



Karibu

TSM Tracker Q2 2025/26 Report

Prepared by: Acuity Research & Practice



Introduction

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Improvements

Trends

Summary

From 2024/25, Acuity has been undertaking 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 second quarterly survey of this year, referred to as Q2 2025/26.

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. For Q2 2025/26, 104 interviews were fully completed for LCRA tenants, alongside four incomplete interviews that are required to be included, as per Regulator's guidance, and for LCHO residents there are three completed.

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 2025/26, 64% 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 LCRA responses received this quarter are sufficient to conclude that the findings are accurate to within $\pm 9.09\%$ for the quarter and $\pm 4.08\%$ 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

Three-fifths of tenants are satisfied with the overall service provided by Karibu. This represents an increase in overall satisfaction of eight percentage points (8p.p) from the Q1 2025/26 survey.

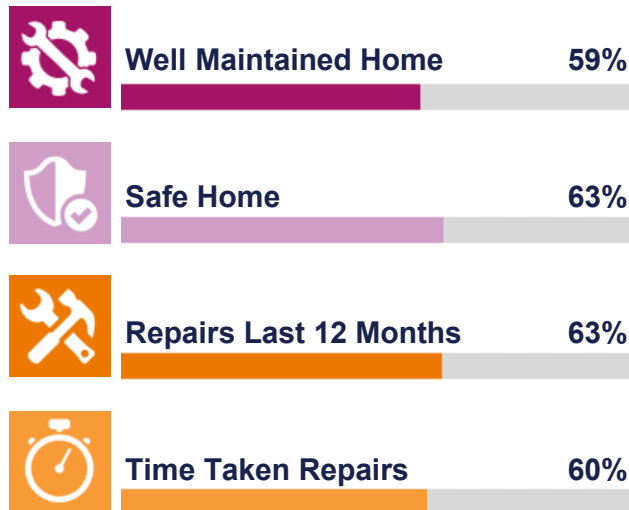
Six other measures have received satisfaction scores of 60% or higher this quarter, with the highest levels of satisfaction for treating tenants fairly and with respect (64%), and keeping tenants informed about things that matter to them (68%).

Two measures have received scores of below 50% satisfaction this quarter. These include listening to tenants' views and acting upon them (48%), and the lowest-scoring measure this quarter is the handling of complaints, at 40%.

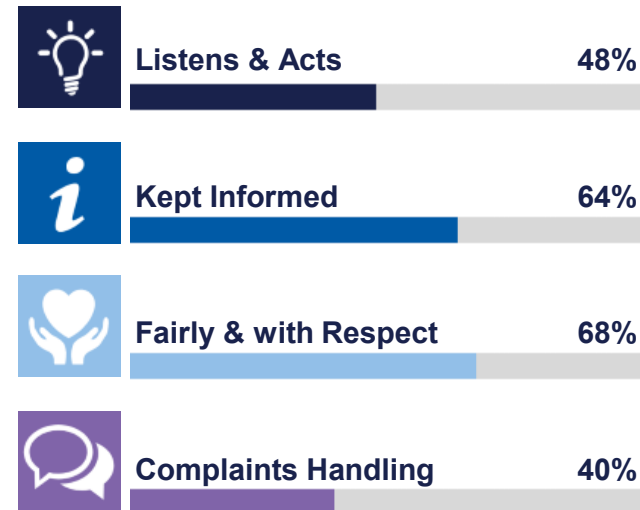
The following pages in this report will break down each satisfaction measure by response, as well as provide a more detailed analysis of tenants' open-response comments.

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.

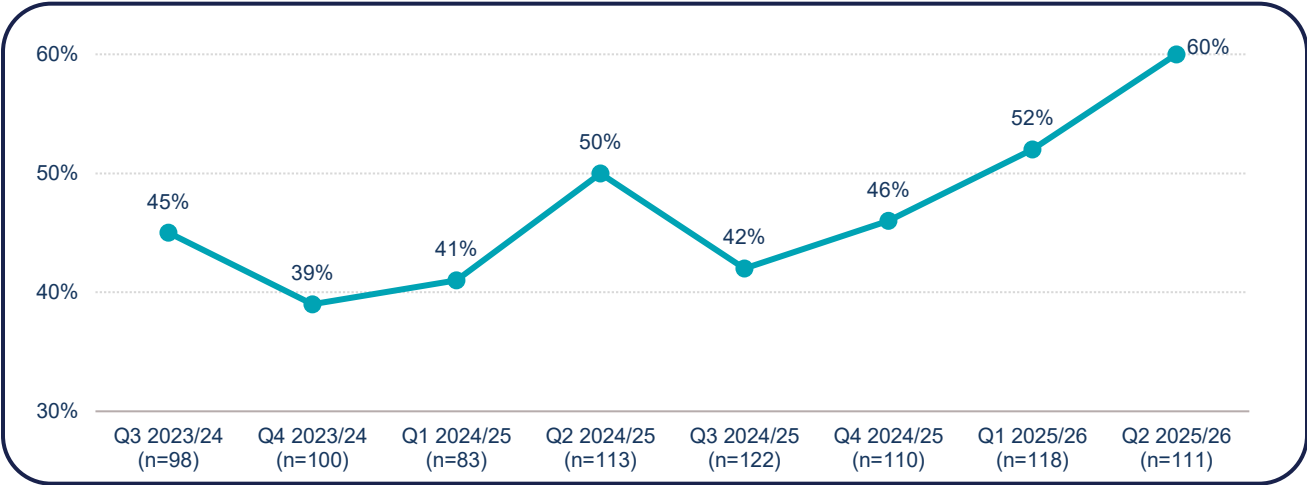
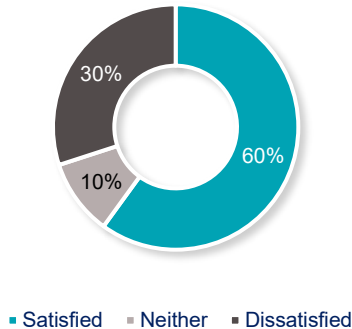
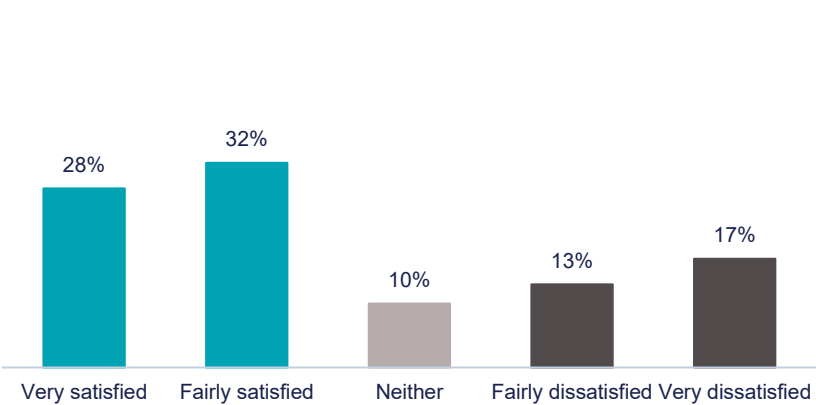
Six out of ten tenants are satisfied with the overall service provided by Karibu. There are slightly more tenants fairly satisfied (32%) than very satisfied (28%). Just under a third are dissatisfied (30%), with more very dissatisfied (17%) compared to fairly dissatisfied (13%). The remaining 10% of tenants are neither satisfied nor dissatisfied.

Satisfaction has been increasing since Q3 of last year; this quarter, satisfaction is up 8p.p, highlighting the positive changes Karibu are making to their tenants' overall experience.

Acuity has been monitoring results across the sector, and this suggests that, after several quarters of decline, overall satisfaction is finally starting to improve, up by a median of 2p.p to 73% satisfied, the highest point in a year. Survey methodology, timing, and service level improvements could all contribute to this.

This indicates that Karibu is below the sector average, although, as is commonly known, satisfaction among London-based landlords is lower than that of those based elsewhere in the country.

Overall Satisfaction





Well Maintained, Safety & Communal Areas



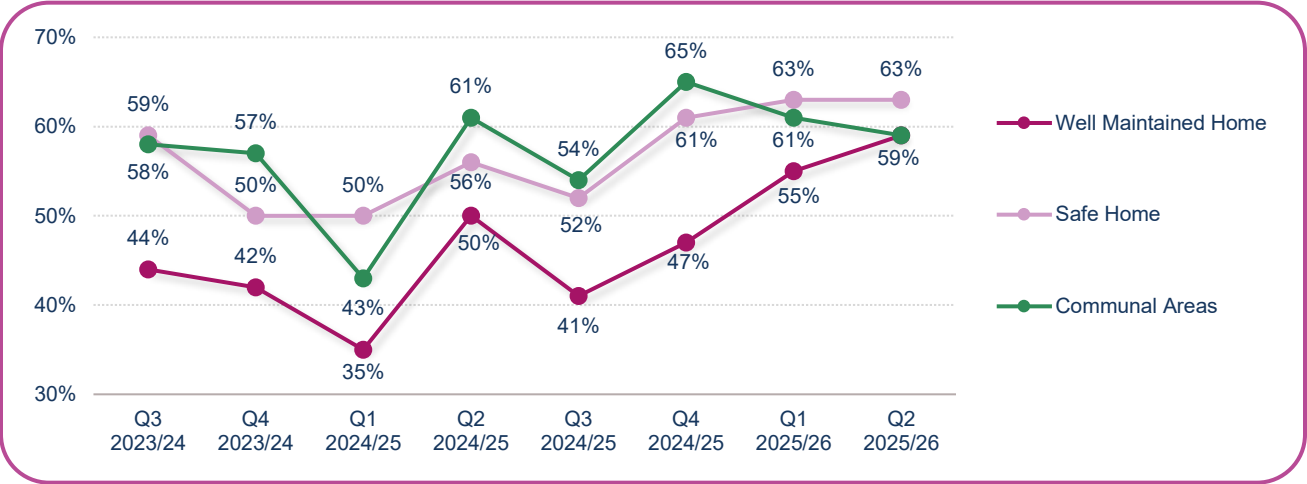
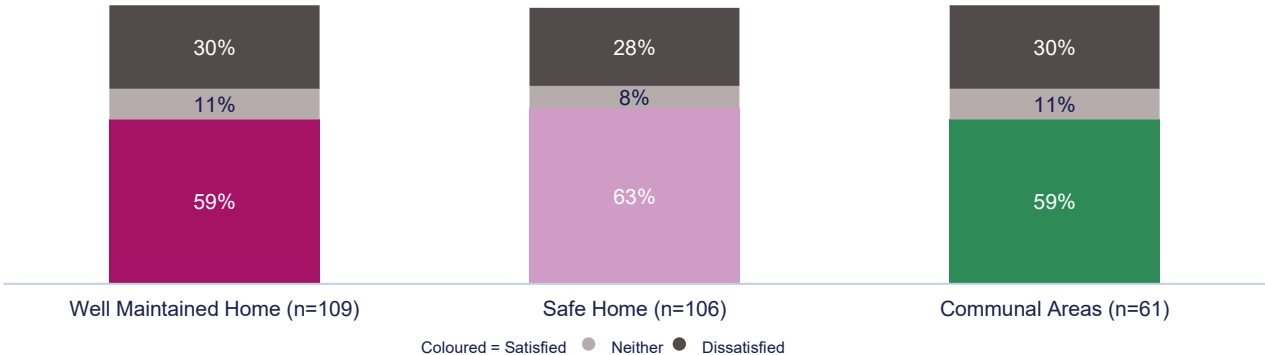
Almost six out of ten tenants are satisfied that their home is well maintained (59%). Some 30% of tenants are dissatisfied, while around a tenth are neither satisfied nor dissatisfied (11%). Satisfaction has increased by 4p.p since Q1 2025/26. As with overall satisfaction, nationally, Q1 2025/26 has seen an uplift in satisfaction, up 3p.p to 74%. It is known that there is a strong correlation between overall satisfaction and maintenance, which can be observed in Karibu, with increases in both measures this quarter.

Almost two-thirds of tenants are satisfied that they are provided with a home that is safe (63%). With over a quarter dissatisfied (28%), and a further 8% giving a neutral response. In terms of the sector score, satisfaction is up 3p.p to a peak of 80% satisfied in Q1 2025/26, following several months of consistency.

Over half of tenants said they live in a building with communal areas that Karibu are responsible for maintaining (55%). Of these tenants, 59% are satisfied that these communal areas are kept clean and well maintained. Three out of ten tenants are dissatisfied (30%), while 11% are neither satisfied nor dissatisfied.

The median sector satisfaction has risen by 4p.p to 71%, which, despite the increase, remains notably lower compared to individual home maintenance and safety metrics.

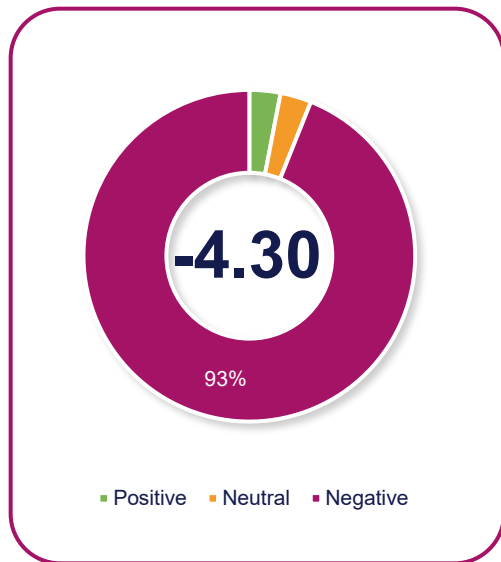
Well Maintained, Safety & Communal Areas



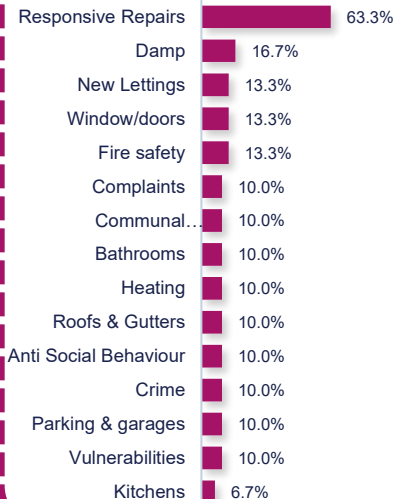
Safe Home

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

Base Size: 30



Top Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	13	43.3%	-4.85
Communication / Transparency	6	20.0%	-4.67
Listening / Acting	4	13.3%	-5.00
Subcategory, no attribute (yet)	4	13.3%	-3.75
Quality of Work / Service	2	6.7%	-4.00
Resolution	2	6.7%	-5.00
Safety	2	6.7%	-5.00
Accessibility	1	3.3%	-3.00
Accountability	1	3.3%	-5.00
Effort	1	3.3%	-5.00
Trust	1	3.3%	-5.00
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Satisfaction			-
Staff Conduct			-
Worker Conduct			-
No Comments			-

Tenants not satisfied that their home is safe were asked to explain why; 30 tenants commented. Key issues include inadequate security, with some tenants reporting broken doors and windows, and a lack of response from the maintenance team. Complaints about mould and dampness are mentioned, with tenants highlighting health concerns linked to these issues, particularly in relation to children and individuals with disabilities; these issues need to be investigated as a matter of urgency.

Tenants express frustration over poor communication from Karibu, citing unresponsive phone lines and unanswered emails. Safety concerns are exacerbated by anti-social behaviour in the area, with reports of drug use and vagrancy. The lack of proper fire exits and security measures, such as CCTV, further heightens feelings of insecurity. Overall, the responses indicate a pressing need for improved maintenance services, better communication, and enhanced safety measures to address the residents' urgent concerns and improve their living conditions.

For further information about Acuity's Resident Sentiment Index, please see appendix



Keeping Properties in Good Repair

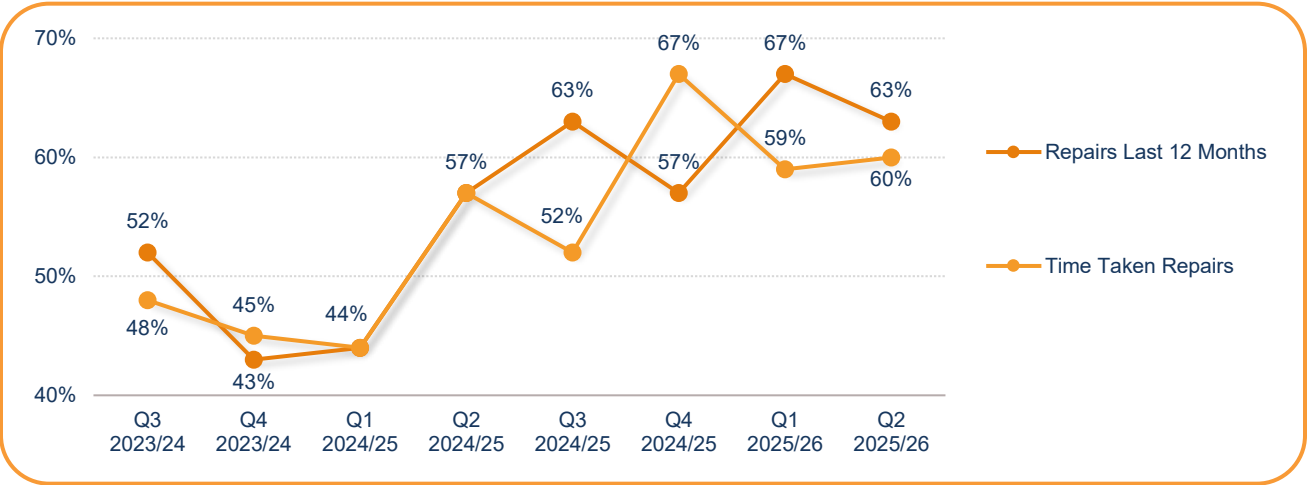
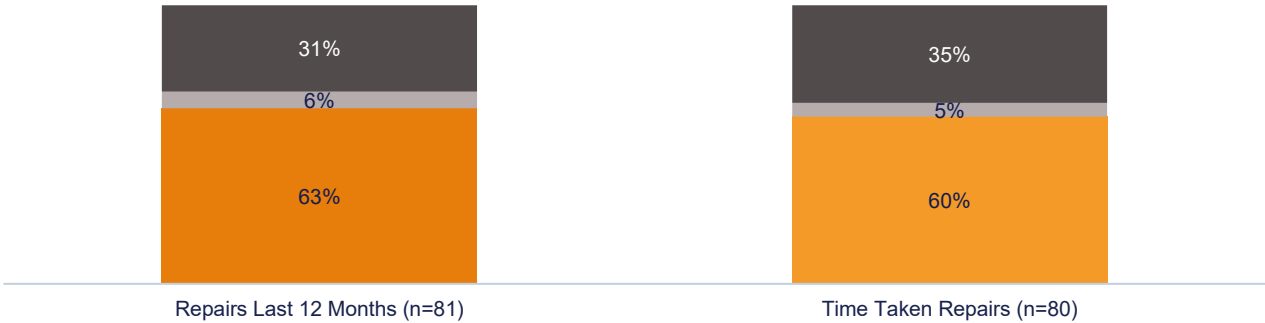


Keeping Properties in Good Repair

Almost three-quarters of tenants (74%), said they had a repair completed on their home by Karibu in the last 12 months and of these, 63% are satisfied with the repairs service over this period. Just under a third of tenants are dissatisfied (31%), while 6% are neither satisfied nor dissatisfied. This measure has fluctuated over the last few surveys, showing no clear direction of travel. The current score has seen a fall of 4p.p from the previous quarter to the same score seen in Q3 2024/25.

It is common for fewer tenants to be satisfied with the time taken to complete repairs than with the service itself; this is the case for Karibu this quarter, as 60% are satisfied with the time taken to complete repairs. Dissatisfaction with this measure has remained at the same level as the previous quarter (35%).

Nationally, there has been very little change in time taken to complete repairs (up 1p.p to 72%). While repairs have improved, the time to complete them hasn't changed, possibly suggesting that resourcing is still an issue.





Contribution to the Neighbourhood

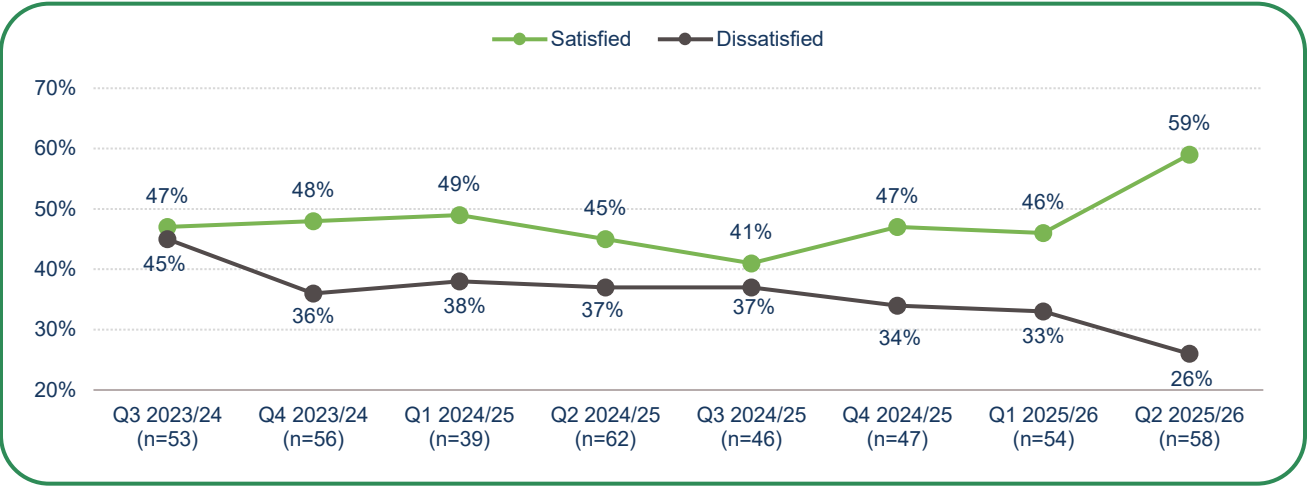
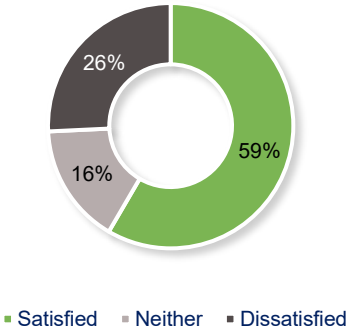
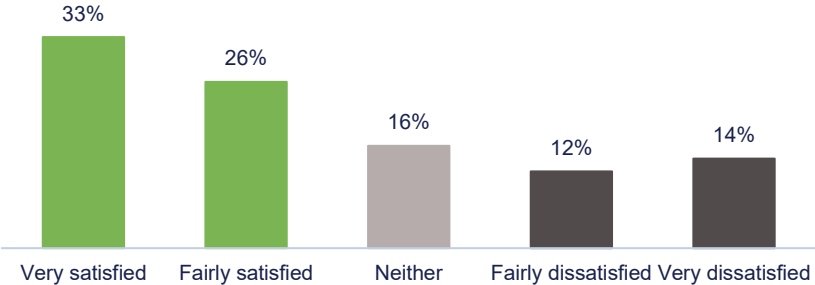


Contribution to the Neighbourhood

Six out of ten tenants are satisfied with Karibu's contribution to the neighbourhood (59%), with more tenants very satisfied (33%), than fairly satisfied (26%). Just over a quarter of tenants are dissatisfied (26%), and slightly more are very dissatisfied (14%) than fairly dissatisfied (12%). Around one in seven tenants gave a neutral response (16%).

Satisfaction has increased by 13p.p in Q2 2025/26, which is now at the highest level received for this measure since surveys began on behalf of Karibu. It would be interesting to understand what changes Karibu have made over the last quarter to improve satisfaction with the neighbourhood contribution and if these increases will continue into Q3.

Satisfaction across the sector has reached the highest level since the TSMs began, sitting at 69% satisfied, an increase of 2 p.p. The maximum value is at 89% and the minimum value is at 0% showing the contrast and demonstrating the difficulty some respondents have in responding to the question, as it can be difficult for tenants to interpret.





**Please respect our
neighbours and
keep noise to a
minimum**

Approach to ASB



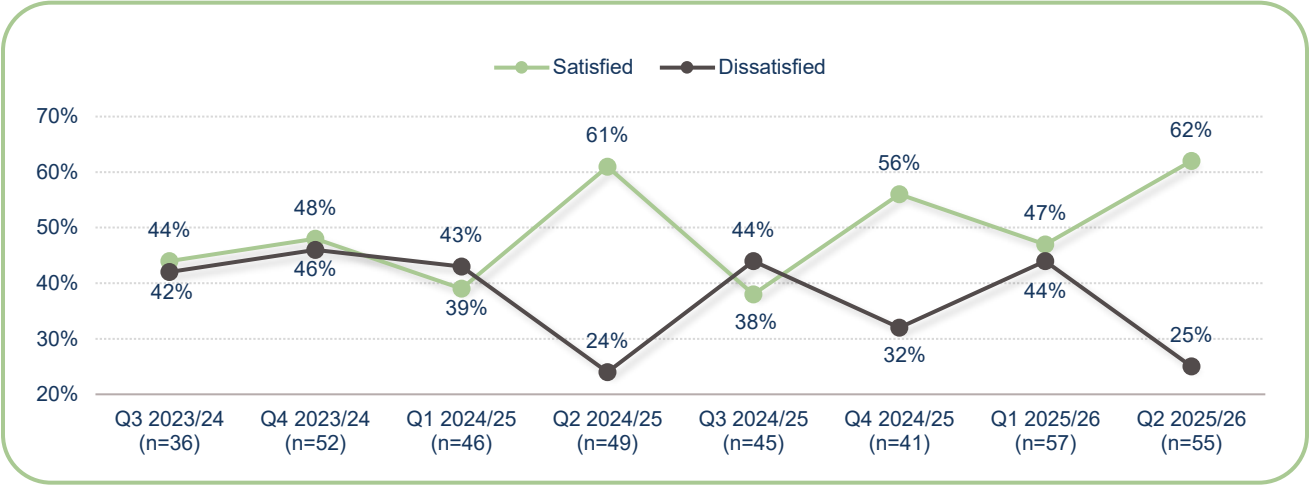
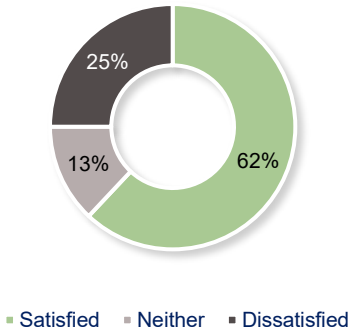
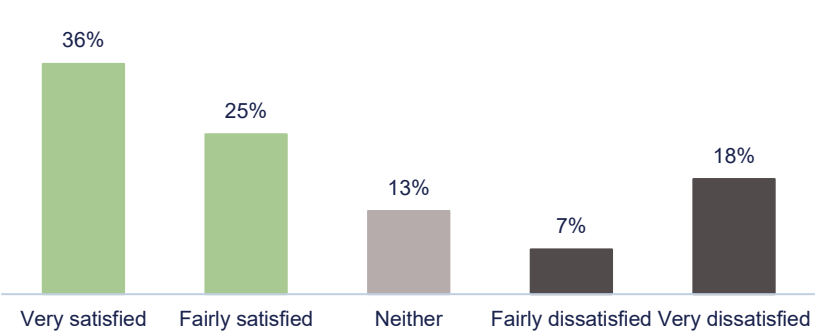
Approach to ASB

Almost two-thirds of tenants are satisfied with Karibu's approach to ASB (62%), with more very satisfied (36%) than fairly satisfied (25%). A quarter of tenants are dissatisfied, with more very dissatisfied (18%) than fairly dissatisfied (7%).

Satisfaction has gone from 47% in Q1 to 62% this quarter. This is now the highest level of satisfaction this measure has seen. Conversely, dissatisfaction has dropped this quarter, down 19p.p. As with neighbourhood contribution, it would be interesting to understand what changes have been implemented to help improve satisfaction in this area.

The sector median satisfaction in Q1 2025/26 has dropped slightly to 60% satisfied (down 2 p.p), however, the score hasn't changed much in the past years, hovering around the 60% mark. Karibu have scored above this in Q2 2025/26 and can hopefully build on this positive result.

All tenants are asked about their perception of how Karibu handles cases of ASB, not just those who have reported a case within the previous twelve months. This can lead to some unexpected results and relies heavily on how effective communication is with all tenants, not just those who have experienced ASB previously..





Respectful & Helpful Engagement



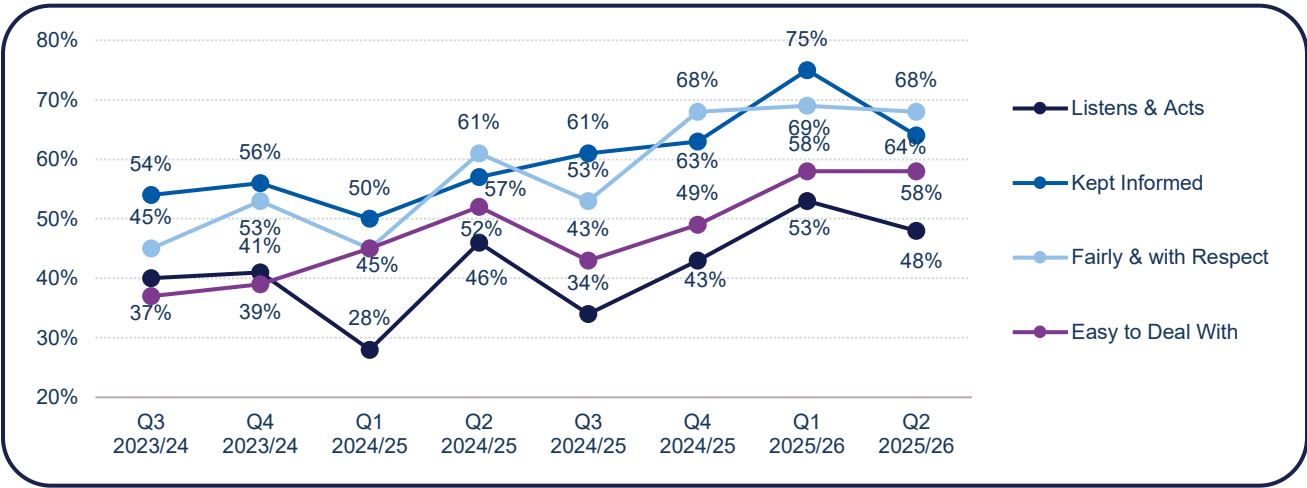
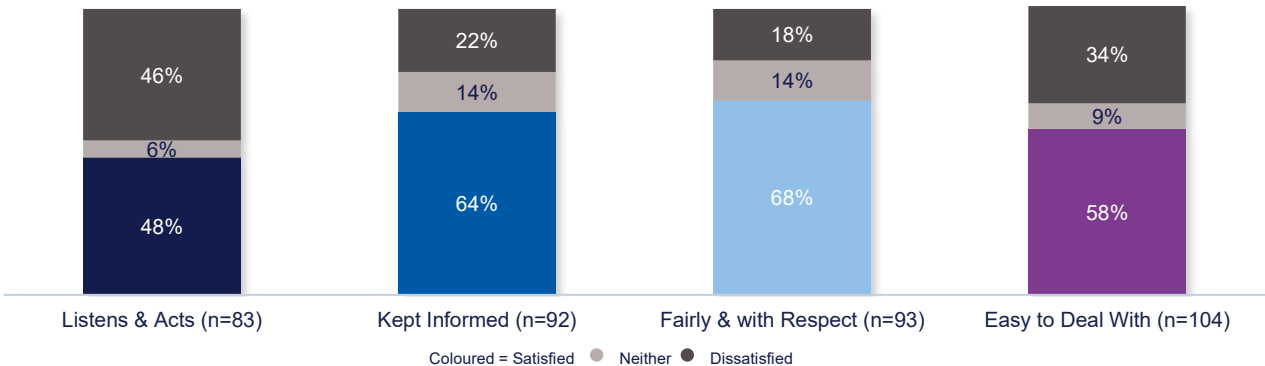
Respectful & Helpful Engagement

Just under half of tenants are satisfied that Karibu listens to views and acts upon them (48%). A similar number, 46%, of tenants are dissatisfied, with 6% of tenants neither satisfied nor dissatisfied. Satisfaction had been on an upward trend since Q3 2024/25, reaching a high of 53% last quarter. This has fallen back slightly this quarter, down 5p.p.

Around two-thirds of tenants are satisfied that they are kept informed (64%). While 22% are dissatisfied, one in seven tenants gave a neutral response (14%). This measure had been trending upwards before reaching a peak of 75% in Q1 2025/26. This quarter has fallen back, by 11p.p, to a similar score seen at the end of last year.

The highest scoring measure this quarter is treating tenants fairly and with respect (68%). Satisfaction with this measure has remained consistent over the last three surveys. Some 18% of tenants disagree that they are treated fairly and with respect, the same score as the previous survey.

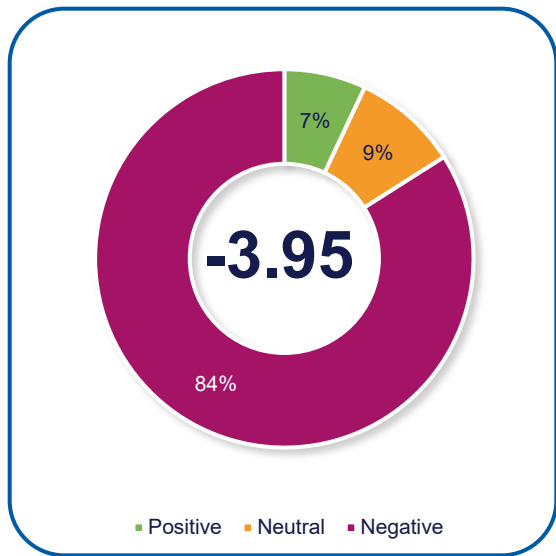
Just under two-fifths of tenants are satisfied that Karibu is easy to deal with (58%). A third of tenants (34%) are dissatisfied, while 9% gave a neutral response. This measure has been on an upward trend since Q3 of last year but has plateaued this quarter.



Easy to Deal With

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

Base Size: 44



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	25	59.5%	-3.48
Communication / Transparency	18	42.9%	-4.00
Effort	10	23.8%	-3.70
Quality of Work / Service	7	16.7%	-4.29
Resolution	5	11.9%	-5.00
Accountability	4	9.5%	-5.00
Listening / Acting	4	9.5%	-5.00
Subcategory, no attribute (yet)	4	9.5%	-5.00
Appointments / Convenience	2	4.8%	-2.50
Safety	2	4.8%	-5.00
Staff Conduct	2	4.8%	-5.00
Worker Conduct	1	2.4%	-5.00
Accessibility			-
Consistency			-
Empathy			-
Fairness			-
Satisfaction			-
Trust			-
No Comments			-

Tenants not satisfied that Karibu are easy to deal with were asked to explain why, in Q2 2025/26, 44 tenants commented. Many tenants report difficulties in reaching the organisation, citing long wait times on the phone, unreturned calls, and unanswered emails. A recurring theme is the lack of follow-up on reported repairs, with some tenants waiting months or even years for issues to be addressed. Complaints include inadequate handling of urgent repairs, such as leaks and safety concerns, and a perceived lack of accountability from staff, who often pass responsibility without resolution.

Tenants express frustration over vague responses and the feeling of being ignored, with some stating that they have resorted to legal action due to unresolved issues. The quality of repairs is also a concern, with reports of incomplete work and poor craftsmanship. Additionally, there are complaints about noise disturbances from neighbours, which have not been adequately addressed. Overall, the feedback highlights a need for improved communication, timely responses, and effective management of repairs to enhance tenant satisfaction and trust in the service provided by Karibu.



Effective Handling of Complaints



Effective Handling of Complaints

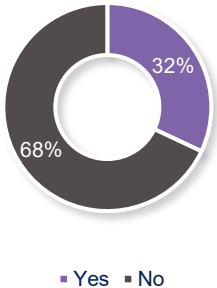
A third of tenants (32%) reported making a complaint to Karibu within the last 12 months, although it is unclear how many of these are genuine complaints or service requests that have yet to be fully addressed.

Nevertheless, two-fifths of tenants are satisfied with the handling of these complaints this quarter, with more dissatisfied (51%). Satisfaction is down marginally by 2p.p from the previous quarter, with dissatisfaction also down by 2p.p.

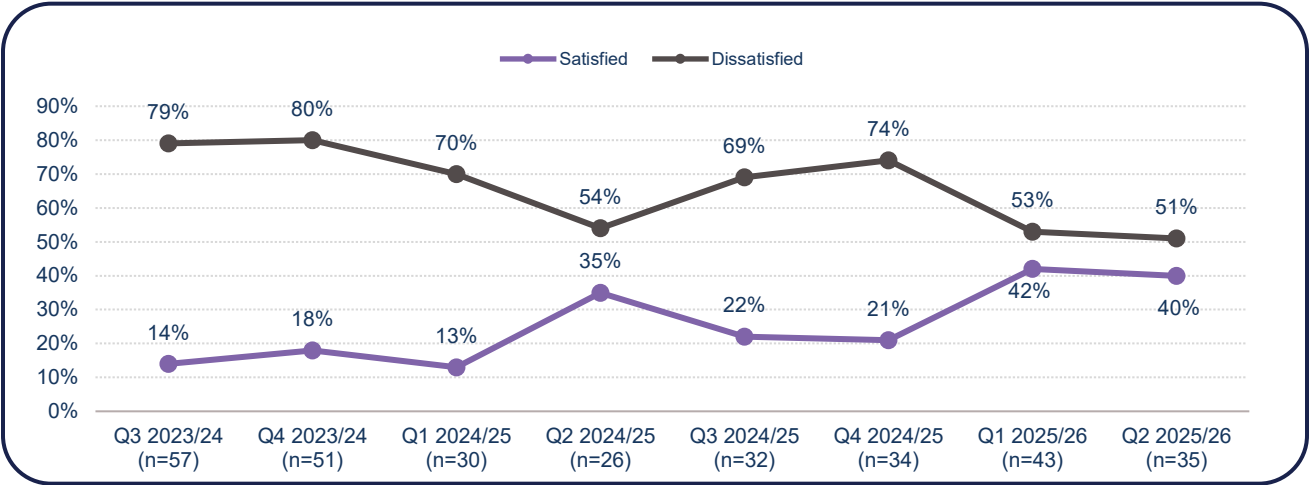
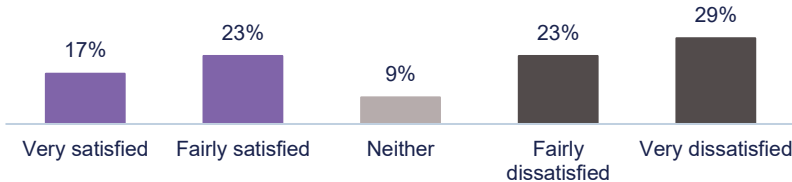
Nationally, the proportion of respondents reporting a complaint is at its highest level at 37% while satisfaction with how HAS handle complaints is at its lowest at just 23% satisfied (no change from Q4 2024/25).

This is to be expected with the release of the Ombudsman’s complaints code, something which Housemark have also seen in their data.

Complaint in last 12 months



Satisfaction with Complaints Handling





Complaints Trial

Karibu took this opportunity to find out more information about the complaints. Almost half of the complaints are about repairs (49%), followed by property condition and ASB (14%).

It is of some concern that three-quarters of complainants are unsure of the stage it has reached (74%), which may reinforce the view that some of these will be service requests rather than genuine complaints.

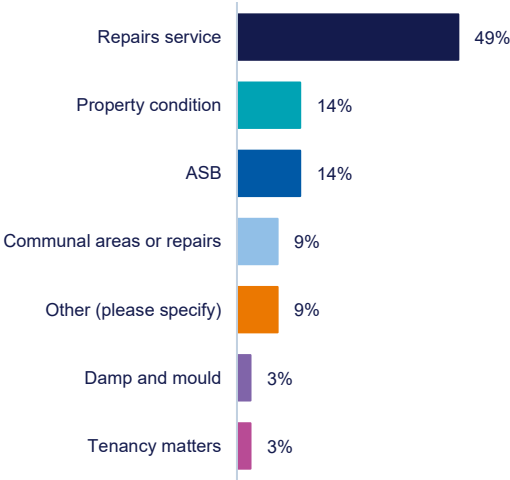
Almost a quarter of tenants who made a complaint are happy with the resolution (23%), whereas 6% are not happy with the resolution. Over half of the complainants said their complaint is still ongoing (54%), with 17% yet to have their complaint acknowledged.

In terms of possible improvements to the process, 63% would like Karibu to be more proactive when resolving complaints, followed by 57% suggesting better communication and keeping complainants updated with the progress of their complaint. Almost half of the improvement suggestions just require their complaint to be acknowledged (49%).

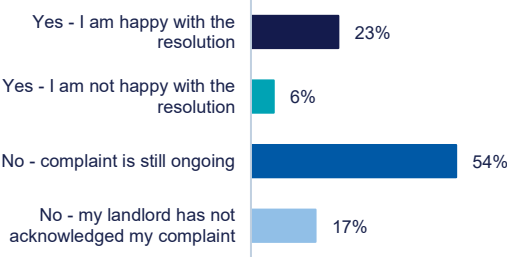
Improvement Suggestions



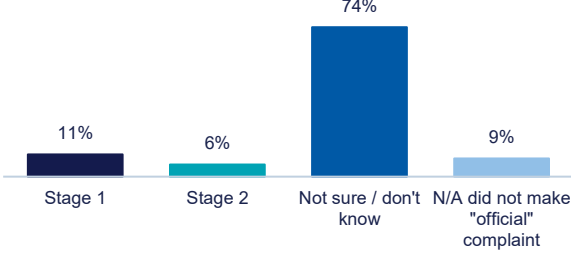
Reason for Complaint



Is complaint resolved?



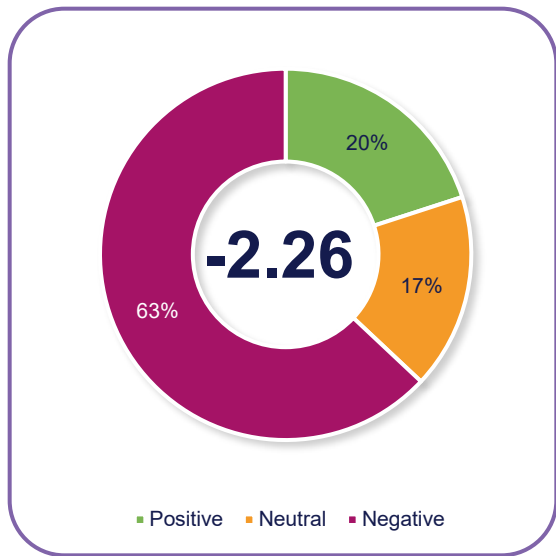
Stage?



Complaints

Please can you explain why you have given this score?

Base Size: 35



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	11	31.4%	-3.45
Subcategory, no attribute (yet)	10	28.6%	-0.20
Communication / Transparency	8	22.9%	-2.38
Resolution	7	20.0%	-3.57
Listening / Acting	6	17.1%	-3.67
Effort	5	14.3%	-4.00
Accountability	2	5.7%	-5.00
Quality of Work / Service	2	5.7%	+4.00
Staff Conduct	1	2.9%	+3.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-
No Comments			-

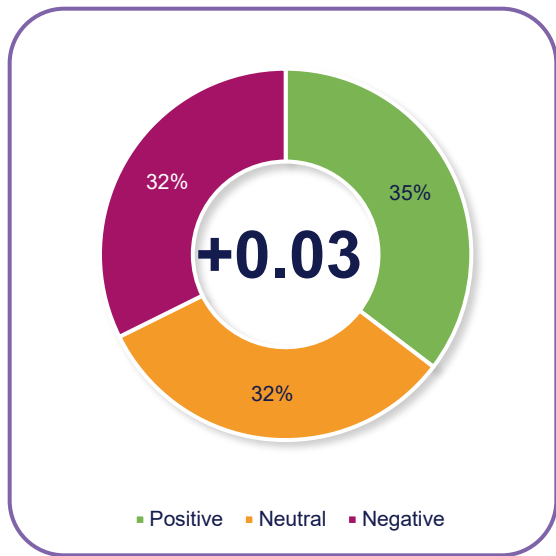
All tenants who made a complaint in the last 12 months are asked to explain why they assigned the score they did. Some tenants expressed frustration over the difficulty in reaching the right person or department, often being diverted to an automated service. There are recurring themes of slow response times, lack of follow-up, and unresolved issues, with some complaints lingering for months or even years. While some respondents acknowledged improvements compared to previous landlords, they still highlighted the need for more efficient and timely resolutions.

Several individuals reported that their complaints were not taken seriously, with instances of miscommunication and a lack of accountability from staff. Positive experiences were noted when direct communication occurred, leading to prompt action, but the overall sentiment of neglect overshadowed these instances. The handling of specific issues, such as repairs and maintenance, was particularly criticised, with complaints about delays causing further damage or inconvenience.

Complaint went well

What went well about the way your complaint was handled?

Base Size: 31



Attribute	Count	%	Sentiment Score
No Comments	10	32.3%	-2.50
Subcategory, no attribute (yet)	9	29.0%	0.00
Quality of Work / Service	5	16.1%	-1.00
Listening / Acting	4	12.9%	+3.25
Communication / Transparency	3	9.7%	0.00
Resolution	3	9.7%	0.00
Satisfaction	3	9.7%	+1.00
Timeliness / Responsiveness	2	6.5%	-1.00
Staff Conduct	1	3.2%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-

Tenants were asked what went well with the way their complaint was handled, 31 tenants commented. The responses reveal both positive and negative experiences regarding the handling of complaints by Karibu. There are positive remarks about specific interactions, particularly with staff members who listened and logged complaints effectively. One tenant mentioned satisfaction with a major repair completed by Karibu, contrasting sharply with others who felt their issues were ignored. The presence of a surveyor was acknowledged, but many felt that this was insufficient, as no further action followed.

Although this question asked what had gone well, some tenants expressed dissatisfaction, highlighting a lack of follow-up and resolution. Phrases like "nothing went well" and "still ongoing" indicate frustration with unresolved issues and inadequate communication. Some respondents noted that after initial contact, there was little to no action taken, with complaints seemingly falling into a void.



Improvements

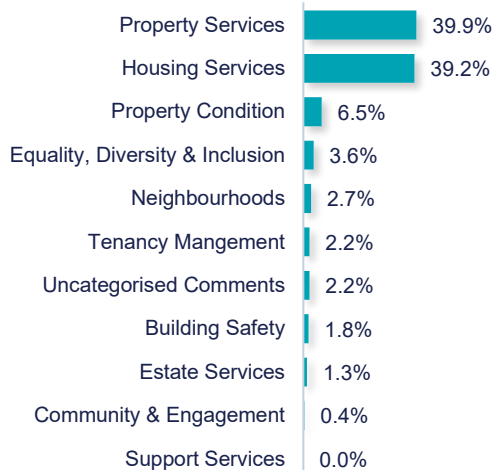
Anything Improve

In your own words, what could Karibu do better?

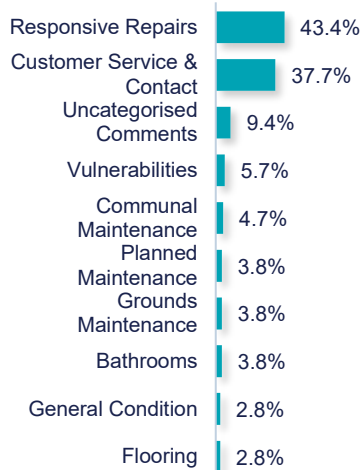
Base Size: 106



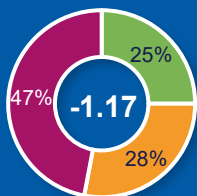
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	29	32.2%	-1.59
Timeliness / Responsiveness	29	32.2%	-2.41
Subcategory, no attribute (yet)	16	17.8%	-1.44
Quality of Work / Service	13	14.4%	-1.15
Listening / Acting	9	10.0%	-0.78
Satisfaction	7	7.8%	+2.86
No Comments	6	6.7%	-0.83
Effort	5	5.6%	-2.60
Resolution	4	4.4%	-2.50
Accountability	3	3.3%	+3.67
Empathy	3	3.3%	-1.67
Appointments / Convenience	1	1.1%	-5.00
Fairness	1	1.1%	-5.00
Safety	1	1.1%	+5.00
Staff Conduct	1	1.1%	-5.00
Trust	1	1.1%	+3.00
Accessibility			-
Consistency			-
Worker Conduct			-



All tenants are asked what Karibu could do better, in Q2 2025/26, 106 tenants commented. The survey reveals concerns regarding communication and repair services from Karibu. Many tenants expressed frustration over long waiting times for repairs, with some reporting delays of several months. A recurring theme is the lack of effective communication; tenants often feel ignored or uninformed about the status of their requests. Issues with the app and phone response times were highlighted, indicating a need for improved accessibility and responsiveness.

Additionally, tenants raised concerns about the condition of communal areas, including cleanliness and maintenance, as well as the need for better management of anti-social behaviour within the building. Some respondents mentioned specific repair needs, such as flooring and kitchen upgrades, while others highlighted the importance of addressing the unique requirements of tenants with disabilities.



Trends



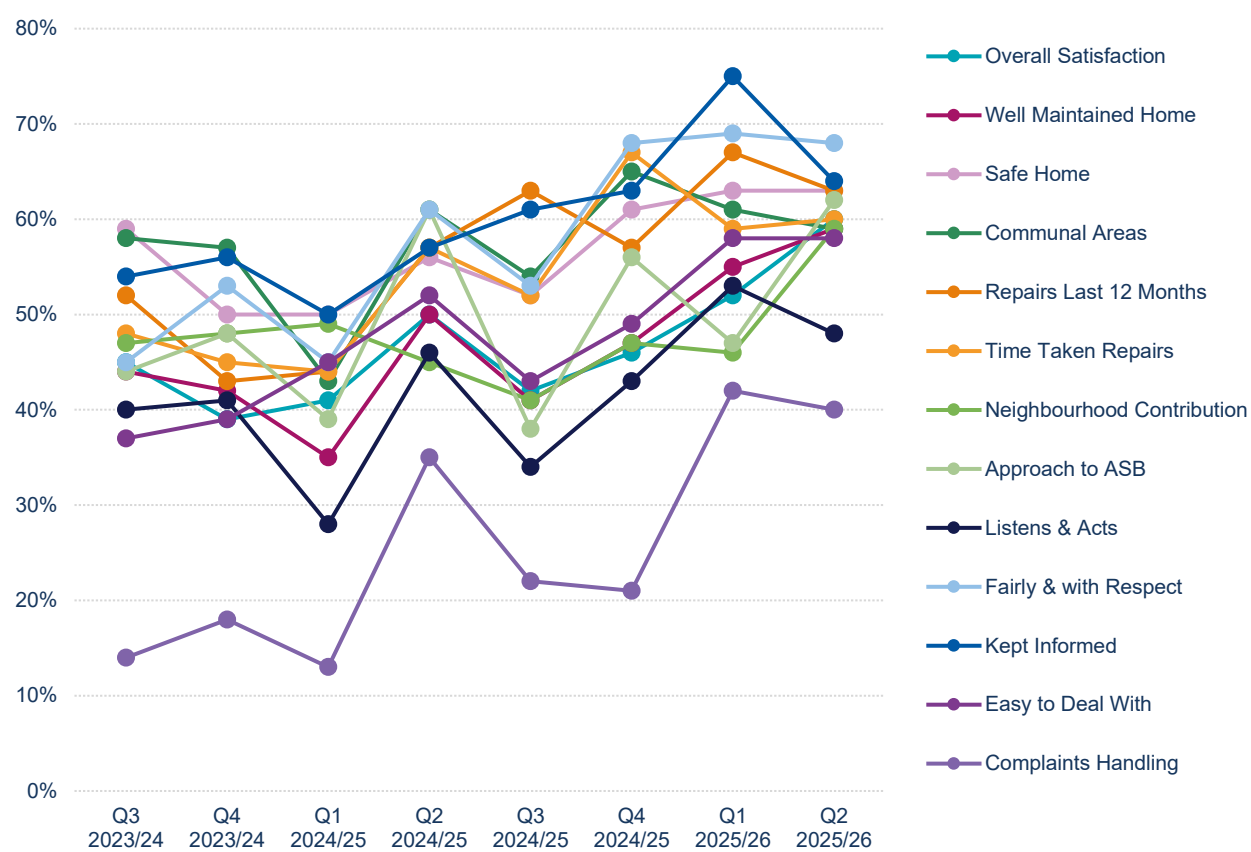
Trends Over Time

In the Q2 2025/26 survey, five measures show an increase in satisfaction, while five measures show a decrease, and two measures remain unchanged. Overall satisfaction has increased by 8p.p to 60%, the highest score this measure has received since Karibu started these surveys.

Large increases can also be observed for neighbourhood contribution (up 13p.p) and Karibu's approach to ASB (up 15p.p), both measures recording the highest level of satisfaction since these surveys began.

Of the measures showing a decrease, the largest falls is for listening to tenants' views and acting upon them (down 5p.p), and keeping tenants informed about things that matter to them (down 11p.p).

To be considered statistically significant, changes must exceed the combined margins of error of both time periods, in this case, around 18%. None of the changes this quarter reached this level of change.



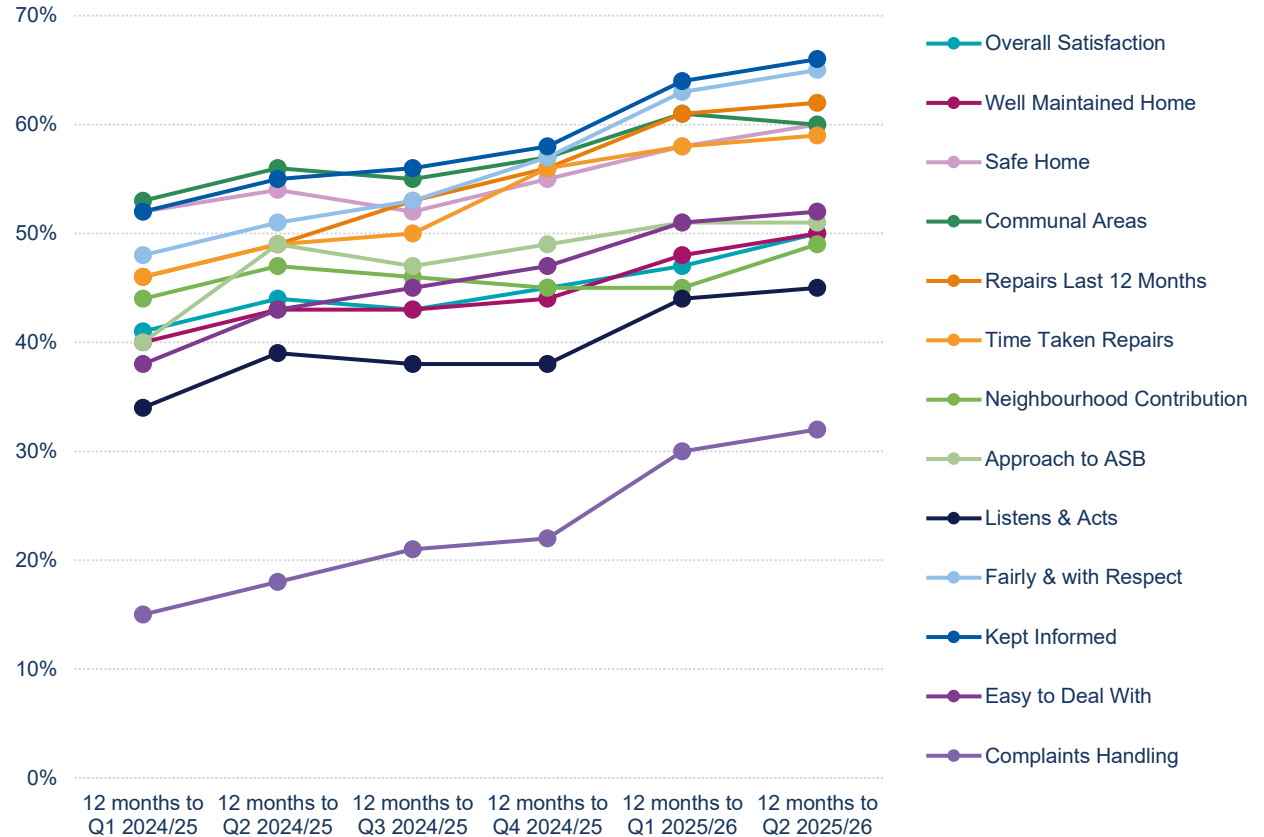


12 Month Rolling Averages

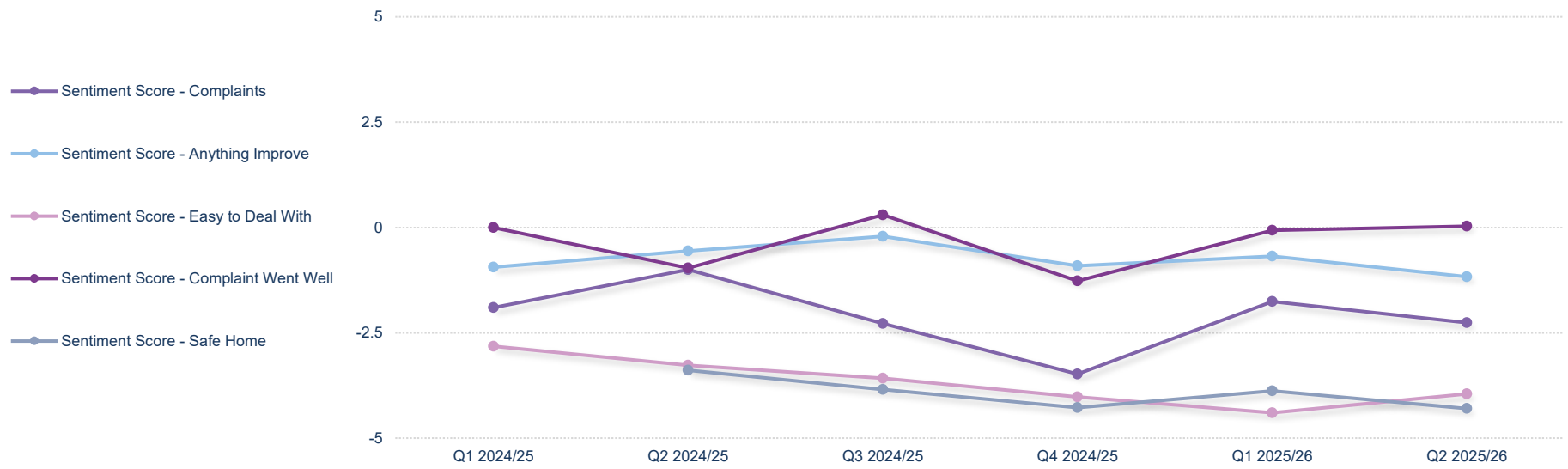
This chart displays the 12-month rolling averages, which help to minimize the impact of quarterly fluctuations and provide a clearer view of the overall level of satisfaction. However, these averages can be influenced by both scores that fall off as well as those which are added.

The twelve-month rolling averages appear to indicate that satisfaction is increasing across all measures, highlighting the positive changes Karibu is implementing across its services.

The only measure which has dropped off slightly is the maintenance of communal areas, which Karibu may wish to keep an eye on in future surveys.



Trends Over Time - Sentiment Scores



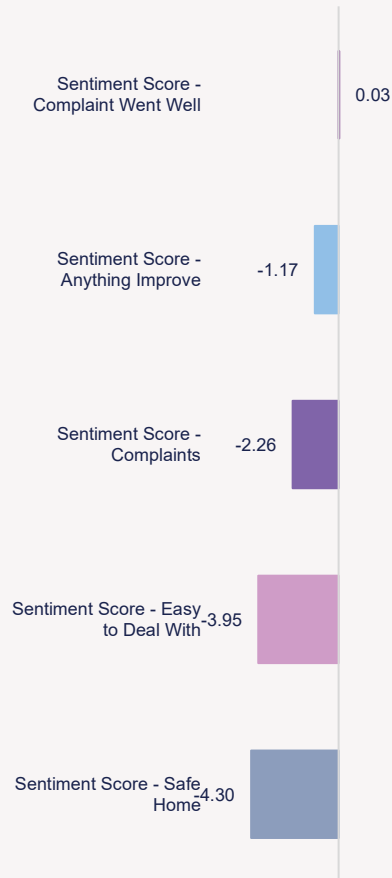
This slide illustrates the evolution of sentiment scores for open-ended questions over time. As the safe home and easy to deal with questions are only asked to dissatisfied tenants, these scores will, in nature, score lower than those questions asked to all tenants, such as the remaining three questions.

Sentiment for a safe home has improved this quarter, whereas the sentiment for being easy to deal with has decreased. The sentiment score, which asks about how complaints are handled, has dropped from -1.76 last quarter to -2.26 this quarter. All tenants are asked what Karibu could do better. The sentiment for this question has dropped, down 0.49 to -1.17 in Q2 2025/26. Karibu may wish to review these comments in the sentiment section of their dashboard to gain a better understanding of what tenants feel could be improved.



Summary

Sentiment Scores



Summary



Complaint Went Well

When asked what went well regarding the complaint handling, the responses reveal a mixed experience. While some respondents expressed satisfaction with the resolution and communication from Karibu, many reported ongoing issues, lack of follow-up, and inadequate action taken. Key sentiments include appreciation for listening and logging complaints, but frustration over unresolved matters and poor responsiveness. Overall, there is a clear need for improved follow-up and resolution processes.

Anything Improve

When asked what Karibu could do better, responses highlight concerns regarding communication and repair services from Karibu. Tenants express frustration over long wait times for repairs, lack of follow-up, and inadequate responses to queries. Many request improved maintenance of communal areas and better engagement from housing officers. Overall, there is a strong desire for more proactive communication and timely action on reported issues.

Complaints

All tenants who made a complaint in the last 12 months are asked to explain why they assigned the score they did. The responses highlight frustrations with complaint handling and communication at Karibu. Many tenants report long wait times for responses, difficulties reaching the right contacts, and unresolved issues, particularly regarding repairs and maintenance. While some acknowledge improvements over previous landlords, the overall sentiment reflects a need for more efficient processes, accountability, and better customer service to enhance resident satisfaction.

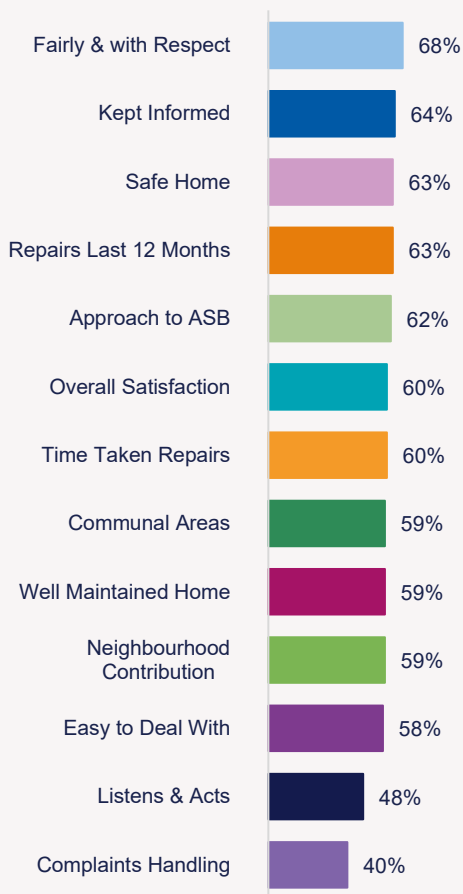
Easy to Deal With

Tenants who stated they are not satisfied that Karibu are easy to deal with are asked to expand on their reasons for this response. Key concerns focus on communication and responsiveness from Karibu. Tenants report difficulty in reaching the organisation via phone or email, leading to unresolved repair issues and a lack of follow-up. Many express frustration over slow response times, uncompleted repairs, and poor customer service, contributing to feelings of neglect and distress, particularly among vulnerable tenants.

Safe Home

Only asked to tenants who are dissatisfied with the safety of their home, responses highlight safety and maintenance issues within homes managed by Karibu. Key concerns include inadequate security (e.g., broken doors, lack of CCTV), mould and damp problems, unresponsive maintenance services, and unsafe living conditions exacerbated by anti-social behaviour. Residents express frustration over delayed repairs, particularly for vulnerable individuals, and inadequate communication from the housing association.

Satisfaction with Measures



Summary & Recommendations



Summary

Karibu has commissioned Acuity to undertake independent satisfaction surveys of its tenants throughout 2025/26, following quarterly based surveys in 2024/25 and an independent survey for both Inquilab and Westway before they merged to form Karibu. The question set is based on the Tenant Satisfaction Measures provided by the Regulator of Social Housing. For the Q2 2025/26 survey, 107 surveys were completed in total, alongside four incomplete interviews.

Satisfaction has been mixed in Q2 2025/26, with five measures increasing, five measures decreasing, and two measures remaining unchanged. Overall satisfaction with the service provided by Karibu has increased this quarter, up by 8p.p to 60%, the highest overall satisfaction score Karibu has received. There are bigger increases for neighbourhood contribution (up 13p.p) and Karibu's approach to ASB (up 15p.p). Of the measures which decreased this quarter, the most notable decline is for keeping tenants informed about things that matter to them (down 11p.p).

Sentiment analysis was used again on five open questions; however, the safe home and easy to deal with questions are only asked to 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 repairs and customer service. All comments can be read in full through the sentiment analysis section of your dashboard.

Recommendations

Communication – This quarter saw decreases in satisfaction for keeping tenants informed about things that matter to them (down 11p.p) and listening to tenants' views and acting upon them (down 5p.p). When probed with open questions, tenants stated issues surrounding communication and responsiveness from Karibu. Tenants report difficulty in reaching Karibu via phone or email, leading to unresolved issues and a lack of follow-up. This is also supported by 57% of tenants who made a complaint, with tenants claiming improvements are needed in communication and keeping tenants informed about their complaints. Karibu may wish to examine their communication policies when service requests and complaints are lodged to ensure that regular updates are provided. It could also be suggested that the initial contact stage is reviewed, as tenants mention difficulties getting through to the correct department with also some lengthy call waits.

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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