



**Karibu**

# **TSM Tracker Q4 2024/25 Report**

Prepared by: Acuity Research & Practice



# Introduction

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 tenants 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. However, 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 June 2024 and continued throughout the year. This report presents the findings from the fourth and final survey, referred to as Q4 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 by Acuity's in-house telephone team and invited to participate in a telephone interview. 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 then produced for each quarter. This report includes an analysis of the results based on 107 completed interviews for Q4 2024/25, along with three incomplete interviews that are required to be included under 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 94% 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 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=...

## Key TSM Metrics

### Overall Satisfaction

### Good Repair

### Building Safety

### Neighbourhood

### Engagement

### Complaints

### Improvements

### Trends

### Summary

46%

## Overall Satisfaction

Satisfaction with the overall service provided by Karibu has increased from 42% in Q3 to 46% in Q4. This is part of a general increase in satisfaction this quarter.

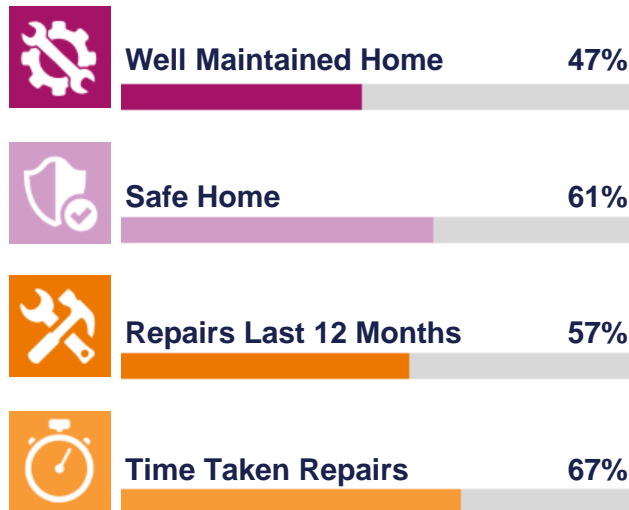
The highest levels of satisfaction are for the way Karibu treats its tenants fairly and with respect (68%), the time taken to complete repairs (67%) and the maintenance of the communal areas (65%).

However, four measures show satisfaction below 50%, having a well-maintained home and a positive contribution to the neighbourhood (both 47%), how Karibu listens to tenants' views and acts upon them (43%), and just 21% are satisfied with the handling of complaints.

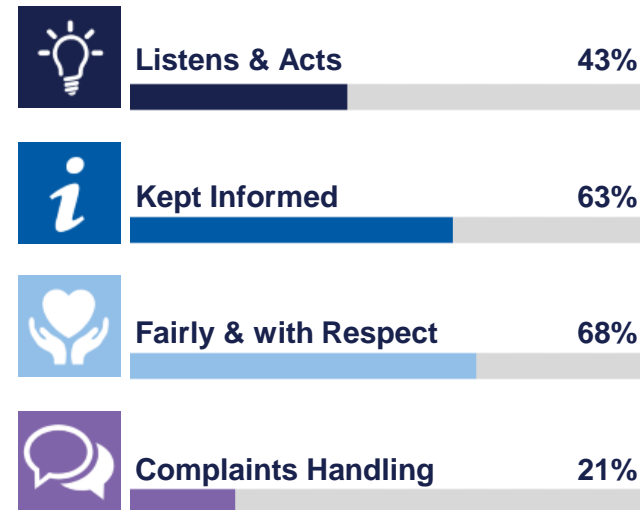
This report focuses on the headline figures for this quarter, whilst a separate report looks at the combined annual results and includes more analysis to see what is driving satisfaction at Karibu.

## TSM Key Metrics

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





**Overall Satisfaction**



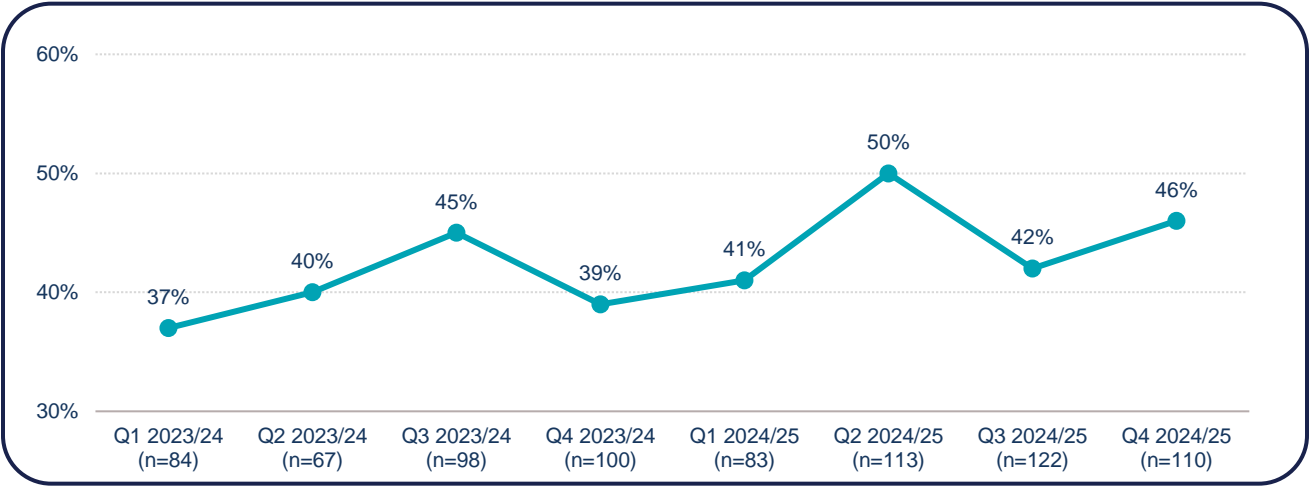
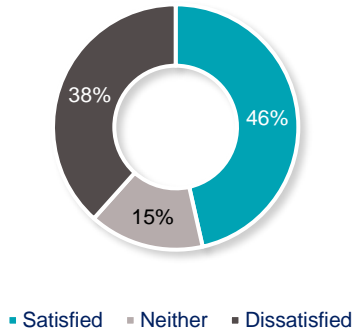
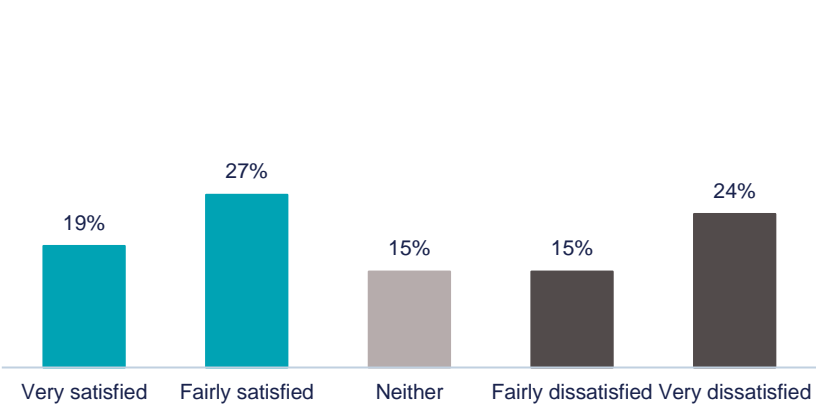
# Overall Satisfaction

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.

Just under half the tenants (46%) are satisfied with the overall service, but fewer are very satisfied (19%) than fairly satisfied (27%); ideally, this should be the other way around.

Nearly two-fifths of tenants are dissatisfied with the service (38%), and a further 15% are neither satisfied nor dissatisfied.

Satisfaction has fluctuated over the year from a low of 41% in Q1 to a high of 50% in Q2. It fell back again in Q3 but has recovered a little in Q4, up 5 percentage points (p.p).







**Keeping Properties in Good Repair**

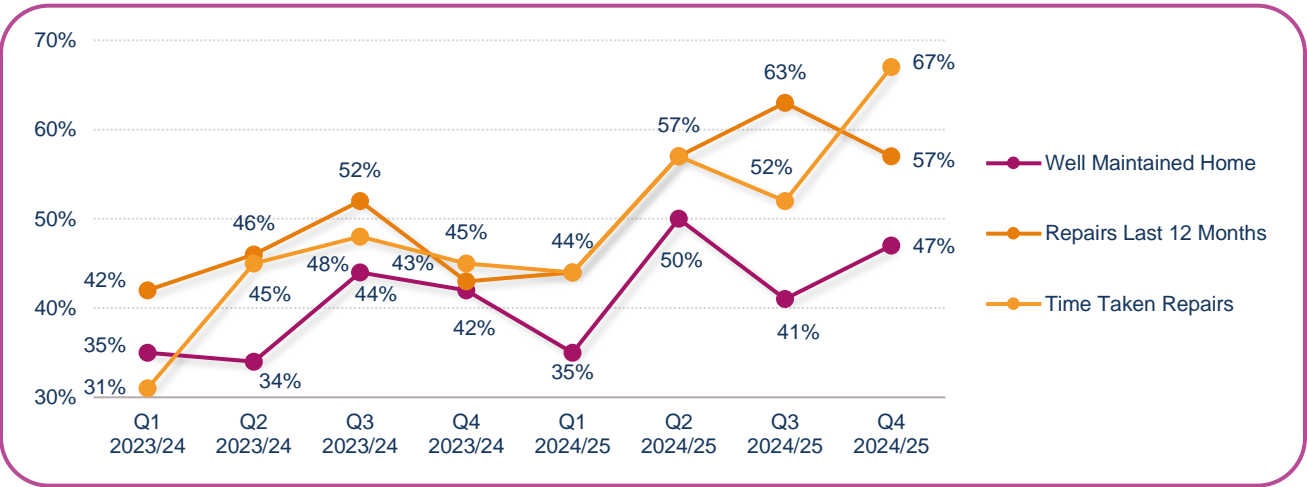
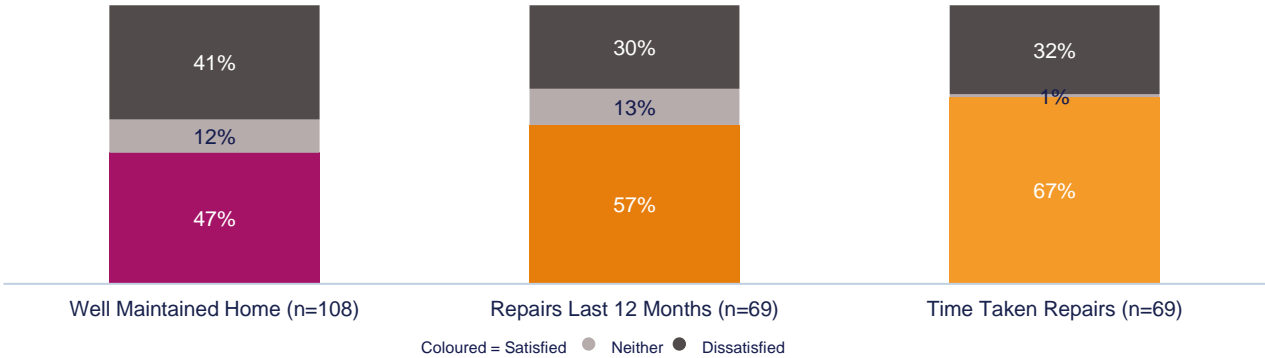


# Keeping Properties in Good Repair

There has also been considerable fluctuation with these property-based measures during the year. There are now 47% of tenants satisfied that their home is well-maintained, this having increased by 6p.p since Q3, although 41% of tenants remain dissatisfied (down 8p.p).

Just under two-thirds of tenants (64%) said they had a repair completed on their home in the last 12 months, and of these, 57% are satisfied with the service over this period, although 30% are dissatisfied. Satisfaction has fallen for this measure from 63%, but over the same period, dissatisfaction also fell by 3p.p.

Commonly, fewer are satisfied with the time to complete repairs than with the service itself, but that is not the case here, with 67% satisfied with the time taken, an increase of 15p.p since Q3. Dissatisfaction correspondingly fell, from 42% to 32%.





**Maintaining Building Safety**





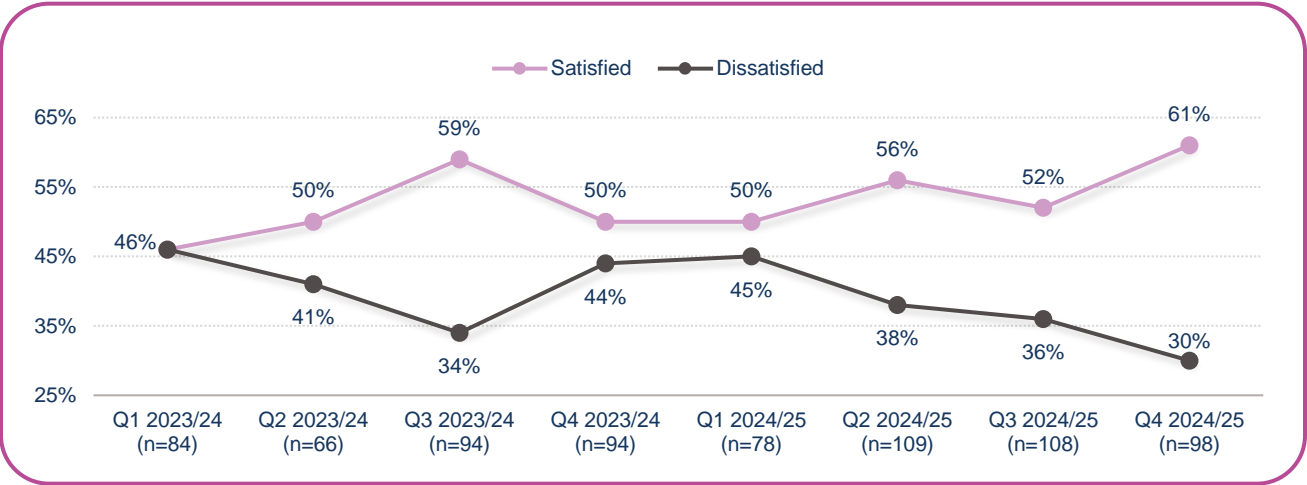
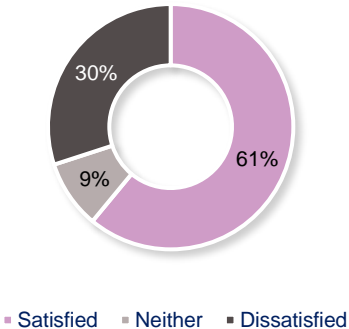
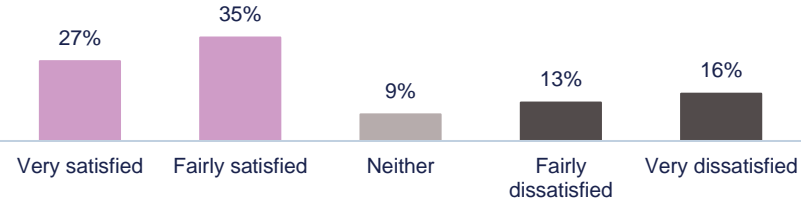
# Maintaining Building Safety

Two-thirds of tenants said they are satisfied that Karibu provides a safe home (61%), a 9p.p increase since Q3. Of these, 27% are very satisfied and 35% are fairly satisfied.

However, 30% of tenants are dissatisfied with this metric, although this is down by 6p.p.

Satisfaction with the safety of the home is at its highest point since these surveys began, and dissatisfaction is at its lowest, suggesting the actions taken by Karibu to reassure tenants are starting to take hold.

Tenants were then asked to explain their satisfaction scores; trends and examples can be found overleaf.





# Comments - Safe Home

Those not satisfied with the safety of their home were asked to explain why, and 29 tenants commented.

Many respondents report persistent problems with mould, damp, and structural concerns, with some living in unsuitable conditions for years. Complaints about delayed repairs are common, with tenants expressing frustration over unfulfilled promises and inadequate responses from management. Issues such as broken windows, faulty doors, and outdated electrical systems contribute to a sense of neglect, impacting tenants' health and safety.

Additionally, anti-social behaviour (ASB) in communal areas raises security concerns, with reports of drug use and vandalism. Tenants also highlight the lack of timely pest control and inadequate communal facilities, such as broken lighting and doors.

Overall, the feedback indicates a need for improved maintenance, timely repairs, and enhanced security measures to address the ongoing issues faced by tenants, fostering a safer and healthier living environment.





**Responsible Neighbourhood Management**



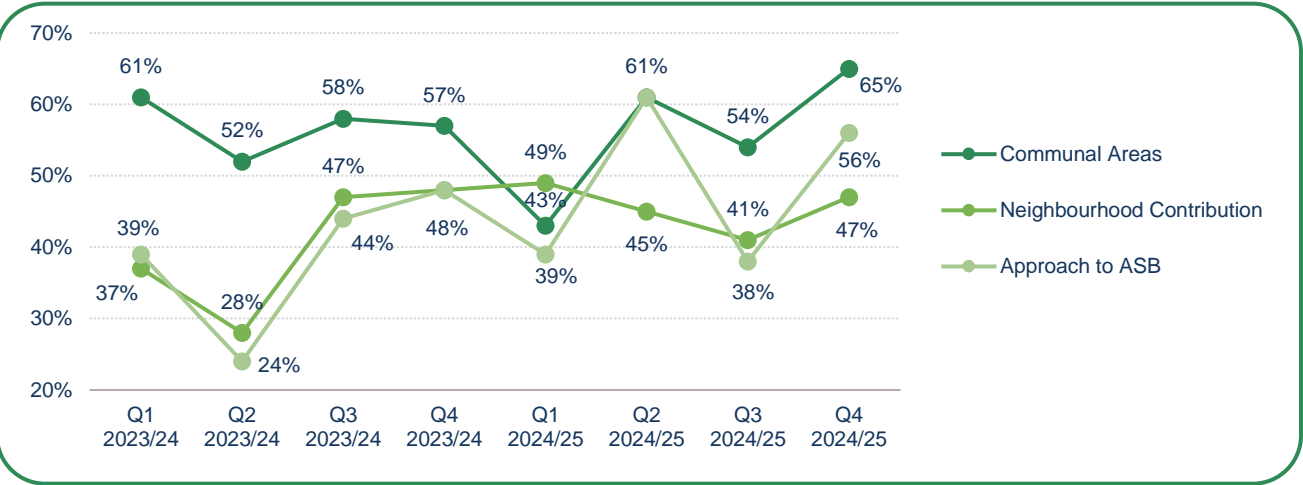
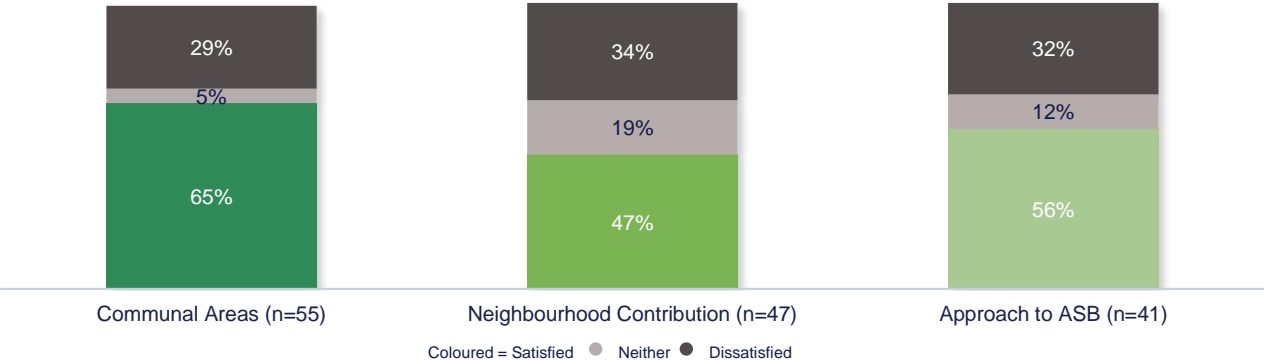
# Responsible Neighbourhood Management

Half of tenants said they live in a property with communal areas that Karibu is responsible for maintaining (51%). Of these tenants, two-thirds are satisfied with the maintenance of communal areas (65%), an 11p.p increase since Q3. However, 29% of tenants are dissatisfied with the upkeep of these areas, although this is down by 7p.p since Q3.

Satisfaction that Karibu makes a positive contribution to the neighbourhood also increased since the previous survey, up by 6p.p, although a third are dissatisfied (34%) and 19% are neither one nor the other, suggesting some are unaware of the impact Karibu has in their area.

Over half the tenants are satisfied with Karibu's approach to anti-social behaviour (56%), an 18p.p increase since Q3. A third of tenants said they are dissatisfied (32%), although this is down by 13p.p, with a further 12% being neither satisfied nor dissatisfied.

It is encouraging that all the measures in this section have seen increases in satisfaction since the previous quarter.





**Respectful & Helpful Engagement**



# Respectful & Helpful Engagement

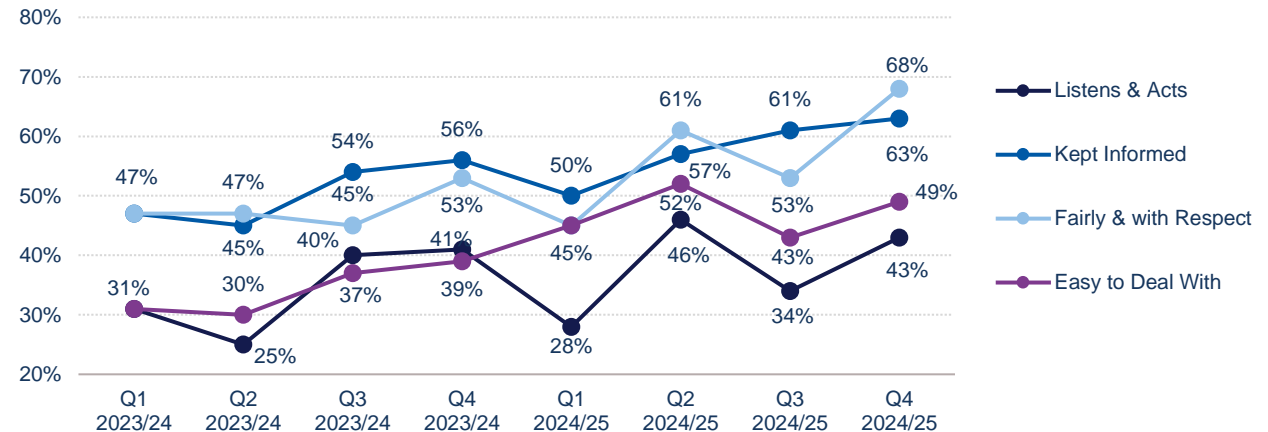
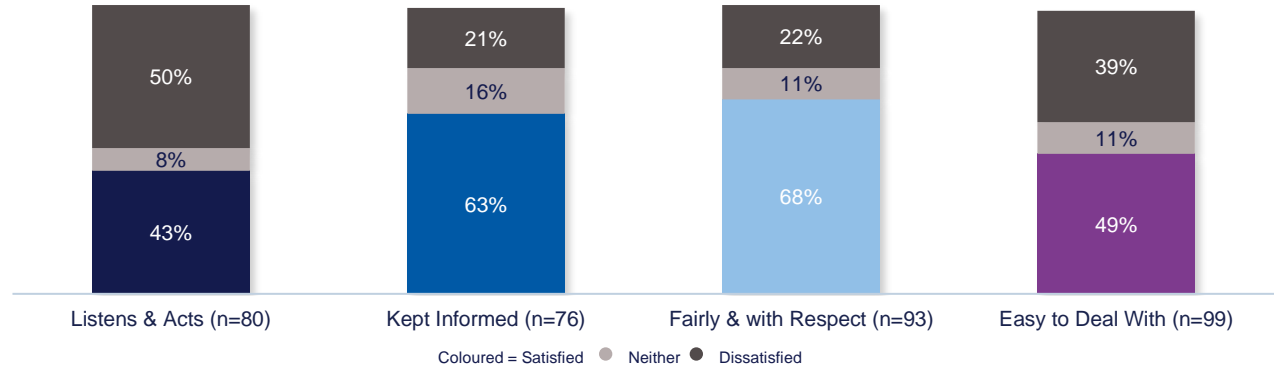


Two-fifths of tenants (43%) are satisfied with the way Karibu listens to their views and acts upon them, although more (50%) are dissatisfied. However, satisfaction has improved by 9p.p since Q3.

Over three-fifths of tenants express satisfaction that Karibu keeps them informed about things that matter to them (63%), a 2p.p increase since Q3, with 21% of tenants expressing dissatisfaction with this measure.

Over two-thirds of tenants are satisfied that Karibu treats them fairly and with respect (68%), a 14p.p increase since Q3. This is the highest rated measure in the survey in Q4. Just over one-fifth (22%) of tenants are dissatisfied, down 9p.p.

Slightly less than half of tenants are satisfied that Karibu are easy to deal with (49%), a 7p.p increase since Q3. However, 39% find this difficult, although this is down 4p.p.





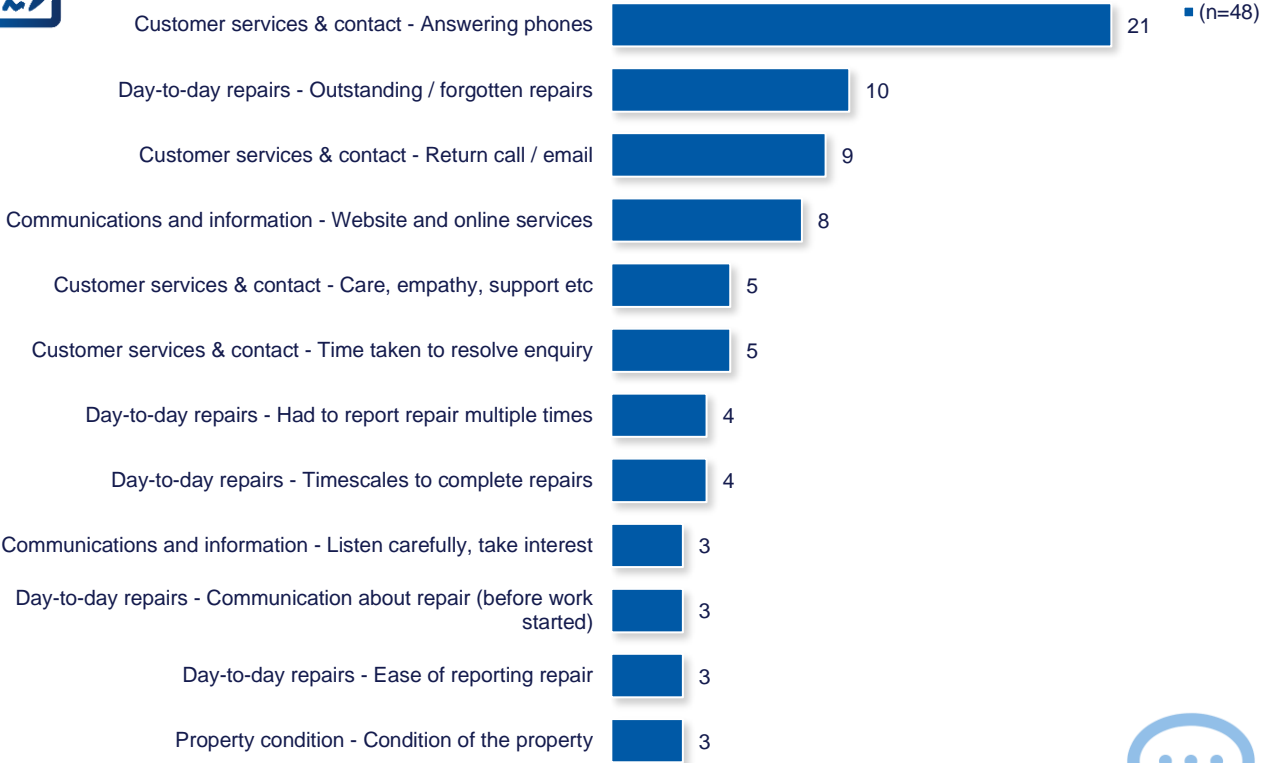
# Comments - Easy to Deal With

The survey responses from those 48 tenants who don't find Karibu easy to deal with reveal some dissatisfaction regarding communication and responsiveness.

Many respondents report difficulties in contacting Karibu, with long wait times on the phone and a lack of responses to emails and app communications. Tenants express frustration over unfulfilled repair requests, with some waiting weeks or even years for issues to be addressed. There are complaints about the quality of repairs and maintenance, with tenants feeling that their concerns are not taken seriously.

The turnover of staff is also highlighted as a problem, leading to inconsistent communication and a lack of familiarity with tenant issues. Additionally, some respondents mention a decline in service quality since Karibu took over, contrasting it with previous management.

Overall, the feedback indicates a need for improved communication, responsiveness, and maintenance practices to enhance tenant satisfaction and trust in the service provided.





## Effective Handling of Complaints



# Effective Handling of Complaints

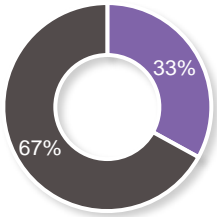
A third of tenants said they had made a complaint to Karibu in the last 12 months (33%), although it is impossible to tell how many of these are genuine complaints or service requests yet to be fully actioned.

Nevertheless, just 21% of tenants are satisfied with the handling of these complaints, with over three times as many dissatisfied (74%).

The management of complaints is frequently one of the lowest-performing metrics for social landlords in surveys, and Karibu is no exception.

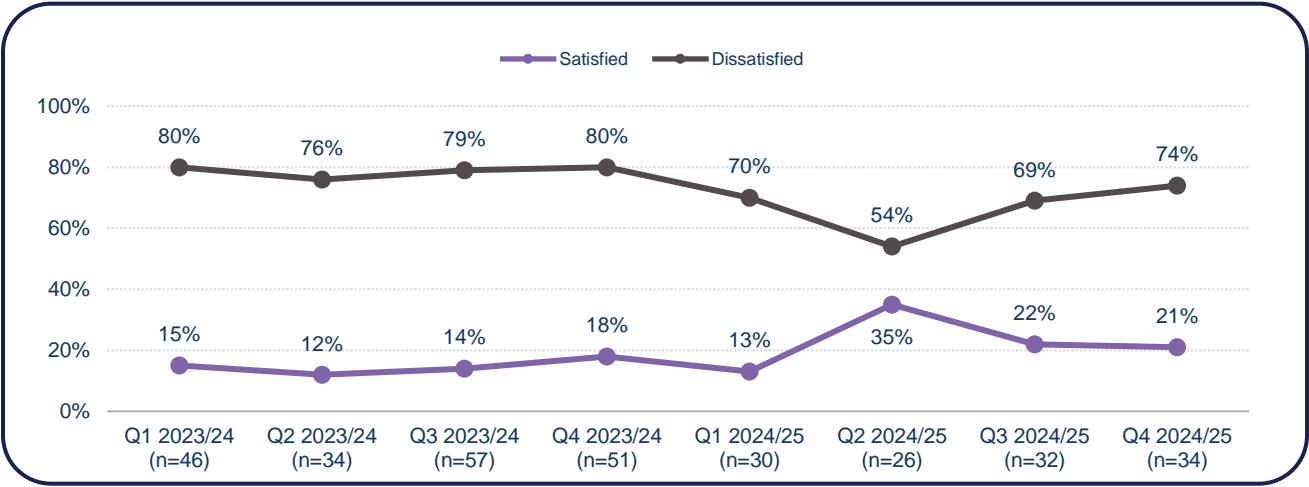
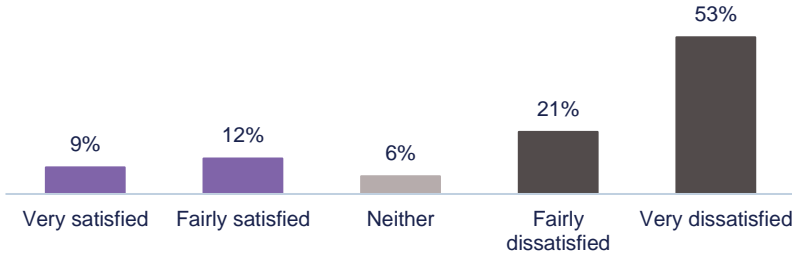
To address this, Karibu has added additional questions to the survey, which will help identify specific areas for improvement regarding complaints, as outlined overleaf.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





# Comments - Complaints



Those not satisfied with the way complaints are handled were asked why; 31 tenants gave comments.

These responses reveal dissatisfaction among respondents regarding communication and service delivery. Many individuals report a lack of follow-up and responsiveness, with several stating they had not received any updates on their complaints or requests for repairs. Specific issues highlighted include unresolved heating problems, delayed fence repairs, and inadequate responses to anti-social behaviour reports.

Respondents express frustration over long wait times when contacting support, with some mentioning that their complaints were only addressed after involving external bodies like the Ombudsman. A recurring theme is the perception that Karibu is ignoring complaints or failing to treat them with any urgency. Positive feedback is limited, with only a few respondents noting efficient handling of their issues.

Overall, the feedback indicates a need for improved communication, timely follow-ups, and a more proactive approach to addressing tenant concerns to enhance overall satisfaction.







# Complaints Trial

Only 21% of tenants stated they are satisfied with how Karibu handle complaints, down 1p.p since Q3, but an increase of 5p.p in the number dissatisfied to 74%.

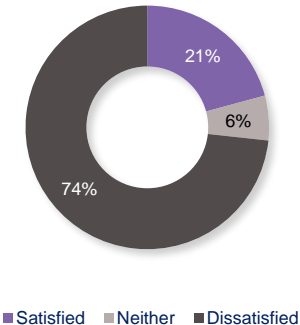
Of these, 21% of tenants explained their complaint had not been acknowledged by their landlord, and 56% of tenants had a complaint that is still ongoing.

Only 15% of tenants had their complaint resolved to their satisfaction, with a further 9% resolved but are not happy with the outcome.

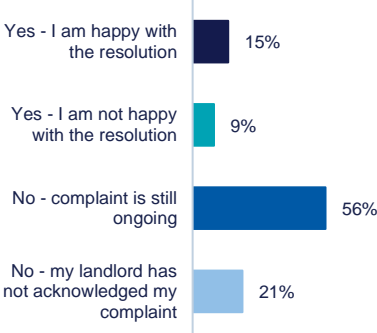
Again, a lack of acknowledgement of tenant complaints is a common theme explaining tenant reasoning for their satisfaction score. This suggests a need for better communication between Karibu staff and tenants.

Shown in the bottom right are the most frequently mentioned words in tenant complaints.

Satisfaction with Complaints



Is Complaint resolved?



## Reason for score?

*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 be resolved.*

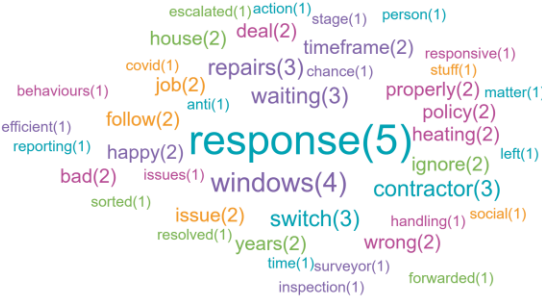
*They ignore them they only came when i contacted the ombudsman*

*They have not gotten back to me but I will give them a chance.*

*They do not sort it out*

*They do not answer to your satisfaction, they just reply saying they cant do this or that, they do not deal with complaints properly, I cant see light through my windows, they are that bad, I have been asking for my windows to be repairs for a year and they say they do not have the budget.*

*The way they have taken over they need to know where they have gone wrong, as they have gone extremely wrong.*





# Complaints Trial

The majority of complaints are about repairs, with property condition, including damp and mould, and communal areas also attracting some complaints, these being linked to maintenance issues.

It is of some concern that more than three-quarters of complainants are unsure of the stage it has reached (77%), perhaps enforcing the view that some of these will be service requests rather than genuine complaints.

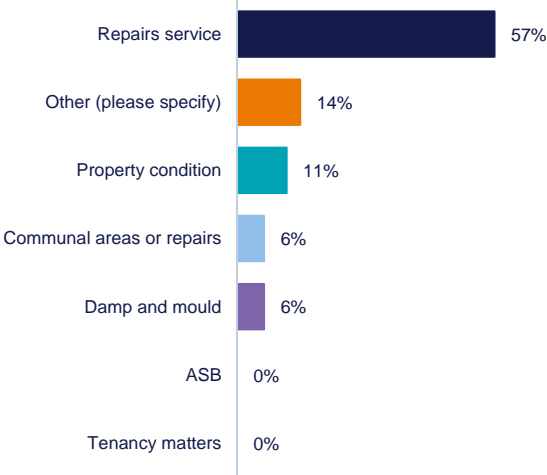
In terms of possible improvements to the process, communications feature the strongest, 79% want to be better informed and updated with progress, whilst 62% want the staff to listen to their concerns more carefully and to be more proactive in resolving the complaint.

Despite this, some tenants felt the process went well, as seen in the open comments to the bottom left, although these are outnumbered by those who had problems.

## Improvement Suggestions



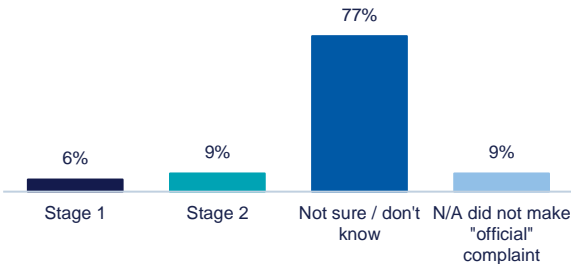
## Reason for Complaint



## What went well?

*It was handled well they were responsive and quick.  
Got roof fixed  
It was done immediately after i had complained  
I was given a call personally from Karibu and I was happy to reach a resolution.  
Friendly staff that I dealt with on the phone  
I was reimbursed of the money I spent*

## Stage?





**Improvements**



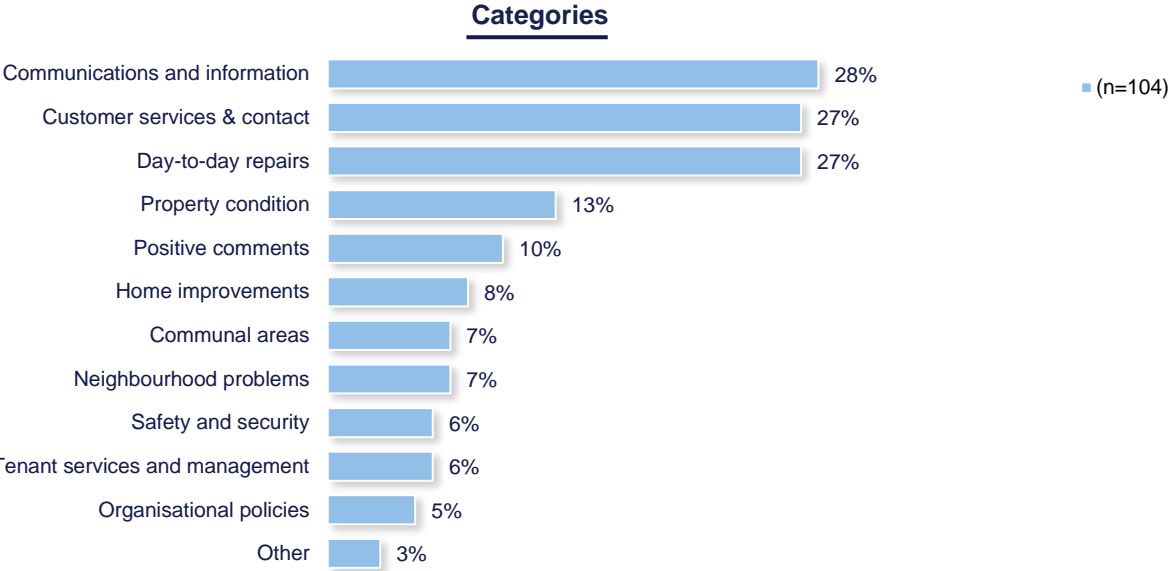
# Improvement Suggestions

The survey responses reveal a range of sentiments regarding service quality and areas for improvement.

Many respondents highlight the need for better communication, with many expressing frustration over unreturned calls and a lack of updates on repairs. Issues with the repairs service are frequently mentioned, including delays, incomplete work, and the need for more thorough inspections post-repair. Tenants also point out the importance of maintaining communal areas and properties, with calls for modernisation and regular upkeep, particularly for older buildings.

Security concerns, especially regarding parking and access, are raised, alongside requests for improved customer service and responsiveness. Some respondents note satisfaction with current services, indicating recent improvements, while others express a desire for more proactive engagement from housing officers.

Overall, the feedback underscores a need for enhanced communication, timely repairs, and better maintenance practices to meet tenants' expectations and improve their living conditions.





**Trends**



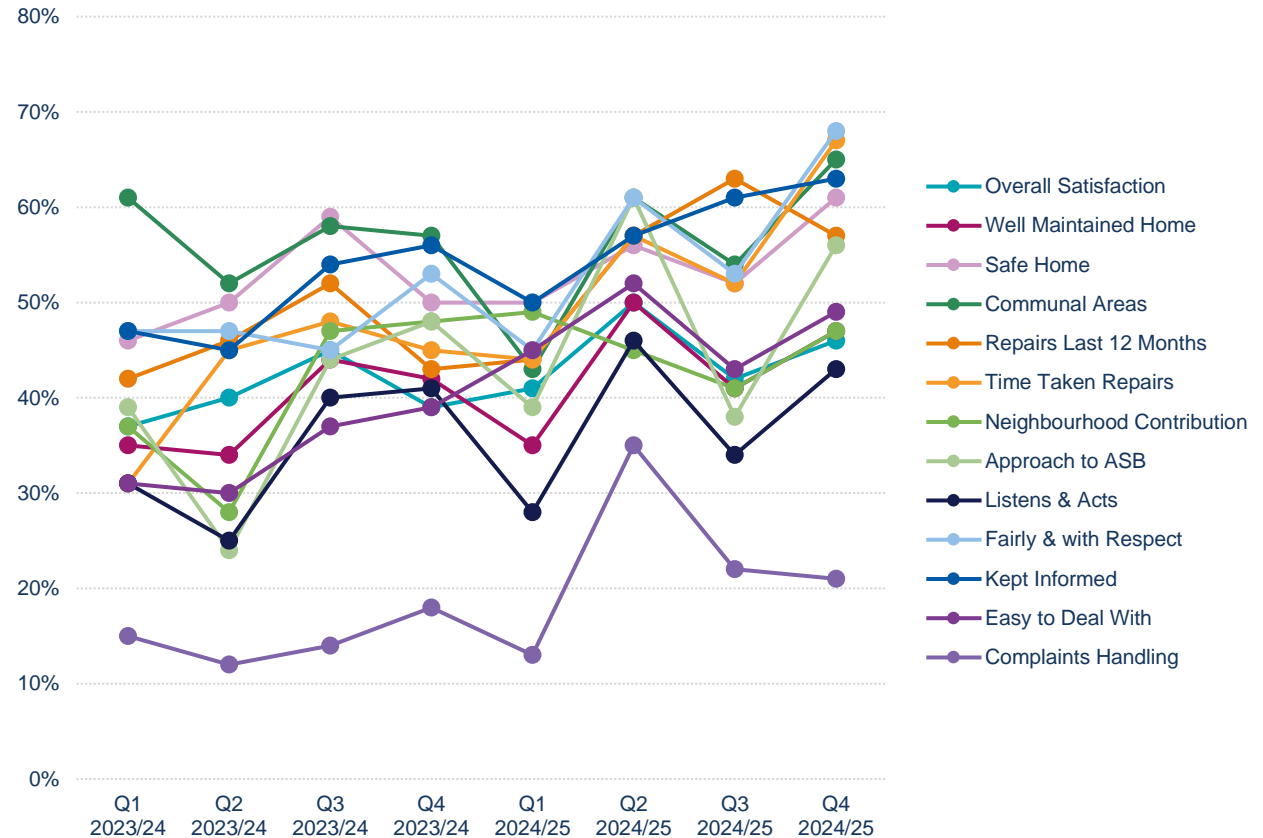


## Trends Over Time

As the chart shows, there was a general fall in satisfaction in Q3, but this has largely recovered in Q4 and for some measures satisfaction has now reached the highest point since these surveys began. This is the case for the time to complete repairs, a safe home, maintenance of the communal areas, treating tenants fairly and with respect and keeping tenants informed.

To be statistically significant, changes need to exceed the combined margins of error for the last two surveys, in this case around 19p.p, none of the changes this quarter reach this threshold. However, there have been double figure increases for the handling of ASB (up 18p.p), the time to complete repairs (up 15p.p), treating tenants with respect (up 14p.p), and the maintenance of the communal areas (up 11p.p). Overall satisfaction with the service is up by 5p.p since Q3.

Just two measures show decreased satisfaction, the handling of complaints, which is down by just 1p.p and the repairs service in the last 12 months (down 6p.p).

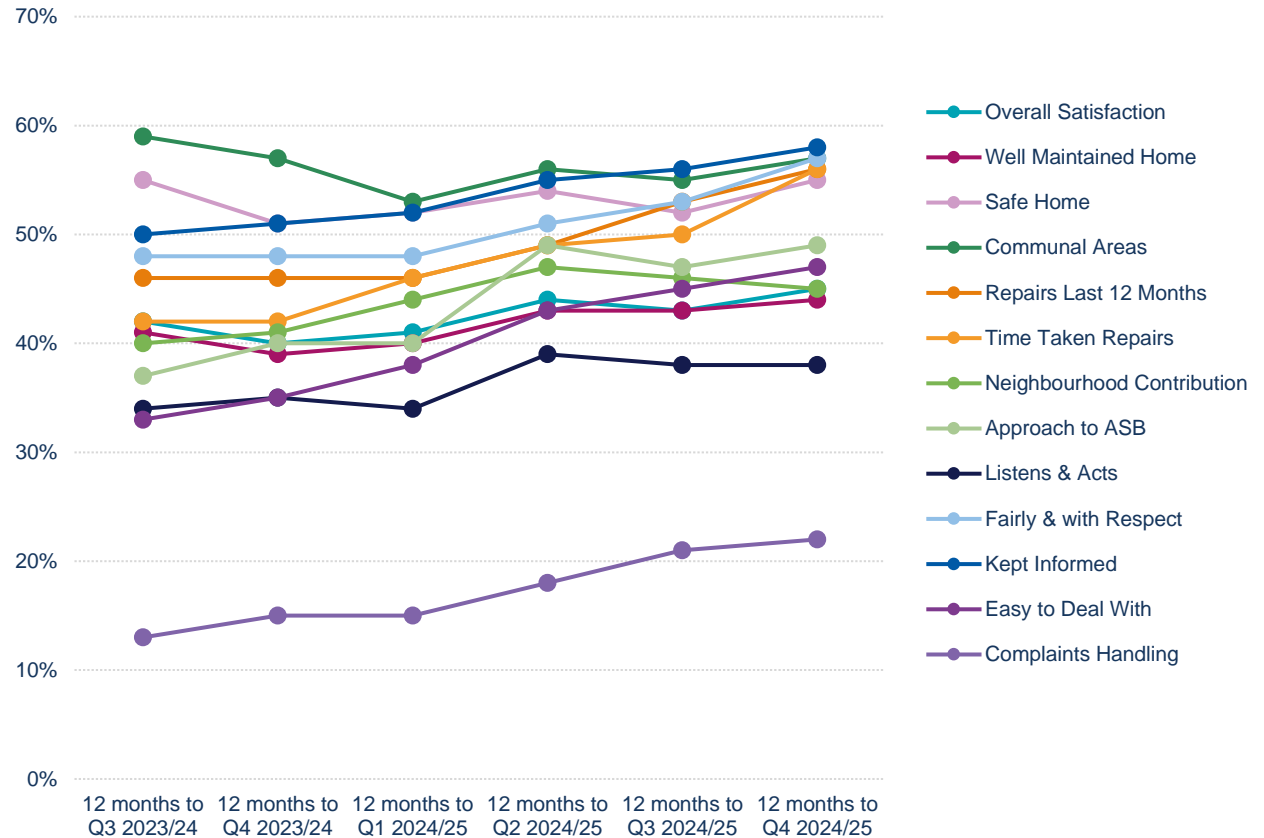




## 12 Month Rolling Averages

This chart displays the 12-month rolling averages, which help to minimise 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.

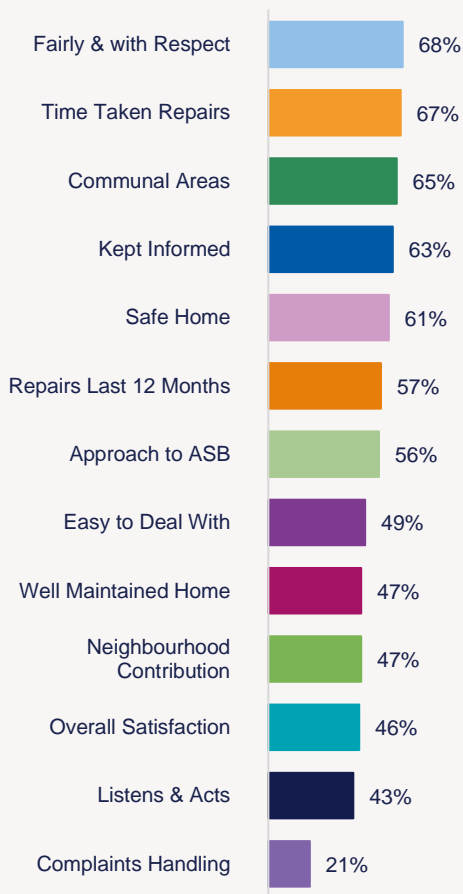
Given the general increase in satisfaction in Q4, it is no surprise that most of the 12-month averages are also up a little. Changes are mostly small, with just two measures exceeding a change of more than 3p.p, these being the way tenants are treated fairly and with respect (up 4p.p), and the time taken to complete repairs has seen an increase of 6p.p. The rolling average for overall satisfaction is up by 2p.p in Q4.





# Summary

## Satisfaction with Measures



## Summary & Recommendations



The survey in Q4 shows generally increasing satisfaction since the previous quarter, with overall satisfaction up to 46% from 42%. There are good levels of satisfaction for the way tenants are treated fairly and with respect (68%), the time taken to complete repairs (67%), and the maintenance of communal areas (65%). However, the way Karibu listens to tenants' views and acts upon them has received a satisfaction score of just 43%, while only 21% are satisfied with the handling of complaints. For both these measures, there are more tenants dissatisfied than satisfied, with dissatisfaction scores of 50% and 74%, respectively.

All but two of the measures show increased satisfaction in Q4, although none of these changes are statistically significant. However, the handling of ASB is up 18p.p, the time taken to complete repairs is up 15%, and 14p.p more agree that they are treated fairly and with respect. Just the handling of complaints and the repairs service in the last 12 months have decreased satisfaction, down 1p.p and 6p.p, respectively.

The handling of complaints continues to be a source of concern, with 74% dissatisfied with the approach taken to deal with these. Most complaints are related to repairs, and when asked about the process, over half said their complaint had not been resolved, and some had not yet received acknowledgment. Tenants express a desire for Karibu to improve communication and keep them more up to date with the progress of complaints, however, it is concerning that three-quarters of those complaining stated that they don't know what stage their complaint has reached, suggesting Karibu should make efforts to make it much clearer to tenants what is a genuine complaint and if so, what the process will be.

When asked about the service, tenants highlight issues with repairs, with some citing long delays in getting work completed, despite an increase in satisfaction with the timescales involved. Some tenants also face long delays and problems in contacting Karibu, highlighting that a high turnover of staff has led to some frustration and confusion as new members need to find their feet.

### Recommendations

**Repairs** – The repairs service continues to be the source of most complaints, and despite improvements in satisfaction, tenants still request work to be completed faster and for it to be easier to make initial contact.

**Complaints & contact** – Three-quarters of tenants are dissatisfied with the handling of complaints, and this is one of only two measures decreasing in satisfaction in Q4. Also, more are dissatisfied with how tenants' views are listened to and acted upon, and many of the same issues are raised about difficulty making contact and poor communication. Karibu should look at its communication channels to see where improvements could be made and should review its complaints process to help make it clearer to tenants the standards they can expect.



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

