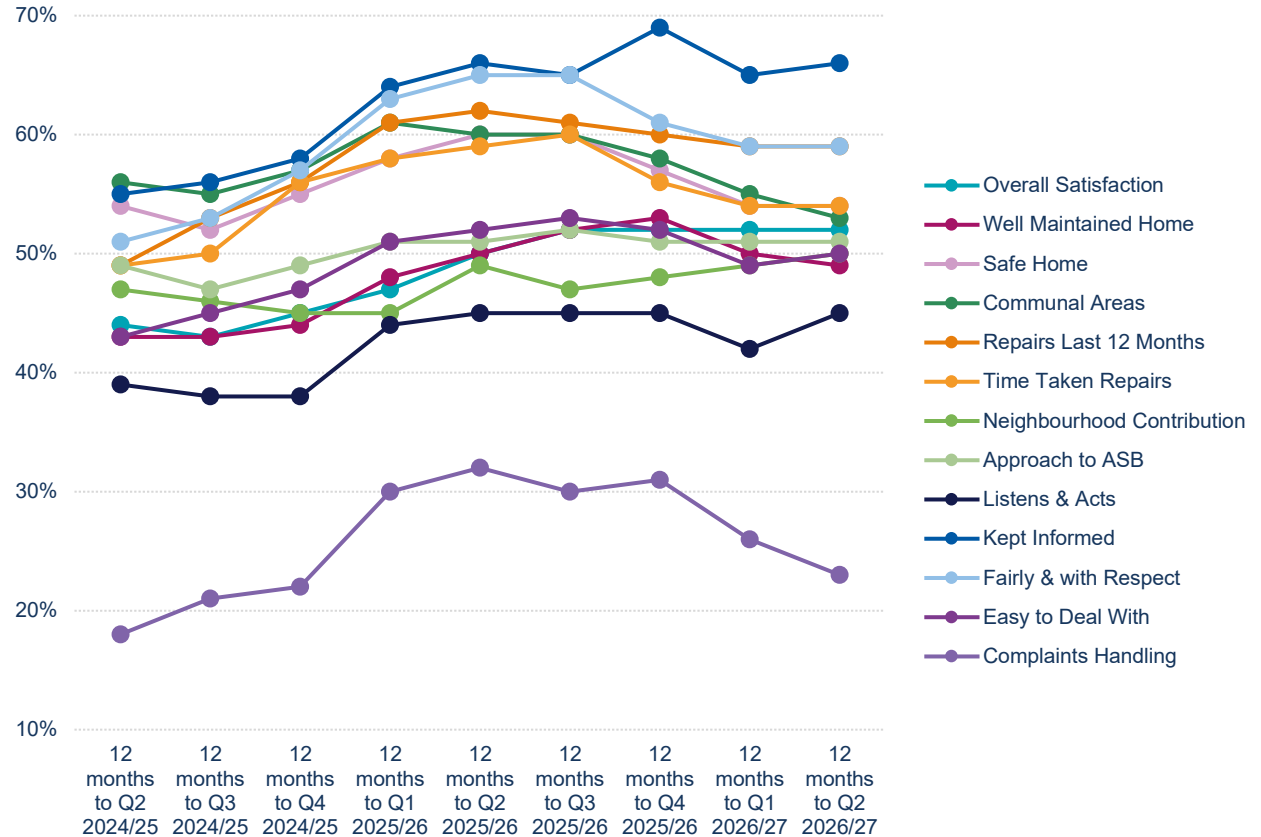
These types of changes are expected during the year and are not a cause for concern. The survey was designed to be an annual tracker rather than quarterly, so the scores at this point should be analysed with caution.

	Q3 2025/26	Q4 2025/26	Q1 2026/27	Q2 2026/27
Overall Satisfaction	49%	49% (+0)	50% (+0)	60% (+11)
Well Maintained Home	47%	49% (+2)	47% (-2)	55% (+8)
Safe Home	51%	51% (+0)	49% (-2)	64% (+15)
Communal Areas	56%	53% (-3)	51% (-2)	52% (+1)
Repairs Last 12 Months	57%	54% (-3)	63% (+9)	64% (+1)
Time Taken Repairs	53%	51% (-3)	51% (0)	61% (+10)
Neighbourhood Contribution	37%	52% (+15)	47% (-5)	69% (+22)
Approach to ASB	44%	54% (+10)	47% (-7)	62% (+15)
Listens & Acts	37%	41% (+3)	40% (-1)	61% (+21)
Kept Informed	58%	79% (+22)	59% (-20)	69% (+10)
Fairly & with Respect	54%	56% (+2)	61% (+5)	65% (+4)
Easy to Deal With	45%	46% (+1)	49% (+3)	62% (+13)
Complaints Handling	16%	24% (+8)	26% (+2)	26% (0)



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.





Summary

Sentiment Scores



Sentiment Summary



Safe Home

Tenants report widespread safety, maintenance and antisocial behaviour issues in their blocks: unsecured communal doors/gates, damaged or missing fixtures (lift rail, banisters, fire doors), mould, leaks, faulty boilers/toilets, overcrowding and poor communication from housing officers. Repeated repair delays, broken CCTV and security, drug use and rough sleepers in communal areas leave tenants feeling unsafe and neglected by landlords.

Anything Improve

Tenants overwhelmingly cite poor communication and slow or incomplete repairs as main issues. Common complaints: difficulty contacting staff, delayed responses, inconsistent contractors, and lack of proactive inspections. Service-charge value, cleaning, communal maintenance, security (bins/letterboxes/gates) and heating/windows also recur. Some praise repair outcomes and staff; many want more frequent visits, clearer updates and better handling of anti-social behaviour.

Easy to Deal With

Respondents overwhelmingly report poor communication and slow or missing repairs. Common issues: long hold times, unanswered calls/emails, no callbacks, high staff turnover, unfinished or repeated repair work (doors, windows, boilers), mould, pests and bin problems. Many feel ignored, disrespected or unsafe; several note inconsistent processes (app failures, payment/card issues) and lengthy waits for promised works.

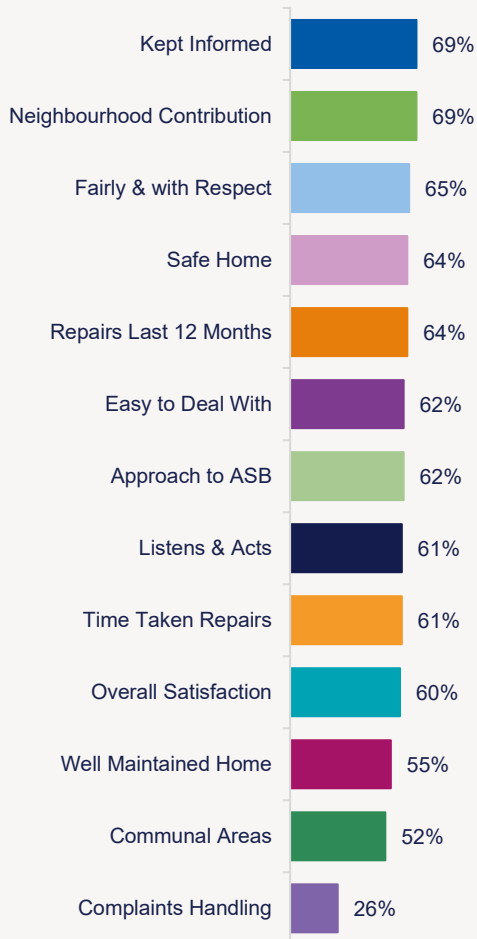
Complaint Went Well

Most respondents report poor complaint handling: many say complaints were ignored, not resolved, or required chasing. Common issues are lack of follow-up, slow or no response, and unclear classification of interactions as “not a complaint.” A minority praised prompt responses, good communication or efficient repairs. Overall sentiment is largely negative with occasional positive experiences around repair quality and staff sympathy.

Complaints

Tenants report widespread frustration with slow, inconsistent complaint handling and repairs. Common issues: delayed or ignored responses, unresolved leaks and infestations, poor communal maintenance, nuisance neighbours, and inconsistent communication. A minority praised prompt fixes and good updates. Overall sentiment: distrust and stress due to lack of follow-through, occasional good service but frequent failures in responsiveness and accountability.

Satisfaction with Measures



Summary & Recommendations

Summary

From 2024/25, Acuity has been performing surveys for Karibu Community Homes, which include a mix of former Inquilab and Westway tenants. Acuity has been recommissioned to conduct these surveys in 2026/27. This report contains data from the first quarterly survey of this year, referred to as Q2 2026/27. A target has been set to interview 105 LCRA tenants and two LCHO tenants per quarter. For Q2 2026/27, 88 interviews were fully completed, alongside five incomplete interviews, which are required to be included as per regulator guidance. In Q2, 86 surveys were completed by LCRA tenants, and LCHO tenants completed two surveys, with surveys cut short to meet internal reporting deadlines. Satisfaction has been mixed in Q1 2026/27, with four of the 13 measures showing an increase in satisfaction, while seven measures showed a decrease, and one remained unchanged. Overall satisfaction has continued to remain stable, at 50% (changing by less than 1p.p).

Q2 saw increases for 12 of the 13 measures, with overall satisfaction up 11p.p to 60%, still towards the bottom of the range. The biggest increases were for neighbourhood contribution, which now sits at 69% (just below kept informed at the top with 69% also) and listens and acts, which is now at 61%. Only the handling of complaints saw no movement in Q2 and remains at the bottom of the list of measures, with 26% satisfied and 63% dissatisfied. As was shown earlier in the report, 72% of those who self-reported they had made a complaint were unaware of what stage the complaint was at, suggesting that these are service requests rather than official complaints.

Sentiment analysis was used again on five open questions; however, the safe home and easy to deal with questions were only asked of dissatisfied tenants. Therefore, the sentiment score will always be lower than if all tenants were asked. All tenants were asked about what Karibu could do better, and the key areas raised focused on communication, repairs and estate management. All comments can be read in full within the raw data, freely available on the dashboard, with the sentiment analysis section of the report providing a summary below.

Recommendation

Complaints handling—previous reports have highlighted the complaints handling process as an issue, and this continues to be the case. This is the standout weakness in Q2 and the only measure not to improve in score, the diagnostic questions tell you why 51% state their complaint is ongoing, 20% say it hasn't been acknowledged, 72% don't know what stage their complaint is at. The biggest requested improvement is for better communication/updates and being more proactive in resolving complaints (both 71%). Karibu need to simplify the end-to-end process, give tenants a clear acknowledgement, owner, status, next step and expected resolution point. A journey map of the complaints process would be beneficial to understand the tenant experience and ensure complaints are not lost between departments.

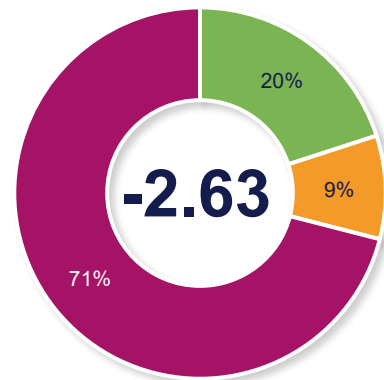




Sentiment

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of resident feedback across all key service areas. It is based exclusively on responses to the 7 core RSI open-ended questions. It reflects how positively or negatively residents feel about the organisation's performance across these key areas. Please note, if your organisation does not ask all 7 core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

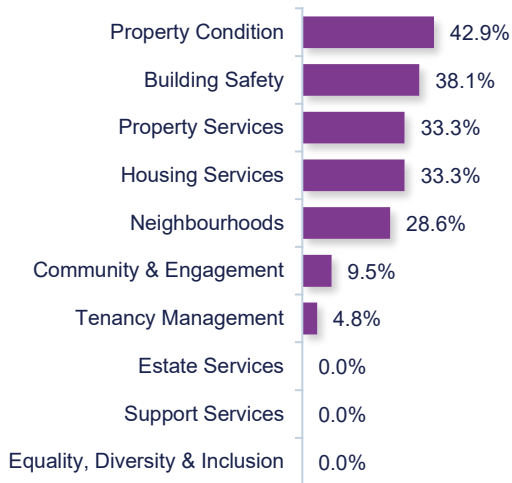
Safe Home

As you do not feel that your home is safe, please can you explain why and suggest what could be improved?

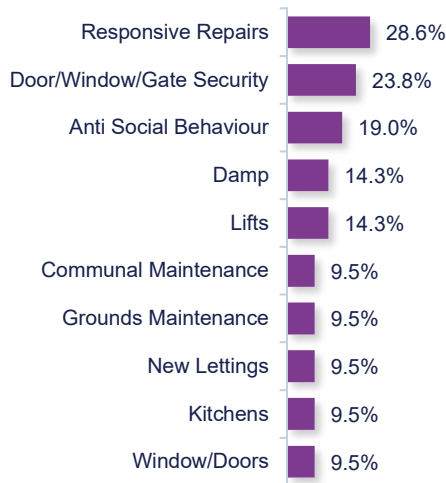
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Categories

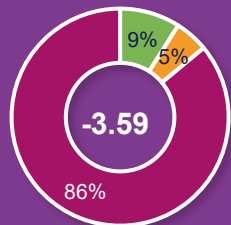


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	4	30.8%	-2.50
Subcategory, no attribute (yet)	4	30.8%	-2.00
Resolution	3	23.1%	-5.00
Communication / Transparency	2	15.4%	0.00
Effort	2	15.4%	-5.00
Quality of Work / Service	2	15.4%	-5.00
Consistency	1	7.7%	-5.00
Empathy	1	7.7%	-5.00
Safety	1	7.7%	-5.00
Trust	1	7.7%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Fairness			-
Listening / Acting			-
Satisfaction			-
Staff Conduct			-
Worker Conduct			-
No Comments			-



Tenants who were not satisfied with the safety of the home highlighted security and repair failures in communal blocks and homes as issues. Tenants report frequent anti-social behaviour: strangers loitering, drug use, loud parties, and people sleeping or urinating in landings and stairwells, enabled by communal doors and gates left open or with faulty locks. Several mention damaged or non-functioning CCTV, insecure entrance doors and missing fire/stair safety features (banisters, fire doors, lift handrails), creating real risk and fear.

Maintenance and responsiveness are major issues: long-standing, unresolved repair requests (mould, damp, leaking pipes, broken toilets, faulty boilers, collapsing ceilings, window replacements, unfinished kitchen works) and slow or absent follow-up from housing officers. Communication failures and repeated referral processes (e.g. via third parties) leave tenants having to chase repairs and act as intermediaries, with accessibility problems for vulnerable residents. Overcrowding and unsuitable property sizes also cause stress.

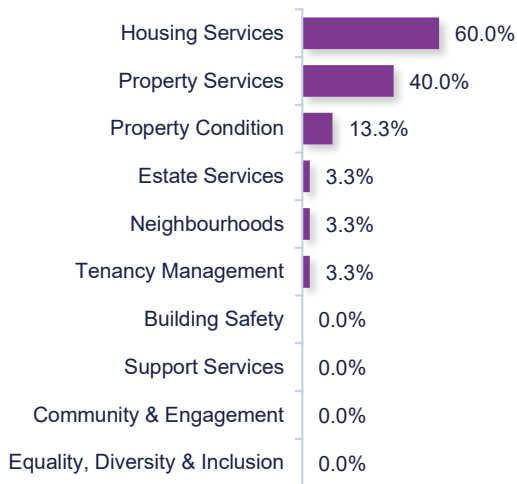
Easy to Deal With

As you were not satisfied with Karibu being easy to deal with could you tell me why?

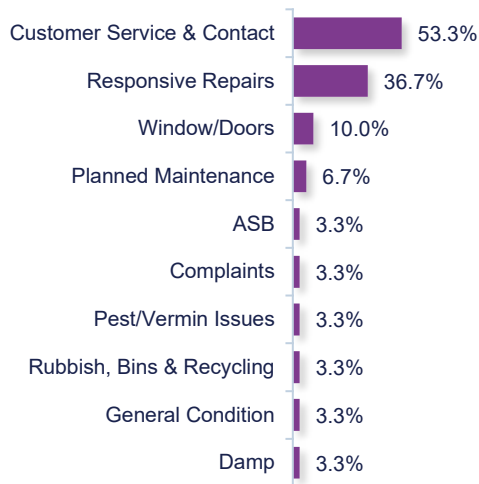
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Categories

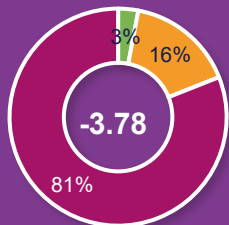


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Effort	11	37.9%	-3.27
Timeliness / Responsiveness	10	34.5%	-3.80
Communication / Transparency	9	31.0%	-4.11
Subcategory, no attribute (yet)	6	20.7%	-3.33
Resolution	5	17.2%	-3.00
Consistency	2	6.9%	-4.00
Listening / Acting	2	6.9%	-2.50
Quality of Work / Service	2	6.9%	-2.50
Staff Conduct	2	6.9%	-5.00
Appointments / Convenience	1	3.4%	0.00
Trust	1	3.4%	-5.00
Accessibility			-
Accountability			-
Empathy			-
Fairness			-
Safety			-
Satisfaction			-
Worker Conduct			-
No Comments			-



Tenants who do not find Karibu easy to deal with found issues with Karibu's accessibility, communication and repairs service. Residents repeatedly report difficulty getting through by phone or email — long holds, dropped calls, no callbacks, and unresponsive app/online systems — forcing repeated chasing. Many describe slow or incomplete repairs (boiler failures, doors, windows, mould, gas/pipe works), missed appointments and poor contractor attendance.

Several accounts mention ongoing issues lasting months or years, inconsistent follow-up, and high staff turnover contributing to delays and lack of ownership. Tenants feel dismissed, poorly treated on calls, or unable to reach the named housing officer; some describe anti-social incidents and safety concerns (rats, bin smells, broken front door) that are unresolved. Administrative problems (missing rent statements, payment card issues) and failures to keep promises or provide progress updates compound frustration.

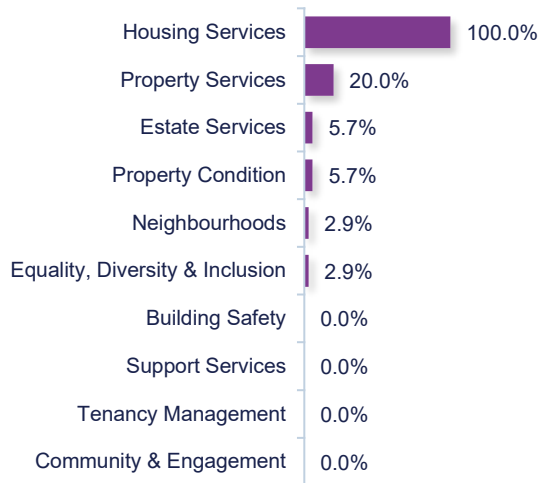
Complaints Handling

Please can you explain why you have given this score?

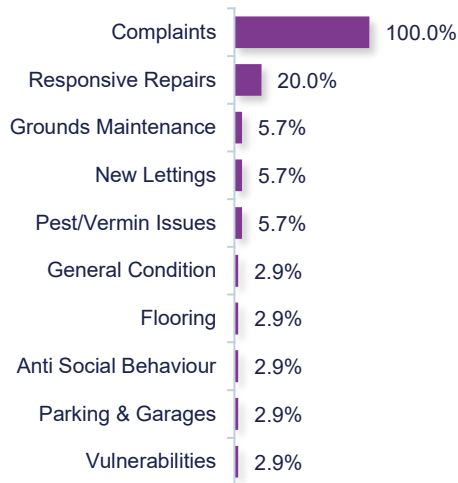
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Categories

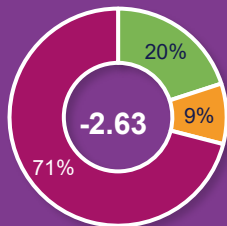


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	10	28.6%	-2.40
Subcategory, no attribute (yet)	10	28.6%	-3.30
Communication / Transparency	9	25.7%	-3.00
Listening / Acting	7	20.0%	-3.14
Quality of Work / Service	5	14.3%	-1.80
Resolution	5	14.3%	-1.40
Effort	2	5.7%	-4.00
Satisfaction	2	5.7%	0.00
Consistency	1	2.9%	0.00
Trust	1	2.9%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Empathy			-
Fairness			-
Safety			-
Staff Conduct			-
Worker Conduct			-
No Comments			-



Tenants who stated they had made a complaint to Karibu were asked to rate the service and explain why they gave that rating. Responses show a predominately negative experience with Karibu's complaint handling and repairs, though a few respondents reported timely, satisfactory resolutions. The main issues are slow or non-existent responses to emails and complaints, inconsistent follow-up, and perceived dismissiveness from staff. Several tenants described long delays for urgent repairs (notably leaks and pest problems) that caused significant damage and stress; one case escalated to legal action.

Communal maintenance is inconsistent (overgrown areas, holes in ceilings, insecure communal doors), and antisocial behaviour complaints (loud music, smoking cannabis, disruptive neighbours) are said to be poorly managed. Vulnerable residents report safety concerns and having to arrange or pay for fixes themselves. A small number of positive comments highlight instances of proactive, effective communication and timely repairs, suggesting variability in service quality.

Complaint Went Well

What went well about the way your complaint was handled?

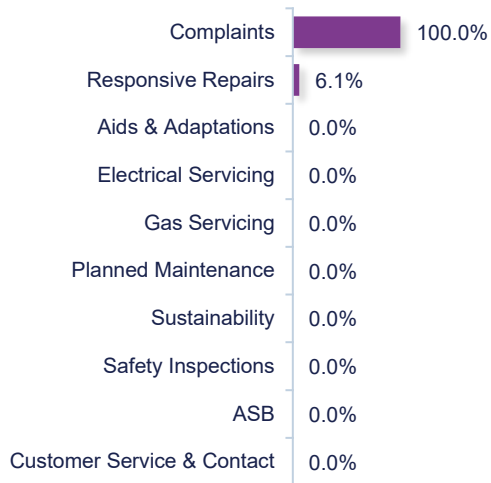
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Categories

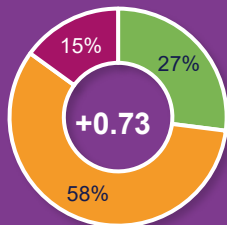


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Satisfaction	13	39.4%	-0.38
Quality of Work / Service	7	21.2%	+1.00
Communication / Transparency	4	12.1%	+1.25
Subcategory, no attribute (yet)	4	12.1%	-0.75
Timeliness / Responsiveness	3	9.1%	+1.67
Resolution	2	6.1%	+2.50
No Comments	2	6.1%	+2.50
Effort	1	3.0%	0.00
Empathy	1	3.0%	+5.00
Listening / Acting	1	3.0%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Fairness			-
Safety			-
Staff Conduct			-
Trust			-
Worker Conduct			-



Tenants who had made a complaint were asked what went well. In total, 33 responses were received, of which 13 stated “nothing”; the remaining responses show a predominantly negative or neutral experience with complaint handling, with many respondents indicating nothing was done, no follow-up, or that the complaint “was not handled.” Common themes: lack of acknowledgement or closure, slow or absent responses, and the need for customers to chase progress.

Several respondents explicitly said they received no communication or “no one has come back to me,” while others reported being told the issue wasn’t a complaint. A minority reported positive interactions: prompt responses, good customer service, clear communication from the person handling the case, and satisfactory or efficient repairs. A few noted partial resolution — the issue was solved but the complaint wasn’t addressed or the repair was unfinished. Sentiment is largely frustration and uncertainty, emphasising poor process and inconsistent handling.

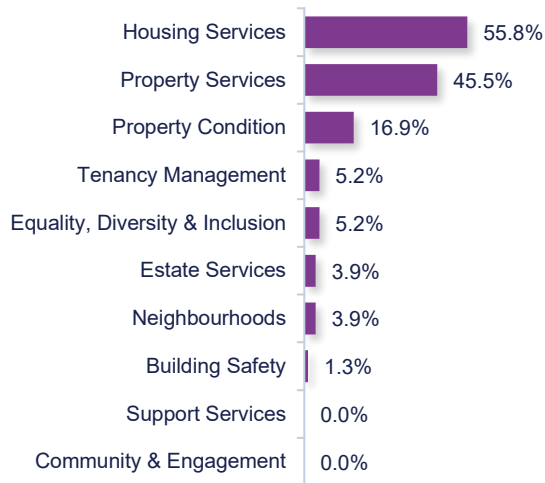
Anything Improve

In your own words, what could Karibu do better?

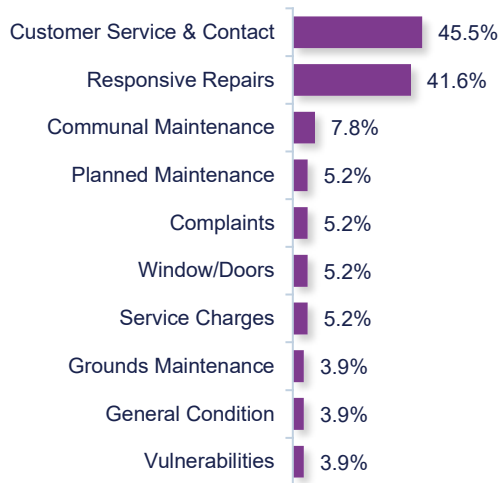
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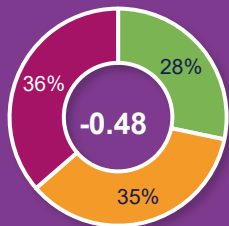
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	22	30.6%	+0.32
Subcategory, no attribute (yet)	15	20.8%	-1.67
Timeliness / Responsiveness	13	18.1%	-0.54
Listening / Acting	10	13.9%	+0.10
Quality of Work / Service	9	12.5%	-2.22
Satisfaction	7	9.7%	+1.43
Resolution	6	8.3%	+0.50
Effort	4	5.6%	-3.75
Staff Conduct	3	4.2%	-2.33
No Comments	3	4.2%	0.00
Accessibility	2	2.8%	-5.00
Consistency	2	2.8%	-2.50
Trust	2	2.8%	0.00
Accountability	1	1.4%	0.00
Appointments / Convenience	1	1.4%	-3.00
Fairness	1	1.4%	-5.00
Safety	1	1.4%	-3.00
Worker Conduct	1	1.4%	-5.00
Empathy			-



-0.48

Responses show strong, recurring concerns about communication, repairs and estate management. Tenants frequently report slow or unresponsive phone and email contact, long waits for callbacks, staff turnover and poor follow-up, creating a need to chase issues. Repairs are a major pain point: slow response times for urgent jobs, incomplete or low-quality work, repeated contractor visits, and outstanding long-term items (windows, doors, heating, kitchens, lift, balcony) are repeatedly mentioned.

Several respondents note inconsistent or unfair allocation of budgets and service-charge spend, with complaints about poor communal cleaning, gardeners doing minimal work, damaged letterboxes and security risks. Anti-social behaviour, noise from neighbours, and concerns about safety (gates, rats, loft/roof overheating) recur, with tenants feeling these are not tackled proactively. Multiple comments call for more frequent, proactive property inspections and better tenant engagement—housing officers to visit, keep records, and provide clear timelines. A minority are satisfied with repairs and overall service, but the dominant sentiment is frustration with delays, communication breakdowns and inconsistent standards of maintenance.

Positive Neutral Negative

Resident Sentiment Index (RSI)

Resident Sentiment Index (RSI): Overview

Our new Resident Sentiment Index (RSI) uses a sector-specific sentiment categorisation model developed from decades of housing data and commentary. It allows landlords to move beyond satisfaction scores by showing not only how residents feel, but why. The framework includes 7 key open ended TSM questions across each of the main service areas, allowing organisations to benchmark with their peers.

Our model analyses open-ended survey responses across key service areas, categorising them using a deep learning sentiment engine. Each comment is scored on a 5-point scale (from -5 to +5) and grouped by category, subcategory, and – where relevant – cross-cutting attributes such as trust, listening, or communication. These attributes help identify what drives sentiment within services like repairs or tenancy management.

Note: Not every subcategory will have attributes. Some service areas (e.g. Property Condition, Neighbourhoods) are stand-alone themes that don't require further layering.

Key Features

- A clear, overall sentiment score for your organisation and each service area
- Detailed analysis by category, subcategory, and (where applicable) attribute
- Automated, regulator-ready reporting aligned to TSM and STAR survey requirements
- Scalable benchmarking for tracking performance over time and against sector peers

How We Categorise Feedback

We follow a multi-stage process to turn unstructured comments into actionable insight:

- **Model Design:** Combining housing sector expertise with real resident language to build a structured categorisation model
- **Expression Building:** Creating comprehensive expressions to detect key themes and sentiments
- **Testing & Tuning:** Refining expressions to maximise accuracy and coverage
- **Deployment:** Automatically categorising and scoring comments at scale

Some feedback will remain “Uncategorised” – particularly when language is highly specific, off-topic, or outside current theme coverage. This is expected and will reduce as the model continues to grow.



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

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