



# Karibu Community Homes

# LCRA TSM Report 2025/26

Prepared by: Acuity Research & Practice



# 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 2025/26. This report contains data from the four quarterly surveys for 2025/26 and presents data from the first full year of operation following the merger of Inquilab and Westway in April of last year.

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 2 LCHO tenants per quarter. In total, 428 interviews were fully completed, alongside 24 incomplete interviews, which are required to be included as per regulator guidance. This included 429 LCRA responses, three LCHO and 20 unknown responses. All interviews were conducted by telephone.

Sentiment analysis has been employed again to gain a deeper understanding of tenants' comments and the reasons behind their responses to the satisfaction questions. Analysis of the five open questions and information about how this works is provided towards 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 2025/26, 71% 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 as required.

For the overall results, Acuity and the Regulator of Social Housing require 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 428 LCRA responses received to TP01 overall satisfaction are sufficient to conclude that the findings are accurate to within  $\pm 4.13\%$  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, 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

Annual Summary

Complaints Trial

Further Insight

LCHO

Trends

Summary

Annual Demographics

# 53%

## Overall Satisfaction

Satisfaction with the 12 TSMs is summarised to the right. Over half of the tenants surveyed are satisfied with the overall service provided by Karibu (53%), which is an increase of 8 percentage points (p.p), compared with the previous survey. As will be shown throughout this report, satisfaction has also improved for almost every other measure.

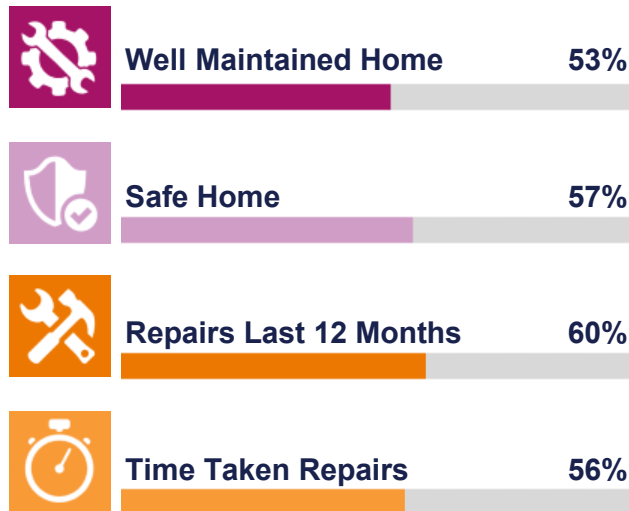
The highest levels of satisfaction are for tenants feeling they are being kept informed (69%), being treated fairly and with respect (61%) and for repairs completed within the last 12 months (60%).

On the other hand, satisfaction is lowest for Neighbourhood contribution (49%), how Karibu listens and acts (46%) and how complaints are handled (31%).

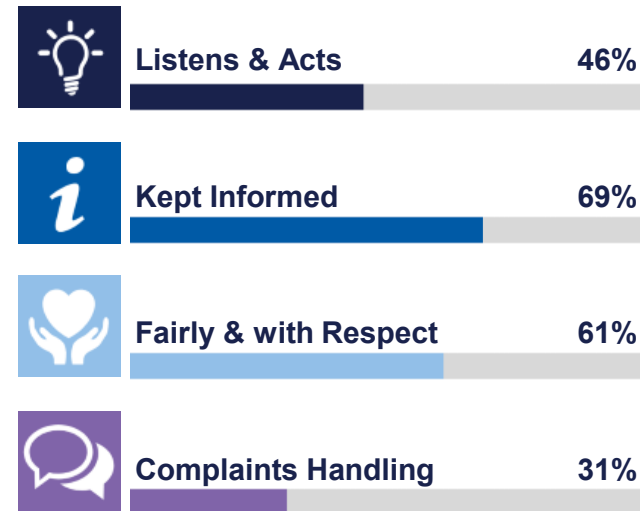
This report will focus on the headline figures from the survey, as well as satisfaction by tenure type. The demographics section further breaks down the results by different subgroups, such as age, response method, and area, to give a better understanding of what is driving satisfaction.

## TSM Key Metrics LCRA

### Keeping Properties in Good Repair



### Respectful & Helpful Engagement



### Responsible Neighbourhood Management





# Annual Summary



## Annual Satisfaction & Dissatisfaction

The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures. Although satisfaction may appear low, there is sometimes a significant number of tenants who have no opinion either way, selecting the neither satisfied nor dissatisfied option, rather than being actively dissatisfied with the service.

However, for Karibu, it generally follows that measures with the lowest satisfaction have the highest dissatisfaction, and vice versa, with relatively few tenants giving a neutral response.

The highest proportion of neither satisfied nor dissatisfied responses is just 16% for neighbourhood contribution. This may be down to tenants being unaware of what contribution Karibu makes to its local neighbourhoods.

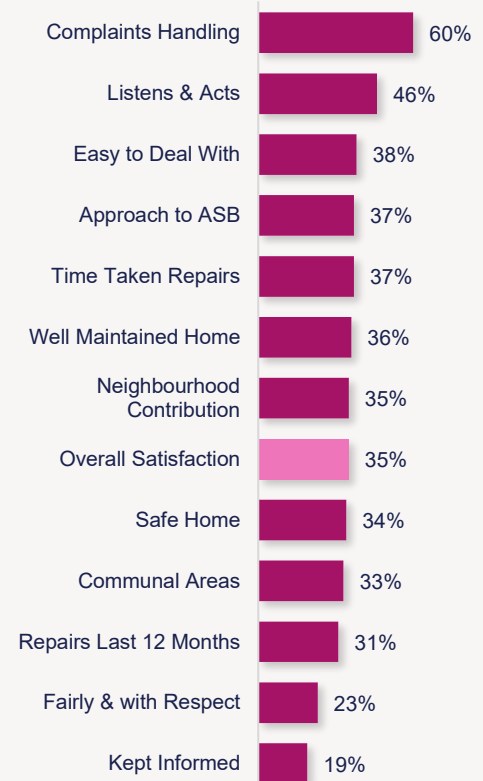
The fewest 'neither' responses are for satisfaction with communal areas, at 8%, with tenants generally having a strong opinion on this either way.

Satisfaction with Karibu's approach to complaints handling has both the lowest level of satisfaction (31%) and the highest level of dissatisfaction (60%). This is something which is seen across the housing sector.

### Satisfaction with Measures 2025/26



### Dissatisfaction with Measures 2025/26





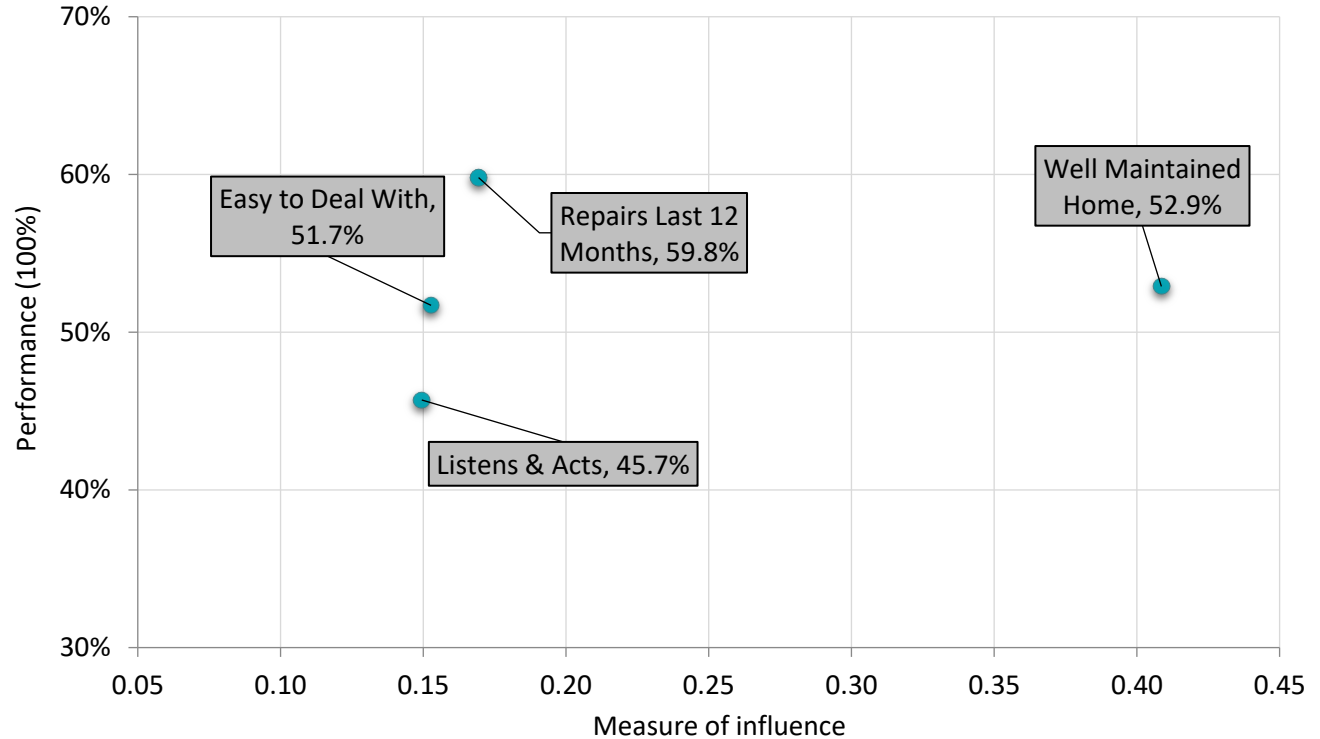
# Key Driver Analysis

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, and when considering the results for 2025/26, the most important driver for tenants' satisfaction with the overall service provided is that Karibu provides a well-maintained home. Satisfaction for the repairs completed within the last 12 months, how easy Karibu are to deal with and how tenants' views are listened to and acted upon 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 service provided by Karibu.

## Annual Key Driver Analysis – Overall Satisfaction



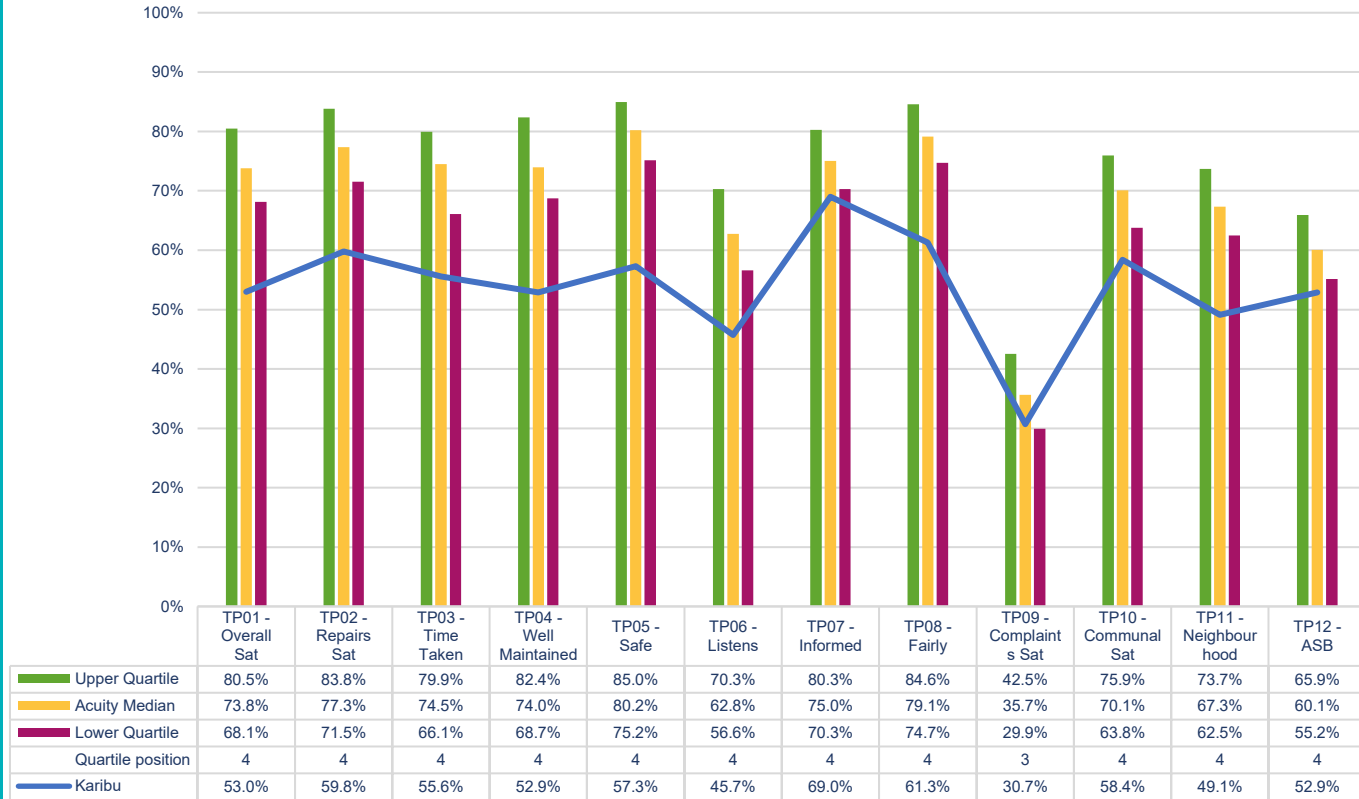


# Benchmarking – Acuity TSM results 2025/26 (LCRA)

All registered providers with over 1,000 units will be required to submit their TSM results for 2025/26 to the Regulator of Social Housing by the end of June 2026. Results collected by Acuity make up a third of all submissions, and as such, it is possible to benchmark Acuity's end-of-year results for those with over 1,000 stock in England (released in April) against those collected by Karibu.

When Karibu's data is compared against all Acuity clients, 11 of 12 measures fall below the lower quartile mark, with overall satisfaction 15.1 p.p below. Only how Karibu handles complaints is above the lower quartile but below the median by 5p.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.



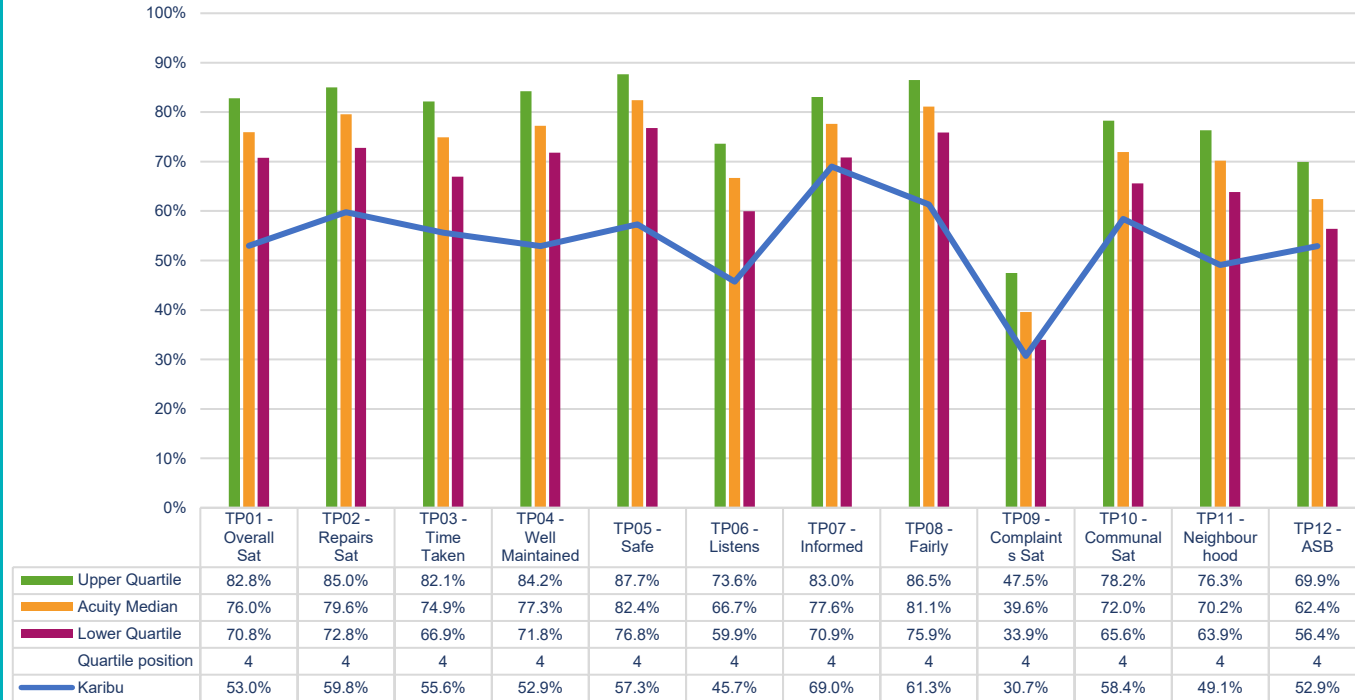


# Benchmarking – Acuity TSM results 2025/26 (Housing Association)

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

Again, Karibu doesn't compare well; in fact, the benchmarking positions are slightly worse than against the wider group. All measures are again below the lower quartile, with the overall satisfaction at 17.8p.p below the lower quartile mark.

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.



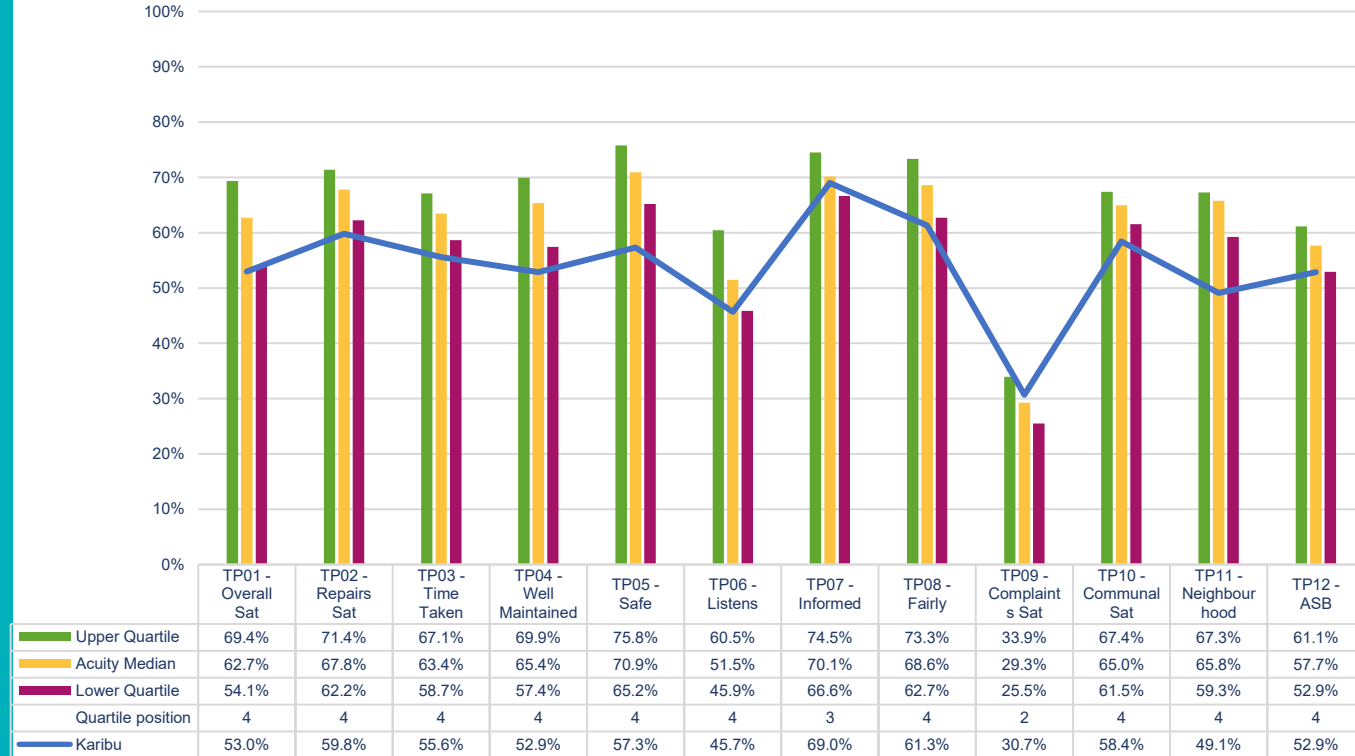
# Benchmarking – Acuity TSM results 2025/26 (London)



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 below the lower quartile on 10 of the 12 measures, the only exceptions being how Karibu handles complaints and how tenants feel they are kept informed

Overall satisfaction is only 1.1 p.p below the lower quartile mark, with how Karibu listens and acts, treats tenants fairly and with respect and handles cases of ASB all closer to or on the lower quartile limit.





# Top 30 Comments

The table to the right presents the top 30 comment areas from tenants for the five sentiment questions used in the survey.

By far the most commonly mentioned area is property services, particularly the timeliness and responsiveness of repairs, which has a negative score of -3.17. This shows that this aspect of service is of the utmost importance to tenants, but could be improved, with more tenants reporting negative experiences of this, which have shaped their perception of the services provided. Tenants also negatively commented on the communication and transparency of the repairs service.

Although almost all of the top 30 comments derive from negative sentiments, it should be noted that four of the five individual probes focused on negative sentiment only, so care should be taken when analysing these results.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	32.67%	131	-3.17
Property Services - Responsive Repairs - Communication / Transparency	20.45%	82	-2.96
Housing Services - Customer Service & Contact - Communication / Transparency	20.20%	81	-1.94
Uncategorized Comments	18.20%	73	-1.28
Housing Services - Complaints - Timeliness / Responsiveness	15.46%	62	-2.03
Housing Services - Complaints - Other	14.96%	60	-1.63
Housing Services - Complaints - Communication / Transparency	14.71%	59	-2.15
Property Services - Responsive Repairs - Other	14.46%	58	-3.08
Property Services - Responsive Repairs - Resolution	13.47%	54	-3.70
Housing Services - Complaints - Listening / Acting	12.72%	51	-2.14
Property Services - Responsive Repairs - Quality of Work / Service	12.22%	49	-3.02
Property Condition - Damp	12.22%	49	-4.65
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	11.47%	46	-2.50
Housing Services - Complaints - Resolution	10.47%	42	-2.00
Housing Services - Complaints - Satisfaction	9.48%	38	0.16
Property Services - Responsive Repairs - Listening / Acting	9.23%	37	-2.90
Property Condition - Window/doors	8.98%	36	-4.73
Housing Services - Customer Service & Contact - Other	8.23%	33	-1.94
Property Services - Responsive Repairs - Effort	7.23%	29	-3.72
Housing Services - Customer Service & Contact - Listening / Acting	7.23%	29	-2.15
Building Safety - Door/window/gate security	7.23%	29	-4.07
Housing Services - Customer Service & Contact - Effort	6.98%	28	-4.07
Property Condition - Kitchens	6.98%	28	-3.77
Property Condition - Bathrooms	6.48%	26	-3.30
Housing Services - Complaints - Quality of Work / Service	6.23%	25	0.31
Neighbourhoods - Anti Social Behaviour	5.99%	24	-2.55
Equality, Diversity & Inclusion - Vulnerabilities	5.49%	22	-3.21
Property Services - Responsive Repairs - Safety	5.24%	21	-4.54
Estate Services - Pest/Vermin Issues	5.24%	21	-3.26
Housing Services - Customer Service & Contact - Staff Conduct	4.74%	19	-1.79



# National Context

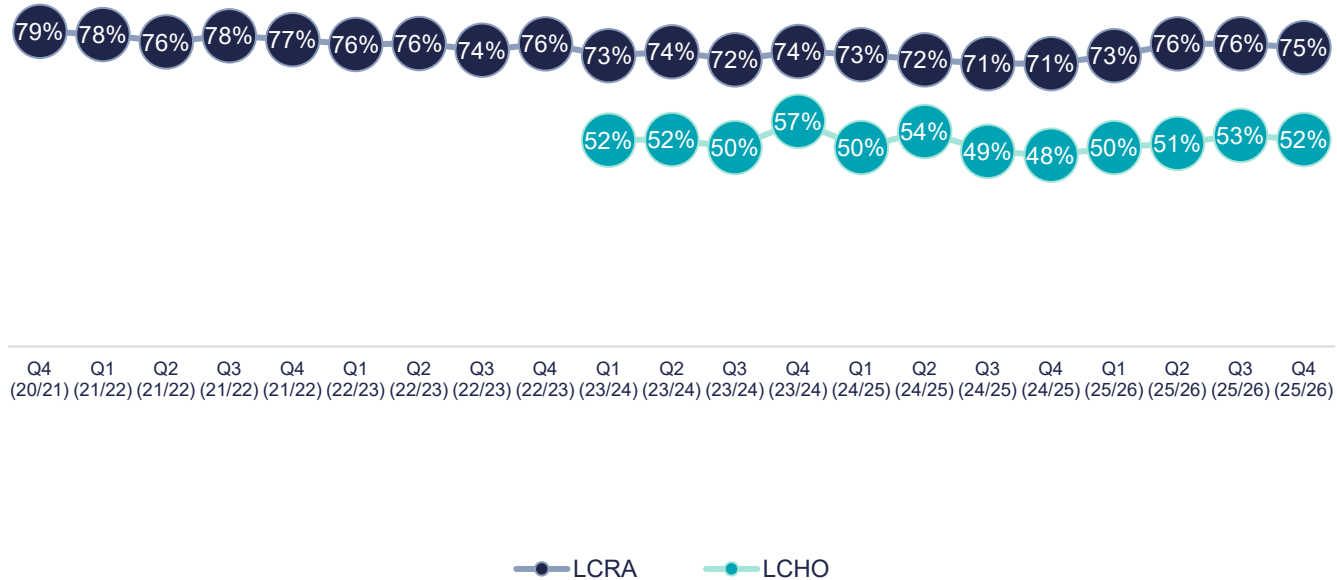
When considering the results, the national context and external factors must also be taken into account.

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.

Residents have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

## Overall Services (Acuity Clients)





# Complaints Trial



Only 31% of tenants stated they are satisfied with how Karibu handles complaints in 2025/26, although this is an increase of 8p.p on 2024/25.

Of these, 20% of tenants explained their complaint had not been acknowledged by their landlord. Additionally, 54% of tenants had a complaint that is still ongoing.

Only 17% of tenants had their complaint resolved to a good standard. Additionally, 10% of tenants had their complaint resolved; however, they are not happy with the outcome.

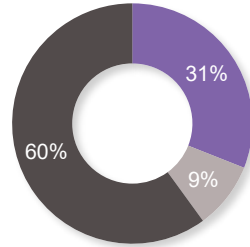
When asked to confirm which stage their complaint was at, over two-thirds of tenants (67%) were unsure/didn't know, with an additional 9% confirming they did not make an "official" complaint. This suggests that the vast majority of those who had answered the question about the complaints process had not made an "official" complaint, but rather made service requests which had not been completed to the tenant's satisfaction.

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 left are the most frequently mentioned words in tenant complaints.

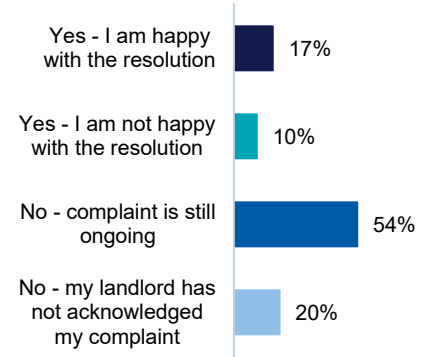
# Complaints Trial

## Satisfaction with Complaints



■ Satisfied ■ Neither ■ Dissatisfied

## Is complaint resolved?



## Reason for score?

*When you need repairs doing and call Karibu up about it diverts you to an automated service which is frustrating. It is very difficult for the phone to be picked up and reach someone.*

*We've required a lot of things to be repaired, we had to get the ombudsman involved and Karibu still have not contacted us.*

*Weren't really happy with the way it was handled at the beginning but it wasn't too bad at the end.*

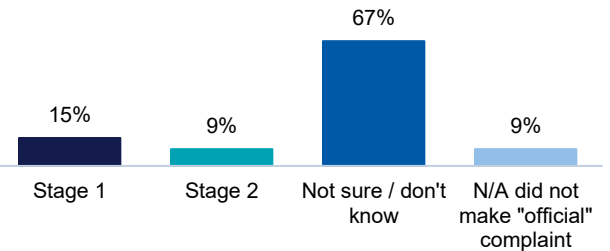
*We complained about the elevator in the building, which took a long time to fix. Also, the slow response.*

*Two complain were not acknowledged, They ignored us.*

*Things will be done later, and there have been a lot of broken promises.*

*They took long to solve issue.*

## Stage?





# Complaints Trial

Of the 39% who made a complaint in 2025/26, the majority of complaints related to the repairs service (45%). Other reasons refer to issues with property conditions, communal areas, anti-social behaviour and damp and mould.

Some 15% gave other reasons for making a complaint, with most relating to the repairs service.

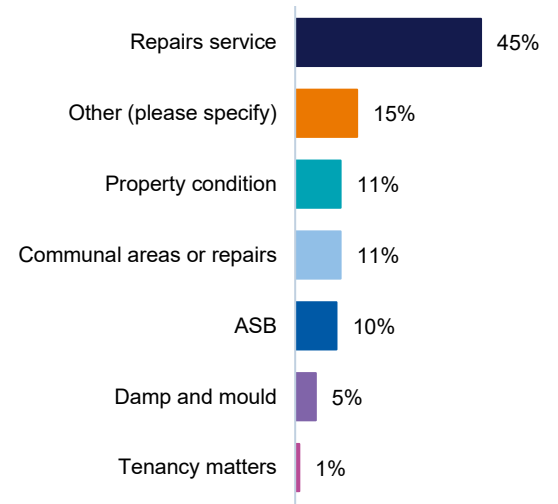
When asked what tenants would like to see improved, communication was the most discussed theme in this survey, along with being more proactive in resolving complaints (65% and 64% respectively). Other suggestions included: listening more (51%), and acknowledging complaints (50%), and improved internal communication (47%).

As was shown on the previous slide, communication around the complaints process and what is defined as a complaint both still need addressing.

## Improvement Suggestions



## Reason for Complaint



## Improvement Suggestions 'other'



## Reason for Complaint 'other'





## Further Insight

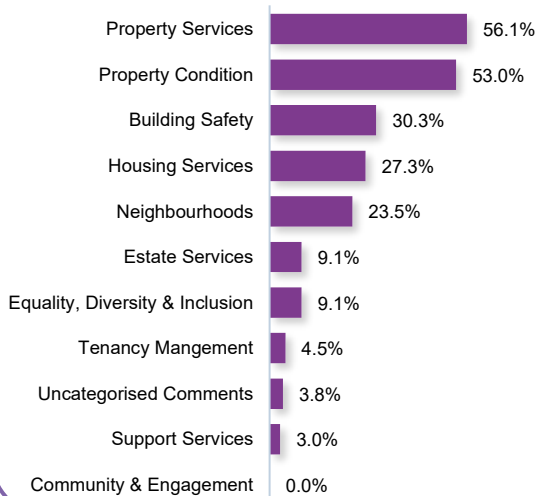
# Safe Home

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

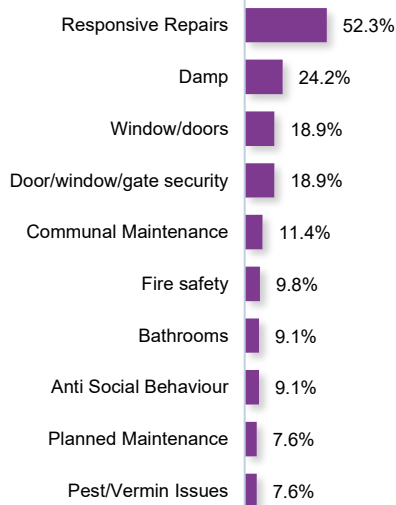
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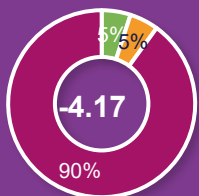
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	49	52.7%	-4.08
Resolution	26	28.0%	-3.85
Safety	21	22.6%	-4.71
Communication / Transparency	16	17.2%	-4.56
Subcategory, no attribute (yet)	16	17.2%	-4.38
Quality of Work / Service	15	16.1%	-4.20
Listening / Acting	7	7.5%	-5.00
Effort	5	5.4%	-5.00
Trust	3	3.2%	-5.00
Accountability	2	2.2%	-5.00
Accessibility	1	1.1%	-3.00
Appointments / Convenience	1	1.1%	-5.00
Empathy	1	1.1%	-5.00
No Comments	1	1.1%	-5.00
Consistency			-
Fairness			-
Satisfaction			-
Staff Conduct			-
Worker Conduct			-



Tenants who do not feel that their home is safe were asked to explain why and what Karibu could do to improve safety in the home. Issues include outstanding repairs, security, leaks, roof/gutter failures, and water ingress, causing widespread damp, black mould, and health impacts (respiratory illness, vulnerable residents). Others describe issues with front/back doors and windows that don't lock or close, broken communal entry systems and gates, and non-working intercoms/CCTV—creating frequent unauthorised access, ASB, drug use, vagrancy, and theft concerns. Heating, boilers and electrical faults are highlighted, alongside pest infestations, structural concerns, unfinished or poor-quality contractor work, and lengthy response times.

Communication failures are also a concern for some with long phone waits, unreturned emails, missed appointments, and a perception of incomplete repairs after inspections. Many tenants cite unresolved cases, repeated temporary fixes, and a lack of prioritisation for vulnerable residents.

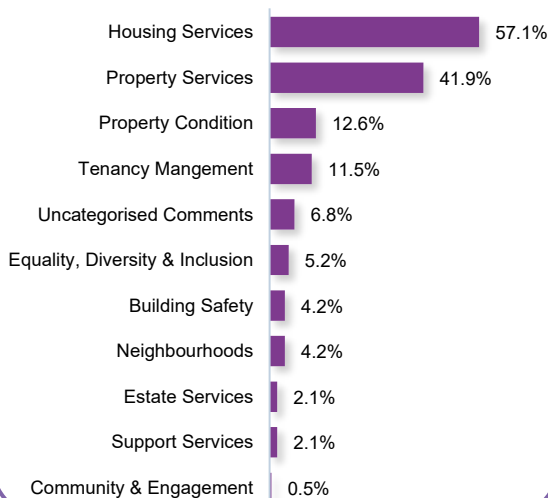
# Easy to Deal With

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

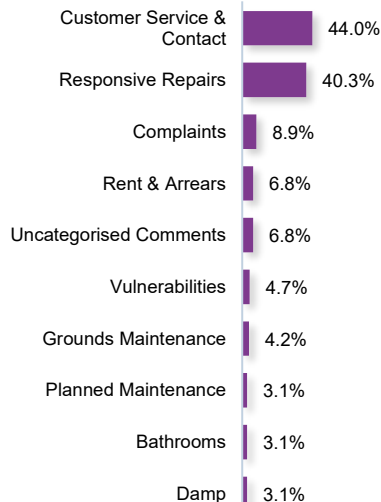
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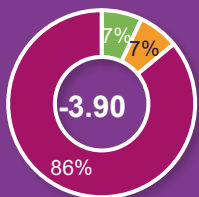
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	80	45.2%	-3.96
Communication / Transparency	74	41.8%	-4.39
Effort	39	22.0%	-4.08
Subcategory, no attribute (yet)	28	15.8%	-2.89
Resolution	27	15.3%	-4.67
Listening / Acting	23	13.0%	-4.13
Quality of Work / Service	20	11.3%	-4.20
Staff Conduct	11	6.2%	-4.27
Accountability	8	4.5%	-5.00
Appointments / Convenience	5	2.8%	-4.00
Empathy	5	2.8%	-4.60
Safety	5	2.8%	-5.00
Trust	4	2.3%	-5.00
Fairness	2	1.1%	-5.00
No Comments	2	1.1%	0.00
Worker Conduct	1	0.6%	-5.00
Accessibility			-
Consistency			-
Satisfaction			-



Tenants not completely satisfied with how easy Karibu is to deal with were asked to explain further. Responses report poor communication and slow or incomplete repairs since Karibu took over. Tenants describe long phone waits, unanswered emails/app messages, missed call-backs, and frequent “*passing the buck*” experiences—especially when staff change. There is a perception that repairs (mould, leaks, heating, windows, doors, intercoms, kitchen/bathroom works, pests, drainage, structural and safety issues) are logged but delayed for months, sometimes left half-finished; several accounts mention repeated chasing, surveyors who do not follow up, or contractors who perform low-quality work.

Vulnerable tenants (disabled, ill, on benefits) report being ignored, denied reasonable adaptations, or treated disrespectfully; some cite mental-health impacts and safety risks (fire risk, unsecured doors, collapsed roofs). Service-charge concerns and lack of visible estate maintenance (lighting, parking, communal cleanliness, anti-social behaviour) recur. A minority note improvements or satisfactory individual interactions, but the dominant sentiment is frustration, distrust, and feeling neglected—tenants pay rent yet feel they receive unreliable, inconsistent housing management and repair services.

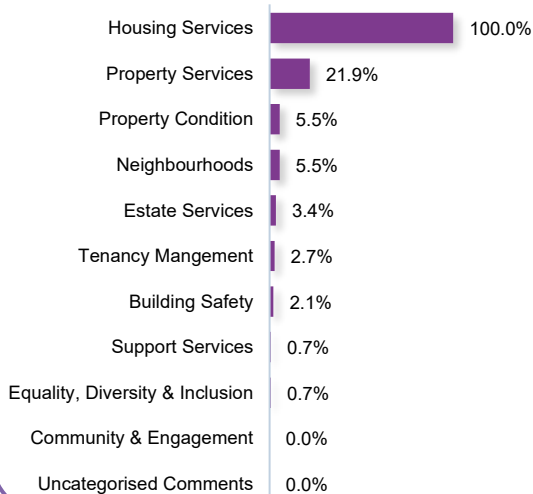
# Complaints Handling

Please can you explain why you have given this score?

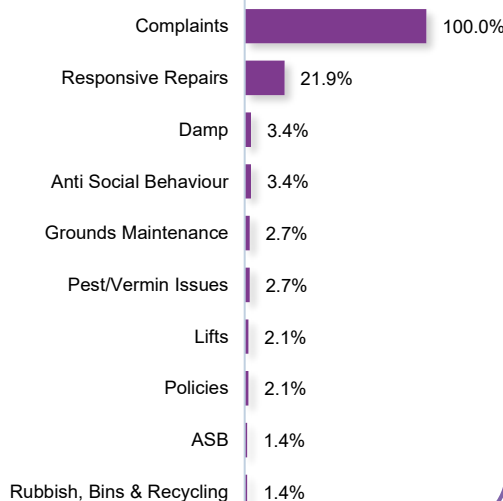
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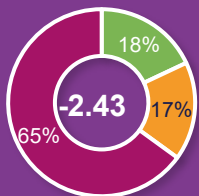
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	44	30.1%	-3.02
Timeliness / Responsiveness	41	28.1%	-2.76
Subcategory, no attribute (yet)	35	24.0%	-1.97
Resolution	27	18.5%	-3.33
Listening / Acting	26	17.8%	-2.77
Effort	9	6.2%	-4.44
Quality of Work / Service	6	4.1%	+0.67
Accountability	5	3.4%	-3.40
Staff Conduct	4	2.7%	+3.25
Empathy	3	2.1%	-1.67
Satisfaction	3	2.1%	+2.33
Appointments / Convenience	2	1.4%	-5.00
Consistency	2	1.4%	-5.00
Safety	1	0.7%	-5.00
Trust	1	0.7%	0.00
Accessibility			-
Fairness			-
Worker Conduct			-
No Comments			-



Tenants were asked to explain why they scored complaints satisfaction the way that they did. Responses show some dissatisfaction with the handling of complaints and repairs. The most common issues: slow or no responses to complaints and repair requests; poor follow-up and communication; inconsistent adherence to promised timescales; and minimal or partial fixes that leave problems unresolved.

Tenants feel some reports are ignored or unacknowledged, repeated chasing is required, automated phone systems prevent access, and staff pass issues between departments. Repairs frequently take months or years (leaks, doors, lifts, boilers, damp, pests) and sometimes require formal escalation (tribunal, Ombudsman, court) before action. A recurring theme is a lack of empathy and individualised handling—people feel dismissed, gaslit, or treated by policy rather than as individuals, including failures to make reasonable adjustments for vulnerable tenants. A minority praise individual staff who acted promptly and with care, and some noted improvements since management changes.

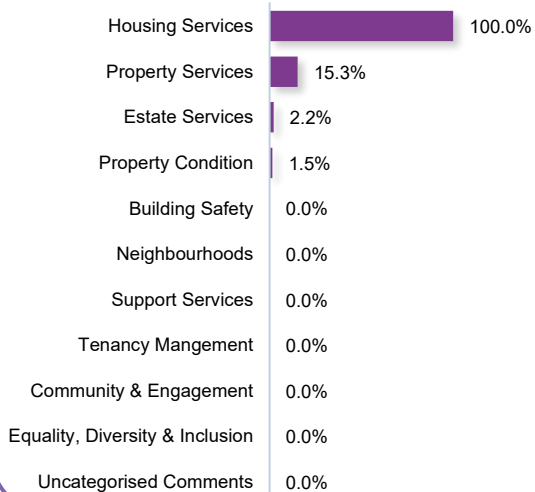
# Complaint Went Well

What went well about the way your complaint was handled?

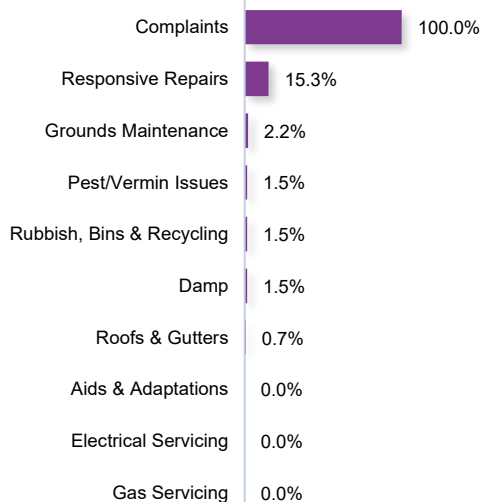
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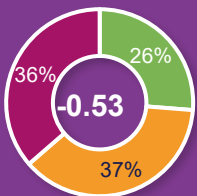
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Satisfaction	35	25.5%	-0.77
Subcategory, no attribute (yet)	31	22.6%	-1.77
Listening / Acting	21	15.3%	-0.43
Resolution	20	14.6%	0.00
Communication / Transparency	19	13.9%	-0.11
Timeliness / Responsiveness	16	11.7%	+0.81
Quality of Work / Service	15	10.9%	-0.87
No Comments	11	8.0%	-1.18
Staff Conduct	3	2.2%	+5.00
Effort	2	1.5%	+2.50
Empathy	2	1.5%	+4.00
Worker Conduct	2	1.5%	-1.00
Safety	1	0.7%	0.00
Trust	1	0.7%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Fairness			-



Although tenants were asked what went well during the complaints handling process, overwhelmingly negative sentiment about complaint handling came through, with many reports of no action, poor follow-up, slow resolution, and lack of communication. Common issues: complaints acknowledged but left unresolved; long delays between contact and repairs; broken promises; and difficulty getting consistent updates.

Positive experiences are limited: some respondents praise polite, empathetic staff members, prompt initial responses, surveyors or contractors attending, and a few cases where repairs or pest control were completed satisfactorily. Recurring operational problems include misplaced or incorrect repair visits, incomplete or temporary fixes (repairs that re-fail), inadequate escalation, and poor coordination between surveyors, contractors, and neighbours. Several comments mention feeling patronised on calls or ignored after initial contact. A minority noted effective case owners who followed up and resolved matters quickly.

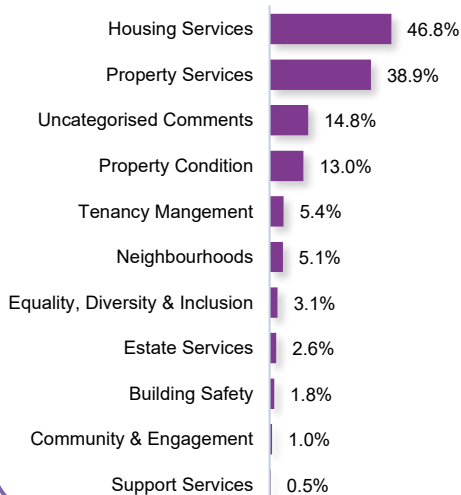
# Anything Improve

In your own words, what could Karibu do better?

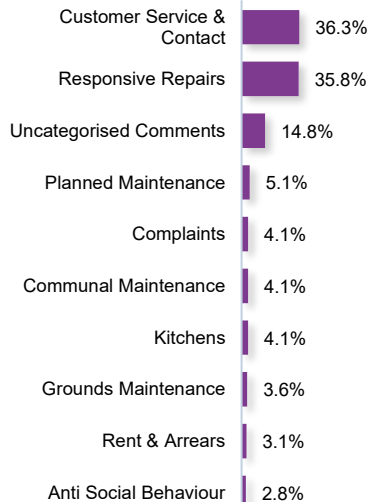
Base Size: 391



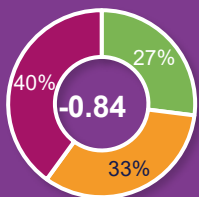
## Categories



## Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	110	35.0%	-0.69
Timeliness / Responsiveness	90	28.7%	-1.23
Subcategory, no attribute (yet)	66	21.0%	-1.44
Listening / Acting	49	15.6%	-1.51
Quality of Work / Service	42	13.4%	-2.02
Resolution	21	6.7%	-2.14
Effort	20	6.4%	-2.30
Satisfaction	17	5.4%	+1.06
No Comments	11	3.5%	+0.45
Staff Conduct	10	3.2%	-0.50
Appointments / Convenience	9	2.9%	-2.78
Empathy	7	2.2%	-1.29
Safety	6	1.9%	-3.33
Trust	6	1.9%	-1.50
Worker Conduct	6	1.9%	-4.33
Accountability	4	1.3%	+0.25
Fairness	2	0.6%	-5.00
Accessibility			-
Consistency			-



When tenants were asked “What could Karibu do better?”, tenants focus on poor communication and slow, unreliable repairs. Complaints include long phone wait times, no call-backs, unanswered emails and app messages, and unclear/unchanged housing officer assignments. Repairs—especially kitchens, bathrooms, boilers, windows, damp/mould, and emergency heating/hot-water—are slow, repeatedly delayed, or done to a low standard; many cite outstanding jobs for months. Contractors and subcontractor quality and coordination are criticised; tenants feel Karibu fails to oversee partners and to follow surveyors’ recommendations. Safety and communal upkeep issues recur: anti-social behaviour, insecure or broken entry systems, dirty communal areas, overgrown grounds, bins and parking misuse, fallen trees and fire/structural damage. Vulnerable tenants report particular hardship and lack of reasonable adjustments.

Positive comments are fewer: some note recent improvements and helpful staff, but trust is low due to broken promises and lack of follow-through. Overall sentiment is frustration and a demand for timely, transparent communication, accountable repairs processes, better contractor management, clearer named contacts, and prioritisation of safety and long-outstanding maintenance.



LCHO



## Annual Satisfaction & Dissatisfaction

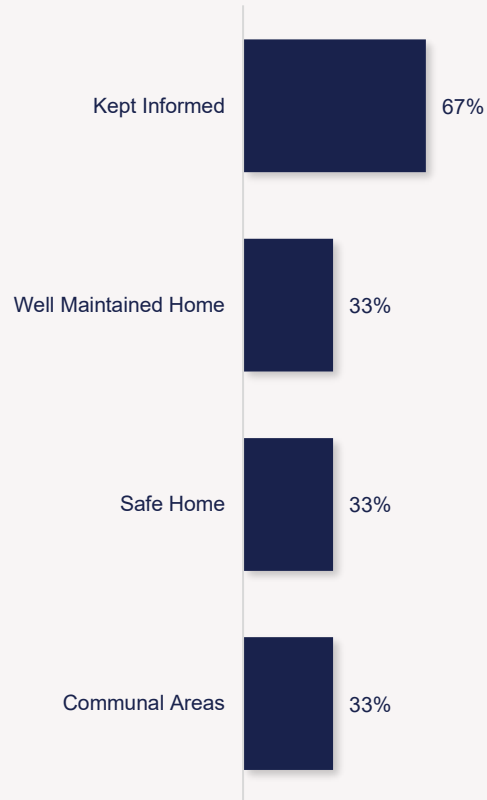
The charts opposite demonstrate the range of satisfaction and dissatisfaction with the different survey measures for LCHO residents.

There were only three responses from these residents, so satisfaction varies wildly, but is generally less than that of their tenant counterparts.

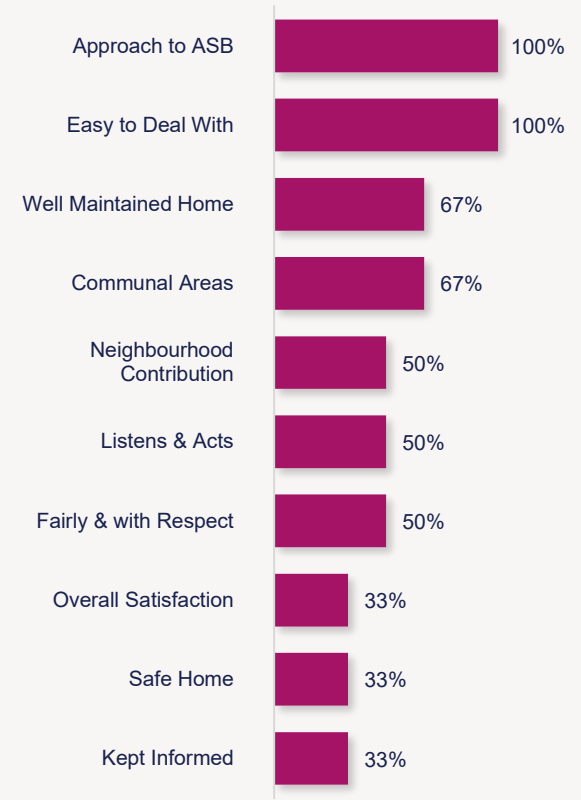
All residents are dissatisfied with the handling of ASB, and Karibu is easy to deal with.

Whilst this is provided here for information, not too much should be drawn from this because of the low numbers involved.

### Satisfaction with Measures 2025/26



### Dissatisfaction with Measures 2025/26





# Trends



## Year-on-Year Change

As has been shown throughout this report, satisfaction has generally increased, compared with the previous survey carried out in 2024/25.

The biggest increase has been for how tenants are kept informed (up 11p.p), followed by the maintenance of the property and handling of complaints (both up 9p.p) and then the overall satisfaction with service and how Karibu listens and acts (both up 8p.p). All other measures have increased by between 2p.p and 4p.p, aside from the time taken to complete repairs, which has remained the same.

Between 2024/25 and 2025/26, there have been some very positive increases, something Karibu should be proud of in their first year of operation – especially in a context where satisfaction has generally been stable across the sector during this period (see National Context Page 10).

It should be noted that for a change to be considered statistically significant, it must exceed the combined margins of error for the last two surveys – in this case, around 9p.p, meaning three measures exceed this. However, smaller changes can indicate a direction of travel, and it can be concluded that Karibu is heading in the right direction of improvement.

	2024/25	2025/26
Overall Satisfaction	45%	53% (+8)
Well Maintained Home	44%	53% (+9)
Safe Home	55%	57% (+2)
Communal Areas	57%	58% (+2)
Repairs Last 12 Months	56%	60% (+4)
Time Taken Repairs	56%	56% (+0)
Neighbourhood Contribution	45%	49% (+4)
Approach to ASB	49%	53% (+4)
Listens & Acts	38%	46% (+8)
Fairly & with Respect	57%	61% (+4)
Kept Informed	58%	69% (+11)
Easy to Deal With	47%	52% (+4)
Complaints Handling	22%	31% (+9)



# Quarterly Change 2025/26

The table shows the changes from quarter to quarter during the 2025/26 year.

As you might expect, there has been some fluctuation in satisfaction throughout the year, but all but two measures ended the year with lower satisfaction than at the start. For example, complaint handling went from 43% satisfied in Q1 to 24% in Q4. However, both kept informed, and the neighbourhood contribution has seen an increase, with contribution up 5p.p from Q1 and kept informed up 3p.p.

It is interesting to note that most measures dropped in Q3, with both neighbourhood contribution and complaints handling having notable drops before recovering somewhat in Q4.

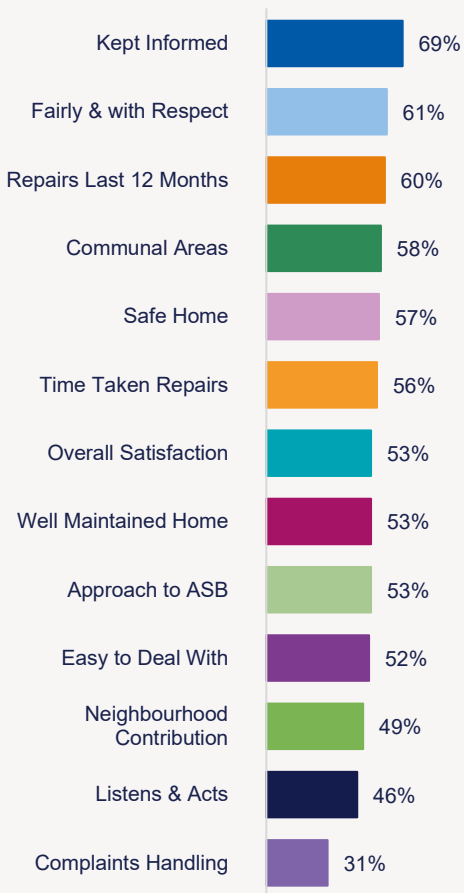
These types of changes are expected during the year and are not a cause for concern, as the annual improvement, shown above, is encouraging.

	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Overall Satisfaction	51%	62% (+11)	50% (-12)	49% (0)
Well Maintained Home	55%	59% (+4)	48% (-11)	49% (+1)
Safe Home	63%	64% (+1)	51% (-13)	51% (+0)
Communal Areas	65%	60% (-5)	56% (-5)	53% (-3)
Repairs Last 12 Months	65%	63% (-2)	58% (-5)	54% (-3)
Time Taken Repairs	58%	60% (+2)	53% (-7)	51% (-3)
Neighbourhood Contribution	47%	61% (+14)	37% (-24)	52% (+15)
Approach to ASB	51%	63% (+12)	44% (-19)	54% (+10)
Listens & Acts	56%	49% (-6)	38% (-11)	41% (+2)
Fairly & with Respect	70%	69% (-1)	53% (-17)	56% (+3)
Kept Informed	76%	64% (-12)	58% (-6)	79% (+21)
Easy to Deal With	60%	59% (-1)	44% (-15)	46% (+2)
Complaints Handling	43%	40% (-3)	17% (-23)	24% (+8)



# Summary

## Satisfaction with Measures



## Summary



Karibu commissioned Acuity to complete quarterly surveys in 2025/26, following on from the survey completed in 2024/25. In this report, the results of the 2025/26 surveys have been combined, analysed and compared with the results of 2024/25. A total of 452 responses were received in 2025/26, all by telephone interview. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023, and are required annually.

Over half of the tenants are satisfied with the overall service provided (53%), with higher satisfaction for some measures, including tenants being kept informed (69%), treated fairly and with respect 61% and repairs completed within the last 12 months (60%).

However, three measures received satisfaction levels below 50%, these being the positive contribution made to the neighbourhood (49%), how tenants' views are listened to and acted upon (46%), and the handling of complaints (31%). Correspondingly, complaint handling has the highest level of dissatisfaction (60%). Dissatisfaction with this service is likely to incorporate more than just how tenants' complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the outcome. It should also be noted that this is often the worst-performing measure for Registered Providers, as seen on the benchmarking information page.

When comparing the results with the survey undertaken at the end of 2024/25, satisfaction has increased for all measures except the time taken to complete repairs, which has remained the same. The biggest increases have been for tenants being kept informed about things that matter (11p.p), the maintenance of the home (9p.p) and the handling of complaints, along with overall satisfaction (both up 8p.p). All other measures have increased by between 1p.p and 7p.p.

Sentiment analysis has been used against five qualitative questions, covering the safety of the home, how easy Karibu is to deal with, complaint handling and anything Karibu could do to improve. Four of the five questions focused on negative responses only, with the complaints handling process the only question to focus on both positive and negative aspects of the service. The sentiment score is -2.42, with tenants wanting improvements in communication and resolution of issues. Analysing the scores and reading the comments will help Karibu get a better understanding of what is driving satisfaction and what is not working quite as well.

**This report has also shown that satisfaction is higher for introductory tenants and lower for secure tenants. The demographics section at the end of this report further demonstrates that older tenants are more satisfied, as are newer tenants, those who are male and those who responded to the survey by post.**



# Recommendations

Karibu has fewer than 2,000 properties and operates in London and the surrounding areas. Karibu was created in April of 2024 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, which corresponds with the first full 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, that Karibu may wish to follow up on to help improve satisfaction in the future.

## Repairs Service

Although satisfaction with the repairs has improved since the previous survey, it is one of the main focuses of negative comments when tenants were asked to expand on their answer around the safety of the home and complaints. In particular, tenants mention the timescales to complete work, with long delays and having to chase for updates and contractors not completing works. These concerns could be linked to issues around resources and delays caused by more urgent problems. Tenant expectations around timescales can also sometimes be hard to match. Good communication is important so tenants are fully aware of when a repair will be done and kept informed of any progress or delays. Tenants also mention the quality of repair work, and there seems to be a disconnect between tenants' expectations and contractor delivery. If this is already in place, a review of the process here is advised. The home being well-maintained is the key driver for overall satisfaction, so it is important that improvements are made wherever possible. Some tenants are also experiencing problems with damp and mould, which need to be resolved as a matter of urgency, particularly in the context of Awaab's Law.

## Handling of Complaints

Since the introduction of the TSMs, the handling of complaints has been consistently the lowest-rated service, and it is also the lowest-rated in this survey for the second year in a row. Almost a third of tenants said they had made a complaint, but the question of *'what is a complaint?'* to tenants continues, so it is not clear how many of these are genuine complaints or service requests, and this is demonstrated by the fact that over three-quarters of tenants who stated they had made a complaint were unsure what stage their complaint was at. Dissatisfaction is high at 60%, with around half of all complaints related to repairs and almost three-quarters feeling their complaint is still ongoing. Where landlords do well with complaints, it is usually because they are clear on how and when tenants should complain, what they can expect in terms of service and have regular updates on progress. While the effective handling of complaints is an issue for all social landlords, Karibu may wish to review processes to ensure responses are adequate and tenants' frustrations are addressed. A review of all tenants who are happy to be identified and state they have made a complaint would be a good place to start.

## Communication and Customer Contact

There continues to be a frustration amongst tenants surrounding communication and a lack of clear signposting. Good communication and customer care are important to tenant satisfaction across many service areas, and as such, improvements in these aspects have the potential to positively influence satisfaction in these areas and with Karibu generally. Listens and acts continues to be one of the lowest-rated measures, with just 46% of satisfied tenants. Karibu should review internal procedures, ensuring teams are aware of what each other's responsibilities are so that when queries arise, they are sent to the correct team.

# 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 seven 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.



# Annual Demographics



# Tenure

Karibu offers a number of different tenure types, and the results have been split by the main tenures offered (those with 10 or more responses).

Fewer than ten responses were received across some tenure types, reducing the accuracy of the results shown. It appears that those in Assured-Affordable tenancy have the highest overall satisfaction and high satisfaction across many other metrics.

Tenants with Starter Tenancies are the least satisfied with the overall service provided by Karibu, along with seven other measures.

However, with such small numbers, it is difficult to determine accurate trends by tenure.

	All Tenants	Assured - Affordable	Assured - General	Assured - Shorthold	Intermediate Rent	Secure Tenancy	Starter Tenancy
Overall Satisfaction	53%	63%	52%	60% *	40% *	100% *	50%
Well Maintained Home	53%	56%	52%	80% *	60% *	100% *	50%
Safe Home	57%	63%	57%	100% *	0% *	50% *	44%
Repairs Last 12 Months	60%	50%	61%	100% *	60% *	100% *	36%
Time Taken Repairs	56%	54%	56%	100% *	60% *	50% *	36%
Communal Areas	58%	72%	56%	100% *	25% *	100% *	67% *
Neighbourhood Contribution	49%	55%	47%	100% *	0% *	0% *	67%
Approach to ASB	53%	64%	51%	100% *	0% *	- *	55%
Listens & Acts	46%	53%	45%	100% *	0% *	100% *	47%
Kept Informed	69%	65%	70%	100% *	60% *	100% *	53%
Fairly & with Respect	61%	66%	60%	100% *	60% *	100% *	54%
Easy to Deal With	52%	51%	52%	100% *	40% *	100% *	44%
Complaints Handling	31%	61%	25%	- *	67% *	- *	30%

\*Base below 10



# Age Group

Results are also split by age group.

It is generally seen in surveys of this kind that satisfaction increases with age, and this is true here, at least to a point. Those aged 75 to 84 are the most satisfied with the overall service, whilst those aged 25 to 34 are the least satisfied with this and with seven other measures.

Whilst there is no clear reason why this is, there are some theories that suggest that older people tend to be more content in the property they are in, possibly down to the fact that they have lived there a long time and understand how the systems work and what is/isn't possible for an HA to deliver.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	53%	75% *	46%	49%	56%	56%	55%	49%	57%	75% *
Well Maintained Home	53%	50% *	35%	49%	53%	53%	54%	57%	52%	75% *
Safe Home	57%	50% *	36%	48%	66%	61%	64%	54%	57%	25% *
Repairs Last 12 Months	60%	100% *	53%	43%	57%	60%	66%	67%	60%	100% *
Time Taken Repairs	56%	67% *	42%	43%	61%	53%	59%	63%	64%	33% *
Communal Areas	58%	50% *	35%	66%	63%	48%	48%	58%	69%	67% *
Neighbourhood Contribution	49%	50% *	36%	39%	51%	45%	54%	63%	55%	75% *
Approach to ASB	53%	50% *	33%	48%	56%	56%	67%	56%	43% *	100% *
Listens & Acts	46%	50% *	42%	38%	47%	49%	51%	48%	33%	25% *
Kept Informed	69%	67% *	45%	56%	84%	70%	69%	73%	57%	50% *
Fairly & with Respect	61%	50% *	58%	60%	65%	53%	53%	73%	56%	25% *
Easy to Deal With	52%	33% *	50%	42%	49%	52%	52%	58%	47%	50% *
Complaints Handling	31%	50% *	22% *	38%	30%	32%	12%	23%	25% *	50% *

\*Base below 10



# Length of Tenancy

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

It is often seen that satisfaction is high at the start of a tenancy, and then decreases over time. The longest tenancies then tend to increase in satisfaction, often occupied by older tenants, who tend to be more satisfied.

Whilst there are high scores from those who lived in a property less than a year for overall satisfaction, maintenance of the property, ASB and being treated fairly and with respect. There is no clear pattern, as some measures are highest for those who have lived in a property for over 20 years. There is, however, a trend in those who are dissatisfied with nine of the 12 lowest scores coming from those in a property for 1-3 years.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	53%	75%	43%	67%	57%	49%	57%
Well Maintained Home	53%	75%	38%	67%	54%	54%	53%
Safe Home	57%	64%	42%	80%	61%	60%	56%
Repairs Last 12 Months	60%	50% *	57%	64%	53%	61%	65%
Time Taken Repairs	56%	38% *	45%	50%	47%	62%	62%
Communal Areas	58%	50% *	43%	77%	59%	56%	60%
Neighbourhood Contribution	49%	50% *	46%	40%	43%	43%	61%
Approach to ASB	53%	60%	48%	50% *	54%	50%	60%
Listens & Acts	46%	75% *	37%	54%	47%	40%	51%
Kept Informed	69%	80%	49%	81%	63%	73%	75%
Fairly & with Respect	61%	91%	47%	79%	57%	59%	66%
Easy to Deal With	52%	75%	42%	60%	46%	47%	61%
Complaints Handling	31%	67% *	29%	17% *	38%	26%	24%

\*Base below 10



## Area

Splitting the results by area shows that Hounslow has the highest overall satisfaction (58%), with Enfield showing the lowest overall satisfaction at 42%.

Hammersmith and Fulham have five measures which are higher than any other, including safety of the home, time taken for repairs and three of the four engagement questions.

At the other end, Hillingdon has the lowest levels of satisfaction with five measures. These include time taken for repairs, communal areas, neighbourhood contribution and handling of ASB/complaints.

Some areas have been removed from this table because they did not gain ten responses from that area.

	Brent	Ealing	Enfield	Hammersmith and Fulham
Overall Satisfaction	48%	57%	42%	47%
Well Maintained Home	52%	54%	75%	64%
Safe Home	58%	59%	55%	79%
Repairs Last 12 Months	53%	68%	86% *	58%
Time Taken Repairs	56%	61%	57% *	75%
Communal Areas	62%	61%	25% *	60%
Neighbourhood Contribution	48%	51%	33% *	57% *
Approach to ASB	52%	63%	75% *	50% *
Listens & Acts	32%	50%	50% *	58%
Kept Informed	74%	66%	100% *	80%
Fairly & with Respect	63%	62%	64%	77%
Easy to Deal With	48%	51%	45%	64%
Complaints Handling	26%	35%	20% *	50% *



# Area

Area analysis continued.

	Harrow	Hillingdon	Hounslow	Kensington & Chelsea	Slough
Overall Satisfaction	46%	51%	<b>58%</b>	52%	54%
Well Maintained Home	<b>47%</b>	48%	52%	50%	54%
Safe Home	49%	57%	55%	59%	<b>31%</b>
Repairs Last 12 Months	59%	54%	52%	65%	<b>45%</b>
Time Taken Repairs	67%	<b>44%</b>	<b>44%</b>	59%	55%
Communal Areas	47%	<b>38%</b>	<b>68%</b>	63%	43% *
Neighbourhood Contribution	41%	<b>40%</b>	<b>62%</b>	50%	38% *
Approach to ASB	47%	<b>32%</b>	58%	57%	33% *
Listens & Acts	38%	47%	44%	44%	<b>27%</b>
Kept Informed	<b>53%</b>	65%	72%	67%	78% *
Fairly & with Respect	<b>44%</b>	59%	64%	<b>78%</b>	50%
Easy to Deal With	46%	51%	53%	61%	<b>42%</b>
Complaints Handling	33% *	<b>25%</b>	<b>25%</b>	25% *	40% *

\*Base below 10



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

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