



Karibu

TSM Tracker Q1 2026/27 Report

Prepared by: Acuity Research & Practice



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From 2024/25, Acuity has been performing surveys for Karibu Community Homes, which include a mix of former Inquilab and Westway tenants. Acuity has been recommissioned to conduct these surveys in 2026/27. This report contains data from the first quarterly survey of this year, referred to as Q1 2026/27.

The survey was designed using the Tenant Satisfaction Measures, provided by the Regulator of Social Housing, which became mandatory to collect from April 2023 and must be submitted and published annually. Each quarter, tenants are contacted by phone by Acuity's in-house telephone team and invited to participate in a telephone interview. A target has been set to interview 105 LCRA tenants and two LCHO tenants per quarter. For Q1 2026/27, 108 interviews were fully completed, alongside five incomplete interviews, which are required to be included as per regulator guidance. In Q1, 111 surveys were completed by LCRA tenants, and LCHO tenants completed two surveys.

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 Q1 2026/27, 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 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 113 responses to the overall satisfaction question received this quarter are sufficient to conclude that the findings are accurate to within $\pm 8.9\%$ for the quarter and $\pm 4.0\%$ 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=...

50%



Overall Satisfaction

Half of tenants are satisfied with the overall service provided by Karibu. This represents no real change from Q4 2025/26, with satisfaction changing by less than one percentage point.

Five other measures have received satisfaction scores of 50% or higher this quarter, with the highest levels of satisfaction for repairs completed within the last 12 months (63%) and treating tenants fairly and with respect (61%).

Only one measure has received a score below 40% satisfaction this quarter, and that is for the handling of complaints, which now stands at 26% satisfaction.

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



Well Maintained Home

47%



Safe Home

49%



Repairs Last 12 Months

63%



Time Taken Repairs

51%

Respectful & Helpful Engagement



Listens & Acts

40%



Kept Informed

59%



Fairly & with Respect

61%



Complaints Handling

26%

Responsible Neighbourhood Management



Communal Areas

51%



Neighbourhood Contribution

47%



Approach to ASB

47%



Overall Satisfaction



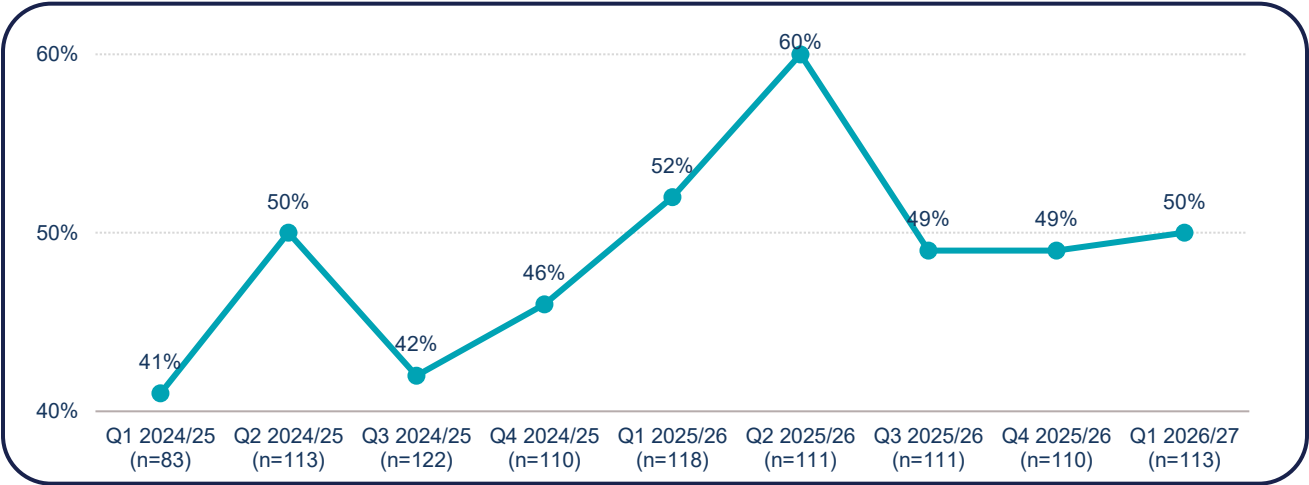
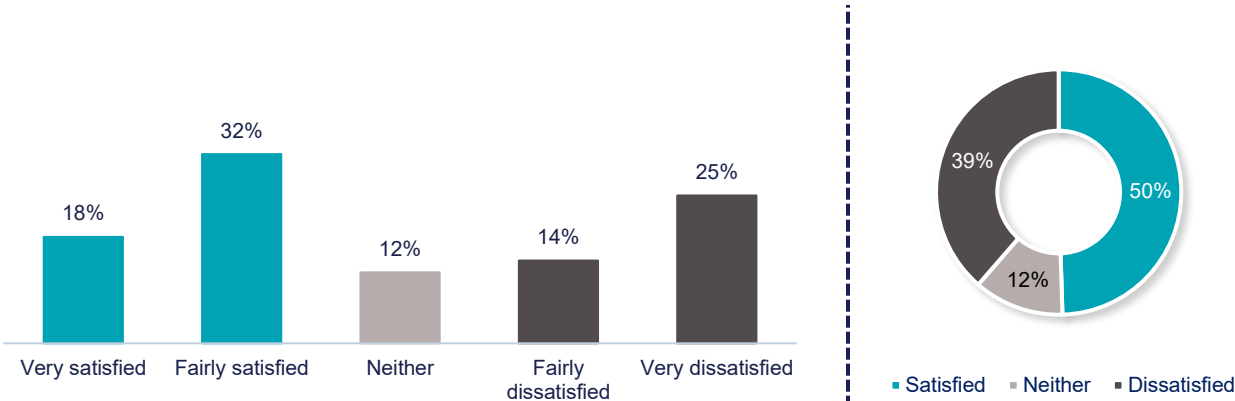
Tenants were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karibu Community Homes?*” This is the key metric in any tenant perception survey.

Half of tenants (50%) are satisfied with the overall service provided by Karibu. There are more tenants fairly satisfied (32%) than very satisfied (18%). Just under two-fifths are dissatisfied (39%), with more very dissatisfied (25%) compared to fairly dissatisfied (14%). The remaining 12% of tenants are neither satisfied nor dissatisfied.

Satisfaction has been stagnant for the past three quarters, with scores changing by less than one percentage point, dropping off after reaching a high of 60% satisfied in Q2 of 2025/26.

Acuity client briefing data for Q1 2026/27 follows a similar pattern to that displayed by Karibu, with satisfaction changing by just over a percentage point. However, Karibu has a long way to go to match the national average, which stands at 74.6%, with London-specific data at 73.2%.

Overall Satisfaction





Well Maintained, Safety & Communal Areas



Just under half of tenants are satisfied that their home is well maintained (47%), a 2p.p decrease on Q4 2025/26. Just over two-fifths of tenants (42%) are dissatisfied, while around a tenth are neither satisfied nor dissatisfied (11%).

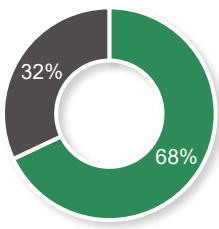
Acuity recently completed key driver analysis of over 150,000 responses from TSM surveys completed in 2025/26, and once again, the maintenance of the home had the strongest influence on overall satisfaction. Prioritising improvements in this area is therefore likely to have the greatest impact on increasing overall satisfaction.

Generally, more tenants are satisfied with the safety of their home than with its maintenance. This is true here, with just under half of tenants being satisfied that they are provided with a home that is safe (49%), with two-fifths dissatisfied (40%), and a further 11% giving a neutral response. In addition, 93% of tenants have given consent for safety issues to be shared with Karibu.

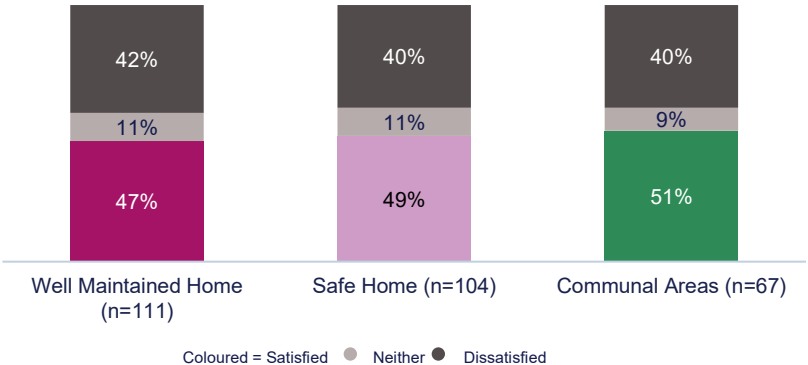
Just over two-thirds of tenants said they live in a building with communal areas that Karibu are responsible for maintaining (68%). Of these tenants, 51% are satisfied that these communal areas are kept clean and well maintained. As with safe home, 40% of tenants are dissatisfied, while 9% are neither satisfied nor dissatisfied.

Well Maintained, Safety & Communal Areas

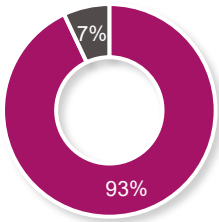
Communal Areas?



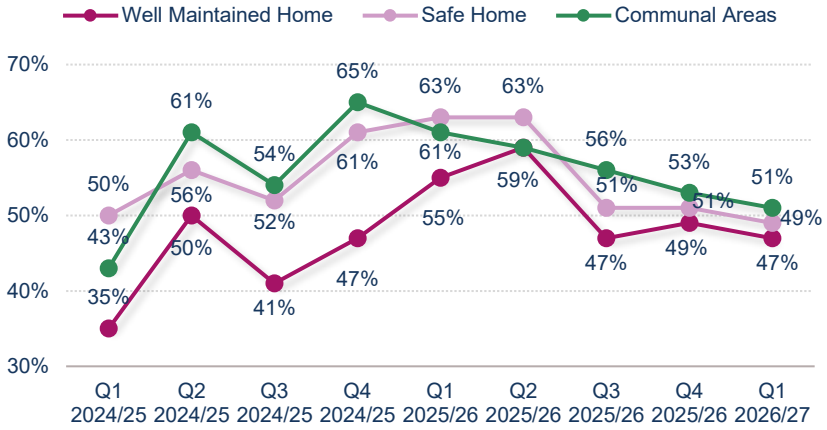
■ Yes ■ No



Safe Home Consent



■ Yes ■ No





Keeping Properties in Good Repair



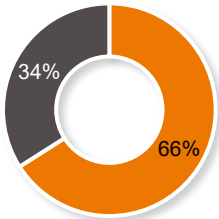
Keeping Properties in Good Repair

Two thirds of tenants (66%), 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 (32%), while 5% are neither satisfied nor dissatisfied. After three quarters of decline, satisfaction with the repairs service has improved in Q1 2026/27, up 9p.p.

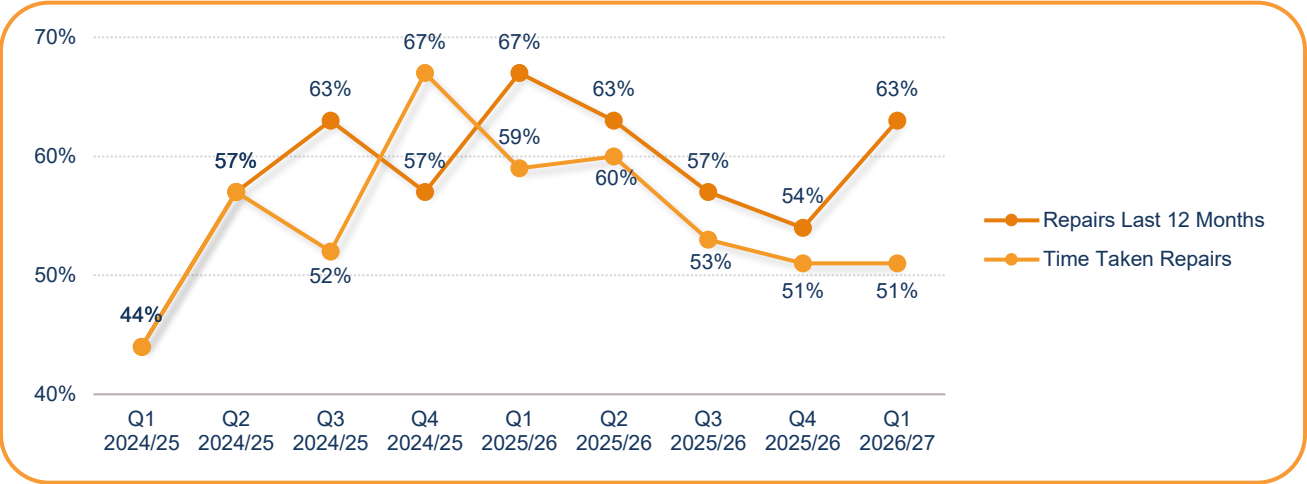
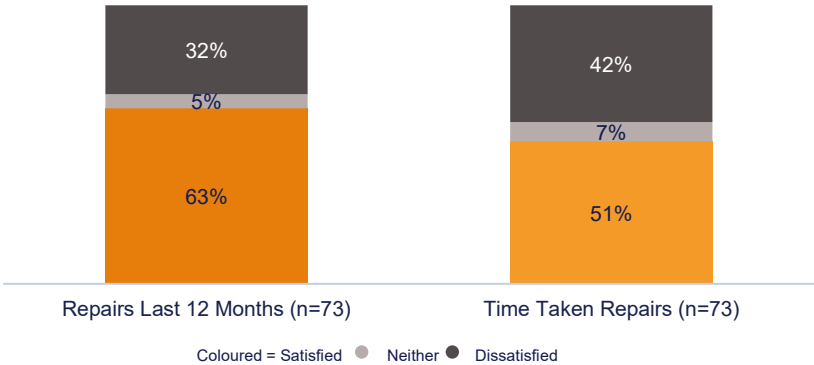
It is common in surveys of this type for fewer tenants to be satisfied with the time taken to complete repairs than with the service itself. This is the case for Karibu this quarter, as 51% are satisfied with the time taken to complete repairs. Just over two-fifths (42%) of tenants are dissatisfied, and 7% are neutral.

Nationally, there has been very little change in time taken to complete repairs (down 0.5p.p to 75.3%). While repair satisfaction continued to improve, up 0.8p.p to 78.2%. Again, Karibu has some work to do to meet this average, despite the recent rise in satisfaction with the overall repairs service.

Repairs in Last 12 Months?



■ Yes ■ No





Contribution to the Neighbourhood

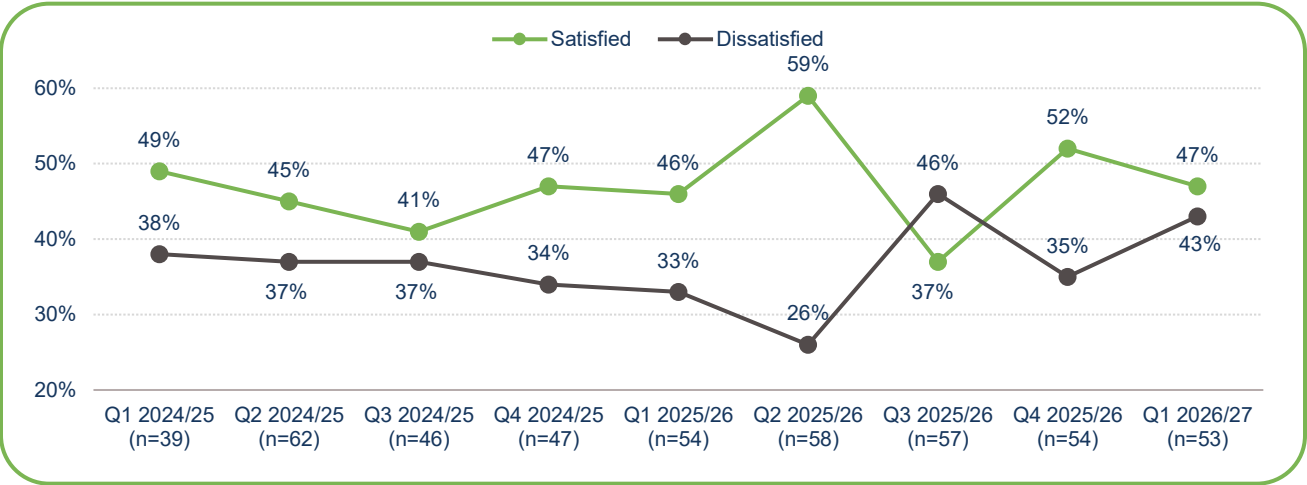
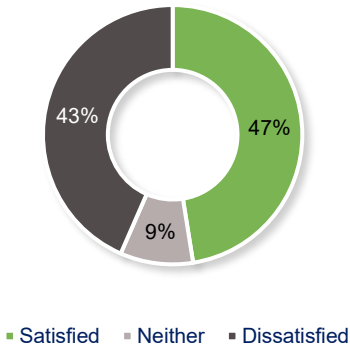
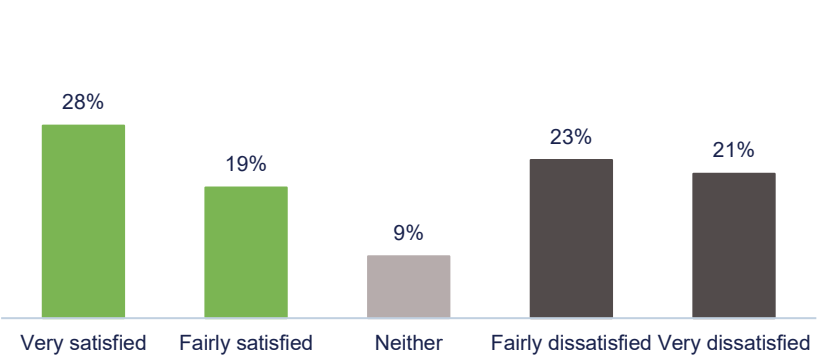


Contribution to the Neighbourhood

Almost half of tenants are satisfied with Karibu's contribution to the neighbourhood (47%), with more tenants very satisfied (28%), than fairly satisfied (19%). A similar proportion of tenants are dissatisfied (43%), and slightly more are fairly dissatisfied (23%) than very dissatisfied (21%). Around one in ten tenants gave a neutral response (9%).

Satisfaction has remained inconsistent, with a high of 59% satisfied in Q2 25/26 followed by a steep decrease of 22p.p in Q3. After a brief lift in Q4 (up 15p.p), satisfaction has returned to levels seen throughout 24/25.

Satisfaction across the sector has followed a similar pattern. After trending upwards to Q3 25/26 with a peak of 68.5%, satisfaction has dropped back and sits at 66.7% satisfied in Q1 26/27.





Approach to ASB

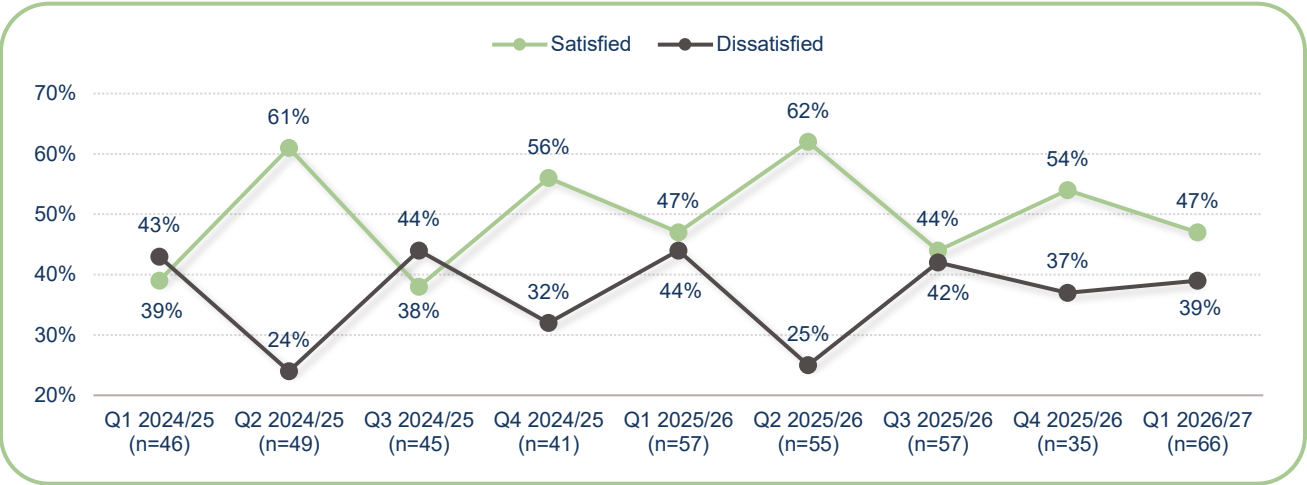
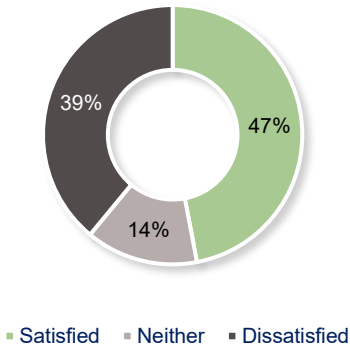
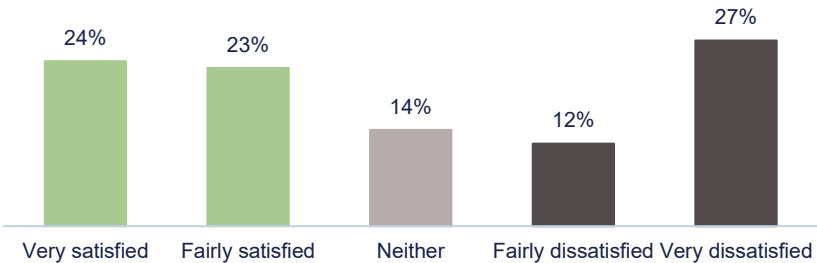


Approach to ASB

Almost half of tenants are satisfied with Karibu's approach to ASB (47%), with more very satisfied (24%) than fairly satisfied (23%). Almost two-fifths of tenants are dissatisfied, with more very dissatisfied (27%) than fairly dissatisfied (12%).

Satisfaction has remained inconsistent with the approach to ASB, with a high of 62% satisfied in Q2 2025/26, followed by a low of 44% in the following quarter. However, it should be noted that tenants are given the option to respond with "Not applicable/Don't know" to this question, and in Q1 2026/27, 40% of tenants chose this option when responding to the survey. Therefore, due to the low response rate, care should be taken when analysing these results.

Median satisfaction for the approach to ASB in Q1 2026/27 sits at 59.3% satisfied, a drop of 4.0p.p on Q4 2025/26.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

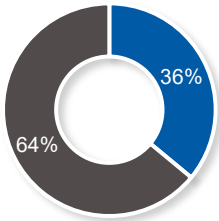
Two-fifths of tenants are satisfied that Karibu listens to views and acts upon them (40%), with a higher proportion dissatisfied (51%), and 9% of tenants neither satisfied nor dissatisfied. Satisfaction has remained reasonably consistent over the previous two quarters, with an average of 40% satisfied.

Around three-fifths of tenants are satisfied that they are kept informed (59%). While 28% are dissatisfied, one in seven tenants gave a neutral response (13%). After a peak in Q4 2025/26 at 79%, satisfaction has returned closer to the average, dropping 20p.p to 59%.

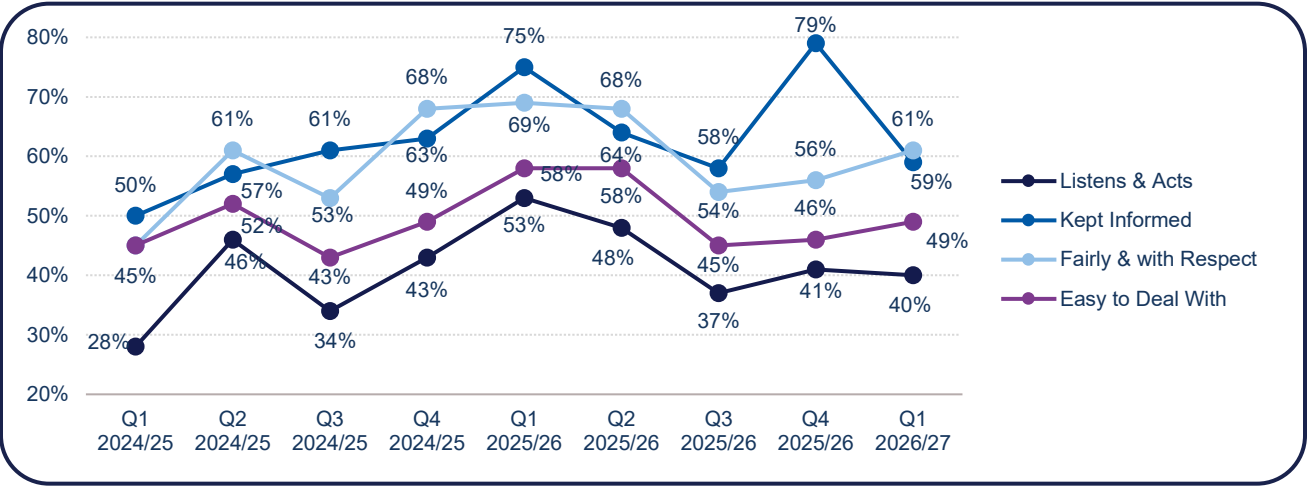
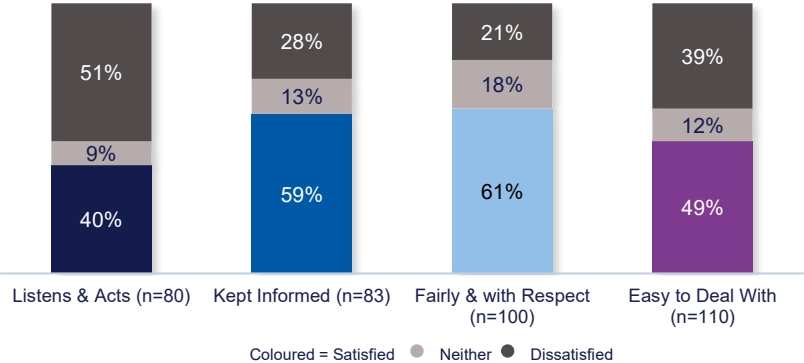
The highest scoring measure this quarter is treating tenants fairly and with respect (61%). Satisfaction with this measure has gradually increased over the last three surveys following a drop in Q3 2025/26. A fifth of tenants (21%) disagree that they are treated fairly and with respect, with 18% neither agreeing nor disagreeing.

Just under half of tenants are satisfied that Karibu are easy to deal with (49%). Two-fifths (39%) are dissatisfied, while 12% gave a neutral response. This measure has mirrored fairly and with respect of late, increasing gradually over the past three quarters.

Getting Involved



■ Yes ■ No





Effective Handling of Complaints



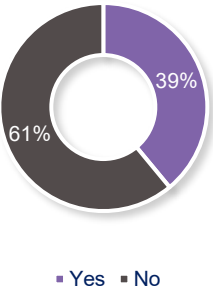
Effective Handling of Complaints

Nearly two-fifths of tenants (39%) reported making a complaint to Karibu within the last 12 months, although it remains unclear how many of these are genuine complaints or service requests that have yet to be fully addressed.

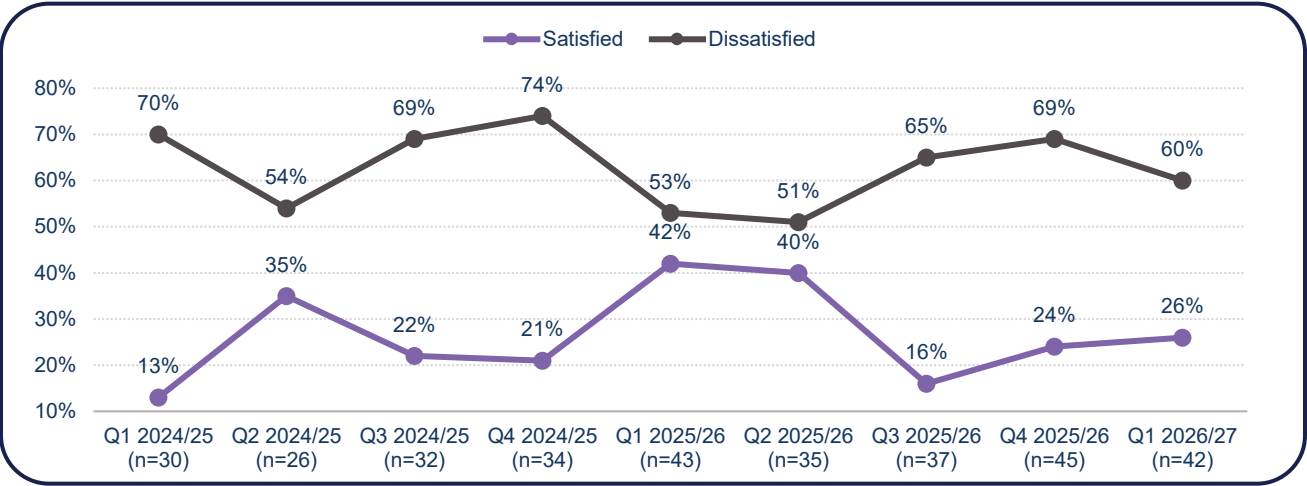
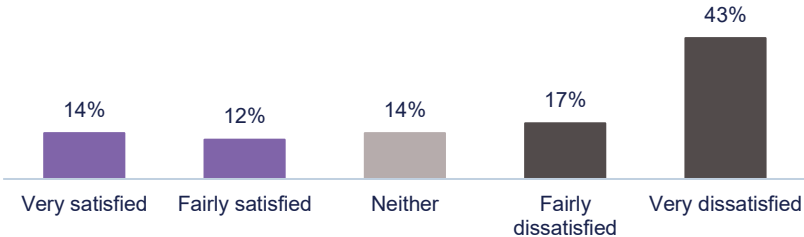
Nevertheless, only a quarter (26%) of tenants are satisfied with the handling of these complaints this quarter, with more dissatisfied (60%). Satisfaction is up marginally by 2p.p from the previous quarter, with dissatisfaction down by 9p.p.

Nationally, the proportion of respondents reporting a complaint is at 22.2%, up slightly on Q4 2025/26, while satisfaction with how HAs handle complaints is 34.6%, which is down slightly. Despite a recent gradual increase, Karibu still sits 9p.p below the average.

Complaint in last 12 months



Satisfaction with Complaints Handling



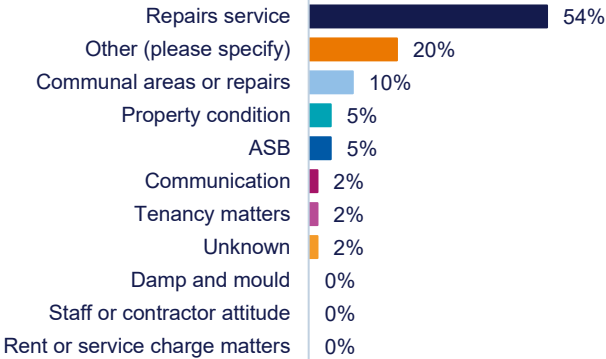


Complaints Trial

Karibu took this opportunity to find out more information about the complaints. Over half of the complaints are about repairs (54%), followed by other reasons (mainly relating to property condition), which received 20% of responses, communal areas or repairs (10%), property condition and ASB (5% each), with the remaining options receiving less than 6% combined.

When asked to describe which route they took to complain, several tenants selected multiple routes, including telephone (68%), email (41%), housing officer (17%), with 12% selecting other routes, which mainly focused on online options including through the app.

Reason for Complaint



Complaint Route



Reason for Complaint Other



Complaints Route Other





Complaints Trial

It is of some concern that almost three-quarters of complainants are unsure of the stage it has reached (71%), which may reinforce the view that some of these will be service requests rather than genuine complaints.

Over a quarter of tenants who made a complaint are happy with the resolution (28%), whereas 8% are not happy with the resolution. Just under half of the complainants said their complaint is still ongoing (48%), with 18% yet to have their complaint acknowledged.

In terms of possible improvements to the process, 65% suggested better communication and keeping complainants updated with the progress of their complaint, followed by 55% who would like Karibu to be more proactive when resolving complaints. Over half of the improvement suggestions just require their complaint to be acknowledged (55%), with internal communication and ease of reporting also highlighted.

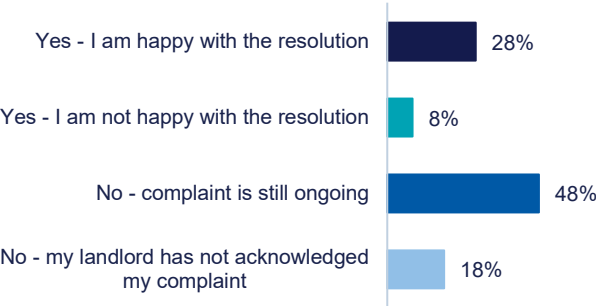
Improvement Suggestions



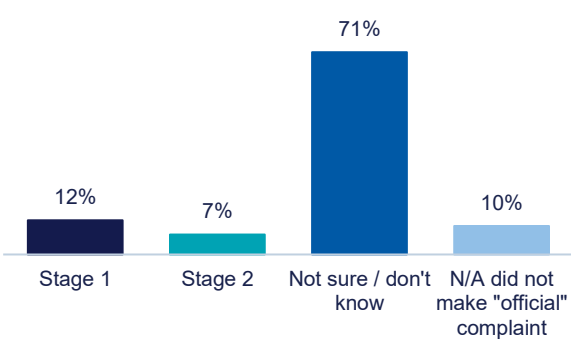
Improvement Suggestions Other

*consider changing contractors, especially the gas contractor.
they should have apologised and acknowledged what they did wrong
understand more about mental health
They should compensate residents who have been affected by disrepair.
Offer a resolution
Take accountability
Answer the phone*

Is complaint resolved?



Stage?





Trends

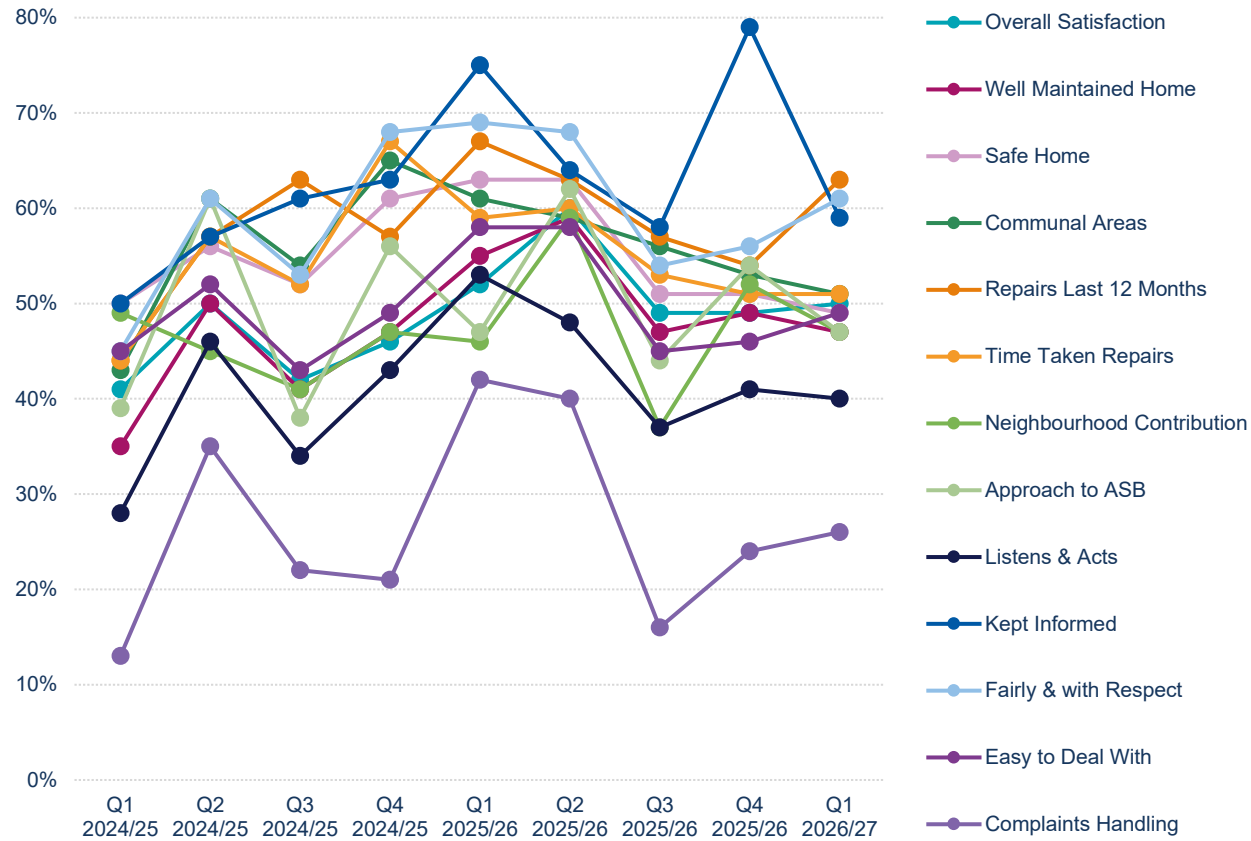


Trends Over Time

In the Q1 2026/27 survey, four of the 13 measures showed an increase in satisfaction, while seven measures showed a decrease and two remained the same. Overall satisfaction has improved by less than 1p.p to 50%.

Large increases could be observed for the repairs completed within the last 12 months, up 9p.p. While the largest decrease was for being kept informed (down 20p.p).

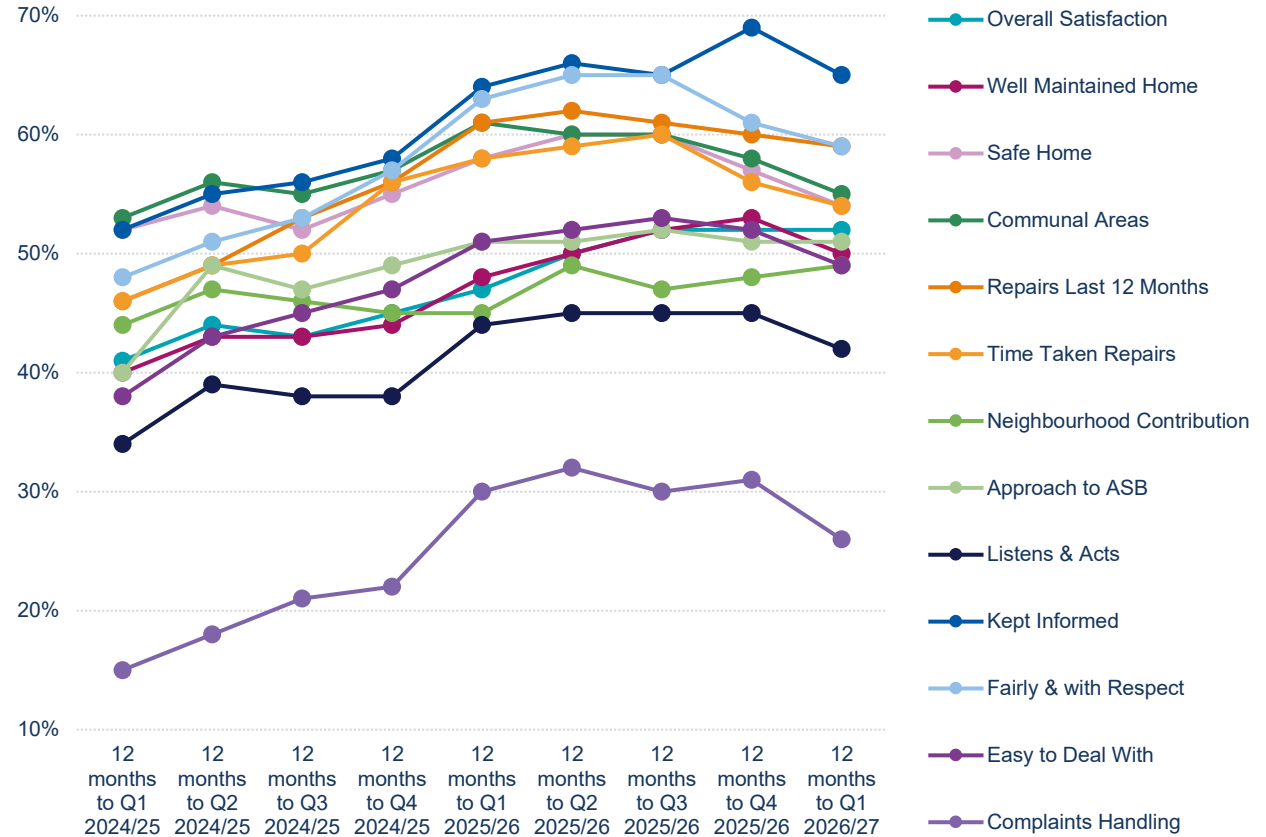
To be considered statistically significant, changes must exceed the combined margins of error of the last two surveys, in this case, around ± 18.0 p.p. As such, just tenants feeling that they are kept informed about the things that matter to them has seen a significant change.





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 and those that are added.





Quarterly Change

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

As is to be expected, there has been some fluctuation in satisfaction throughout the year, with overall satisfaction 10p.p below where it was in Q2 2025/26. It is positive to see the repairs completed within the last 12 months returning to the same position as in Q2 2025/26 (63%), with being kept informed returning to the average after jumping 22p.p in Q4 2025/26.

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

	Q2 2025/26	Q3 2025/26	Q4 2025/26	Q1 2026/27
Overall Satisfaction	60%	49% (-12)	49% (+0)	50% (+0)
Well Maintained Home	59%	47% (-11)	49% (+2)	47% (-2)
Safe Home	63%	51% (-12)	51% (+0)	49% (-2)
Communal Areas	59%	56% (-3)	53% (-3)	51% (-2)
Repairs Last 12 Months	63%	57% (-6)	54% (-3)	63% (+9)
Time Taken Repairs	60%	53% (-7)	51% (-3)	51% (0)
Neighbourhood Contribution	59%	37% (-22)	52% (+15)	47% (-5)
Approach to ASB	62%	44% (-18)	54% (+10)	47% (-7)
Listens & Acts	48%	37% (-11)	41% (+3)	40% (-1)
Kept Informed	64%	58% (-6)	79% (+22)	59% (-20)
Fairly & with Respect	68%	54% (-14)	56% (+2)	61% (+5)
Easy to Deal With	58%	45% (-13)	46% (+1)	49% (+3)
Complaints Handling	40%	16% (-24)	24% (+8)	26% (+2)



Summary

Sentiment Scores



Summary



Safe Home

Tenants report widespread safety and maintenance failures. These include broken communal doors, intercoms and lifts, persistent mould and damp, slow or missing repairs, pest, drug and antisocial activity, flooding, structural hazards and blocked drains, and poor communication from Karibu and ignored reports. Vulnerable households feel particularly at risk and express frustration, fear and loss of trust.

Anything Improve

Tenants would like to see improvement in communication, repairs, and inconsistent contractor quality. Common complaints include outdated kitchens/bathrooms, damp/mould, pests, overgrown communal areas, security and cleanliness issues, and unresolved ASB. Tenants want visible, responsive housing officers, timely follow-ups and inspections, clearer service-charge accountability and faster action for safety-critical problems. Overall, sentiment shows that tenants are frustrated but also go unheard frequently.

Easy to Deal With

Tenants report poor communication and responsiveness from Karibu. Issues include long phone queues, unanswered calls/emails, no callbacks, and an unresponsive app/portal. Repairs and maintenance are slow, incomplete or cancelled, with repeated chasing required. ASB and security concerns are often ignored. Some tenants feel dismissed by staff, causing stress and distrust, especially among vulnerable residents needing better, timely support.

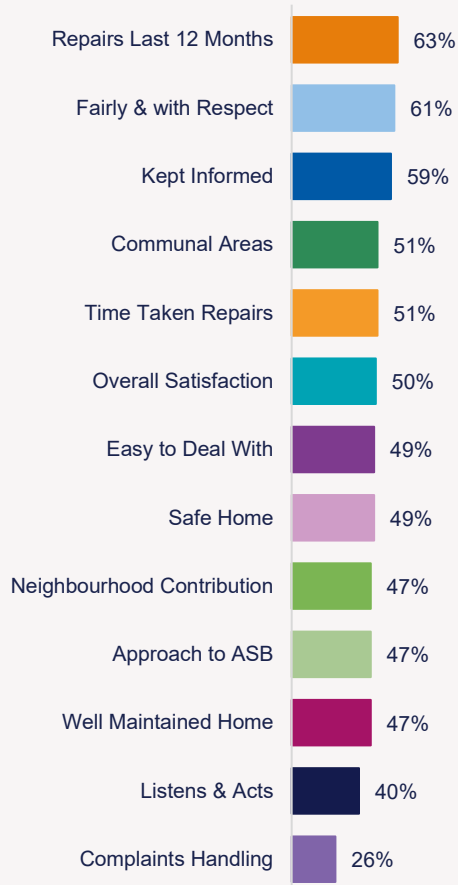
Complaints

Tenants report widespread frustration with slow, inconsistent repairs, poor communication and unresolved leaks, damp, boiler and door issues. Many feel complaints are ignored, staff blame-shifted or protected, and contractor coordination is not satisfactory. Some praise timely responses and fair compensation in isolated cases, but overall trust is low due to repeated delays, lack of follow-up and inadequate maintenance.

Complaint Went Well

Most respondents felt complaints were poorly handled. They cited examples of slow responses, unresolved issues, recurring leaks and damaged property. Some positives include occasional prompt fixes, helpful contractors, housing officers visiting, phone contact and acknowledgement. Key sentiments are of frustration, lack of follow-through and patchy communication. A minority reported satisfaction when managers took responsibility or repairs were completed.

Satisfaction with Measures



Summary & Recommendations



Summary

From 2024/25, Acuity has been performing surveys for Karibu Community Homes, which include a mix of former Inquilab and Westway tenants. Acuity has been recommissioned to conduct these surveys in 2026/27. This report contains data from the first quarterly survey of this year, referred to as Q1 2026/27. A target has been set to interview 105 LCRA tenants and two LCHO tenants per quarter. For Q1 2026/27, 108 interviews were fully completed, alongside five incomplete interviews, which are required to be included as per regulator guidance. In Q1 2026/27, 111 surveys were completed by LCRA tenants, and LCHO tenants completed two surveys.

Satisfaction has been mixed in Q1 2026/27, with four of the 13 measures showing an increase in satisfaction, while seven measures showed a decrease, and one remained unchanged. Overall satisfaction has continued to remain stable, at 50% (changing by less than 1p.p).

The biggest increase was for repairs completed within the last 12 months, which increased by 9p.p, followed by Karibu treating tenants fairly and with respect (up 5p.p). The largest decrease was for how Karibu keeps tenants informed, which dropped by 20p.p to 59%. However, it should be noted that the score in Q4 2025/26 was an outlier, 22.0p.p above the median for the previous four years.

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

Recommendation

Communication— For Karibu, communication is the main theme running throughout the report. Whether it's the drop in tenants being kept informed, that listens and acts has a score of 40%, or that only 26% of tenants are satisfied with the complaints handling process, communication is the main topic highlighted. This has been highlighted in previous recommendations and continues to be a concern for Karibu. It is recommended that Karibu review customer communications, review resourcing within the call centre, and ensure there are multiple feedback channels available. Customer journey mapping may also help to keep track of service requests and complaints alike, to make sure that acknowledgements and follow-ups happen within the required timeframes.

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.



Sentiment

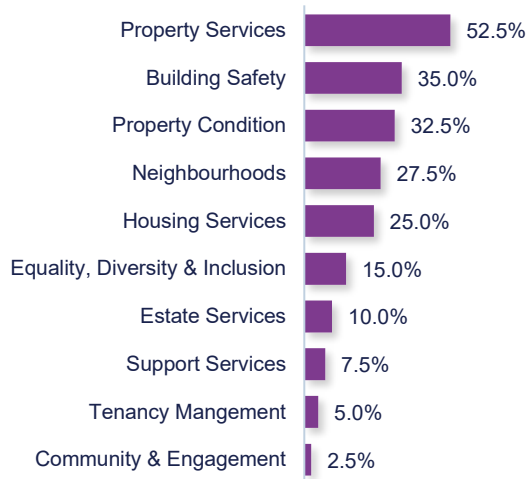
Safe Home

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

Base Size: 40



Categories

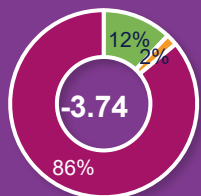


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	14	53.8%	-4.43
Subcategory, no attribute (yet)	6	23.1%	-2.33
Communication / Transparency	4	15.4%	-3.00
Effort	4	15.4%	-4.50
Quality of Work / Service	4	15.4%	-4.50
Resolution	4	15.4%	-4.50
Listening / Acting	2	7.7%	-4.00
Safety	2	7.7%	-4.00
Worker Conduct	2	7.7%	-5.00
Accessibility	1	3.8%	-5.00
Consistency	1	3.8%	-5.00
Fairness	1	3.8%	-5.00
Trust	1	3.8%	-5.00
Accountability			-
Appointments / Convenience			-
Empathy			-
Satisfaction			-
Staff Conduct			-
No Comments			-



Tenants who did not feel that their home was safe were asked to explain the reason why and suggest how it could be improved. Two-fifths of tenants (40%) stated they were dissatisfied with the safety of their home and all provided feedback. Issues include broken or insecure communal doors, gates and intercoms that allow unauthorised access, homelessness/drug use in blocks, and a lack of CCTV or adequate lighting.

There is a perception that repairs are delayed or incomplete (mould, leaks, blocked drains, damaged ceilings/balconies, broken boilers, windows, doors, locks, and electrical concerns were all listed), with concerns that some requests may be disappearing from records. Tenants describe poor contractor quality, inconsistent communication, defensive staff responses, and broken promises (cancelled jobs, unpaid contractors). Several report stolen deliveries and broken communal facilities (bike sheds, bins, lighting). Vulnerable tenants highlighted concerns around damp and mould, which should be investigated.

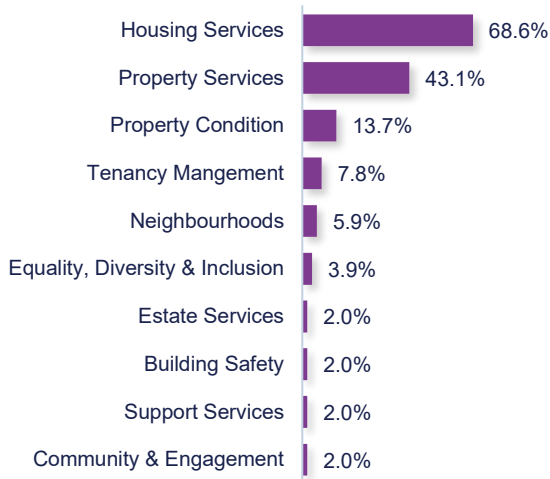
Easy to Deal With

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

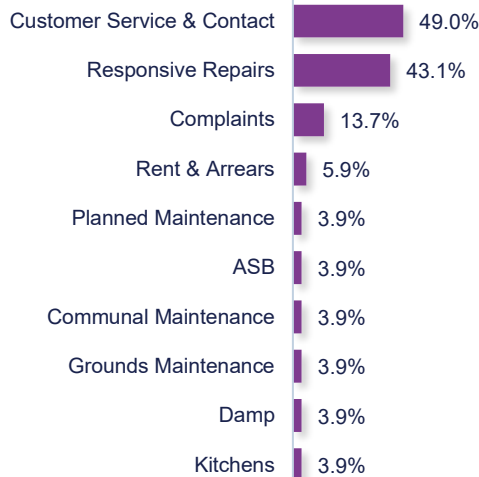
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Categories

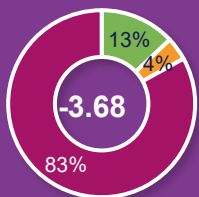


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Communication / Transparency	29	56.9%	-3.62
Timeliness / Responsiveness	26	51.0%	-3.69
Effort	13	25.5%	-4.38
Listening / Acting	6	11.8%	-5.00
Resolution	5	9.8%	-3.40
Quality of Work / Service	4	7.8%	-5.00
Accountability	3	5.9%	-5.00
Appointments / Convenience	3	5.9%	-5.00
Empathy	3	5.9%	-5.00
Trust	3	5.9%	-5.00
Consistency	2	3.9%	-5.00
Subcategory, no attribute (yet)	2	3.9%	0.00
Fairness	1	2.0%	-5.00
Satisfaction	1	2.0%	-5.00
Staff Conduct	1	2.0%	-5.00
Worker Conduct	1	2.0%	-5.00
Accessibility			-
Safety			-
No Comments			-



Tenants who were not satisfied with Karibu being easy to deal with were asked to explain why. Almost half of tenants responded and report poor communication and slow, unreliable service from Karibu, with 56.9% of all attributes related to communication. Themes include long phone queues or unanswered calls, lack of call-backs, unhelpful automated/email responses, and difficulty reaching or getting consistent contact with housing officers. A perception that repairs and maintenance work are frequently delayed, incomplete, or never completed.

Tenants describe a lack of clear signposting and follow-through as a concern. Anti-social behaviour and security concerns (fly-tipping, drug use, parking blocking emergency access, broken entry doors) are perceived as ignored or dismissed by staff. Several tenants mention stress, anxiety, and safety impacts from unresolved issues and poor responsiveness. The resident portal and app are seen as confusing or ineffective; paper trails are preferred.

Complaints Handling

Please can you explain why you have given this score?

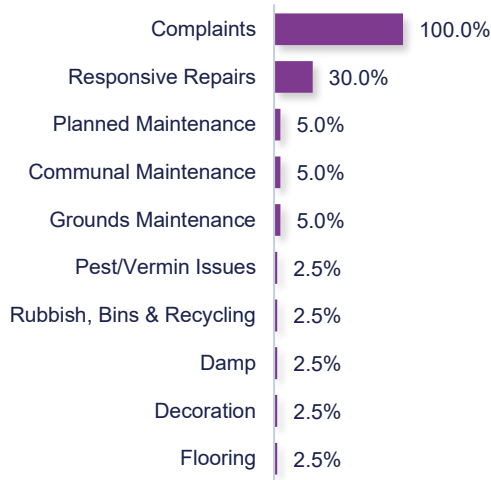
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Categories

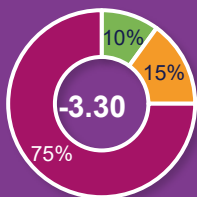


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	15	37.5%	-3.53
Subcategory, no attribute (yet)	11	27.5%	-3.18
Communication / Transparency	8	20.0%	-3.38
Resolution	8	20.0%	-3.75
Listening / Acting	6	15.0%	-4.17
Quality of Work / Service	4	10.0%	-1.00
Trust	2	5.0%	-5.00
Accountability	1	2.5%	-5.00
Appointments / Convenience	1	2.5%	-5.00
Effort	1	2.5%	-5.00
Empathy	1	2.5%	-5.00
No Comments	1	2.5%	0.00
Accessibility			-
Consistency			-
Fairness			-
Safety			-
Satisfaction			-
Staff Conduct			-
Worker Conduct			-



Tenants were asked to explain why they had given the score they had for complaints handling. Of the 42 tenants who had made a complaint within the last year, 40 responded. Responses show dissatisfaction with complaint handling and repairs. Common issues include slow or no response to reported leaks, damp, broken doors, sinks, boilers, lifts and communal upkeep (rats, lighting, fly-tipping). Tenants report repeated delays, missed appointments, incomplete fixes, poor contractor follow-up and inadequate communication between staff, contractors and residents. Several cite being ignored, promised callbacks that never arrive, or having complaints dismissed; one respondent recorded a housing officer's mocking and felt staff were protected.

A minority report positive outcomes when senior managers or supervisors intervened, including apology letters and compensation for outsourced repairs. Longstanding problems persist (some for years), and some residents have escalated to the ombudsman or bought heaters/paid privately. Administrative failures noted: slow or missing data responses, mishandled tenancy communications after bereavement, and reliance on single staff members, so cases stall when absent.

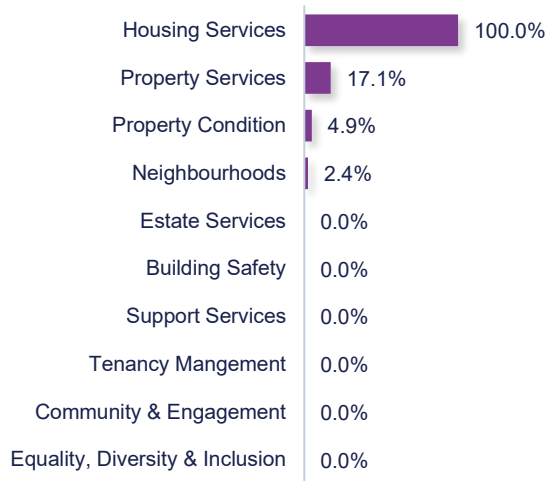
Complaint Went Well

What went well about the way your complaint was handled?

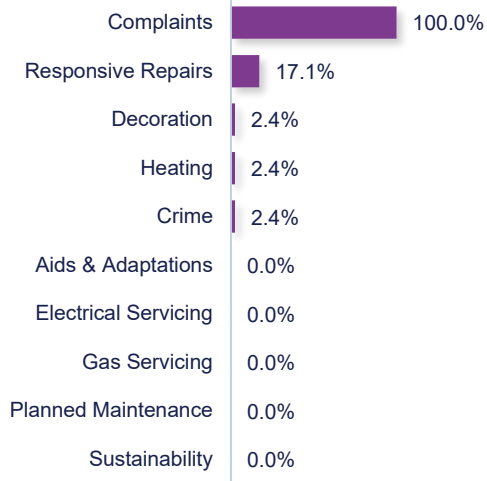
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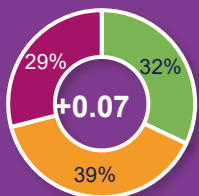
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	12	29.3%	0.00
Satisfaction	11	26.8%	-1.36
Resolution	7	17.1%	+1.43
Listening / Acting	5	12.2%	+3.60
Timeliness / Responsiveness	4	9.8%	0.00
Communication / Transparency	3	7.3%	-1.67
Quality of Work / Service	2	4.9%	+5.00
No Comments	2	4.9%	0.00
Accountability	1	2.4%	+5.00
Appointments / Convenience	1	2.4%	0.00
Effort	1	2.4%	+5.00
Trust	1	2.4%	+5.00
Worker Conduct	1	2.4%	0.00
Accessibility			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Staff Conduct			-



Tenants who had reported a complaint were asked what went well, and most respondents felt their complaints were handled poorly. Common themes: slow or no resolution, lack of follow-up, and recurring issues (leaks, damaged paint, broken doors, boilers). Several respondents noted initial contact (phone pick-up, acknowledgement, or an inspector/housing officer visit), but said these actions did not lead to meaningful repairs or timely outcomes.

A minority reported positive interactions: feeling listened to, being reassured, a senior manager taking responsibility, contractors who did good work, and one case where a door or boiler was fixed. Repeated criticisms include long waits (about a week) for urgent repairs, insufficient communication, and complaints not being addressed or progressed; some say "no one is handling" their cases. Practical positives were limited to individual staff or contractors who were attentive, took notes, or arranged better contact methods.

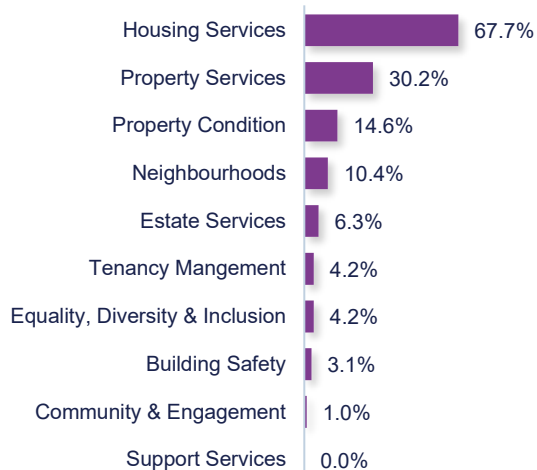
Anything Improve

In your own words, what could Karibu do better?

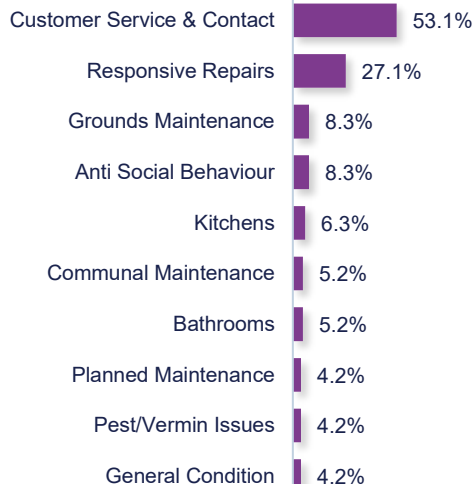
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Categories

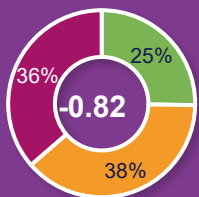


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Communication / Transparency	29	31.9%	-1.66
Timeliness / Responsiveness	27	29.7%	-1.96
Subcategory, no attribute (yet)	18	19.8%	+0.33
Listening / Acting	12	13.2%	-2.25
Quality of Work / Service	8	8.8%	-1.75
Satisfaction	8	8.8%	+2.63
Resolution	6	6.6%	-2.83
No Comments	5	5.5%	+0.60
Safety	4	4.4%	-1.25
Appointments / Convenience	3	3.3%	-5.00
Effort	3	3.3%	+3.00
Empathy	3	3.3%	-3.33
Staff Conduct	3	3.3%	-1.67
Trust	3	3.3%	-5.00
Accountability	1	1.1%	0.00
Consistency	1	1.1%	-5.00
Worker Conduct	1	1.1%	-5.00
Accessibility	-	-	-
Fairness	-	-	-



When asked what Karibu could do to improve, tenants overwhelmingly suggested improvements in communication and repairs. Many say Karibu fails to acknowledge requests, follow up, or keep promises. Appointment no-shows and long delays for surveys and repairs (including urgent leaks, heating, bathrooms, kitchens, windows) are frequent. Maintenance of communal areas and grounds is repeatedly highlighted: overgrown gardens, rats, flies, urine in corridors, dirty lifts, broken bin stores and door entry systems, and inadequate cleaning. Tenants describe unresolved damp/mould, pest infestations, and property damage (trees, holes in floors), with service-charge-funded work not visible. Several accounts stress unsatisfactory contractor work and lack of post-repair inspections.

Visibility and resident engagement are not positive: tenants don't know their housing officers, request more regular visits, meetings, or noticeboards, and want better responsiveness by phone and alternatives for those who can't use digital channels. Anti-social behaviour and security concerns are commonly reported, with calls for faster action. A minority praise easier rent payments and some positive individual interactions, but the dominant sentiment is frustration and a need for more reliable, accountable housing management.



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

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