



Karibu

TSM Tracker Q1 2025/26 Report

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Introduction

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Improvements

Trends

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 perform these surveys in 2025/26. This report includes data from the first quarterly survey of this year, referred to as Q1 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 Q1 2025/26, 107 interviews were fully completed, alongside 12 incomplete interviews, which are required to be included as per regulator guidance. All responses were from LCRA tenants, meaning that the LCRA target has been exceeded for this quarter, although no LCHO tenants were surveyed.

This is the first time that the report has used sentiment analysis to better understand tenant's concerns and why they have responded to the satisfaction questions the way they have. Information about how this works is shown overleaf and adds an extra layer of focused insight to the results to help Karibu better understand what is driving satisfaction, what tenants are most concerned about, and 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 this instance, 79% 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 recommend that landlords with fewer than 2,500 properties achieve a sampling error of at least $\pm 5\%$ at a 95% confidence level. For Karibu, the 107 responses received this quarter are sufficient to conclude that the findings are accurate to within $\pm 9.2\%$ for the quarter and $\pm 4.4\%$ 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 $n=...$

52%



Overall Satisfaction

Just over half of tenants are satisfied by the overall service provided by Karibu (52%). This represents a six percentage point (p.p) improvement from the previous survey.

Five measure received satisfaction scores of above 60%, these are the maintenance of communal areas (61%), safety of the home (63%), repairs in the last 12 months (67%), treating tenants fairly and with respect (69%) and keeping tenants informed, which is the highest scoring metric in this quarter's survey, at 75%.

Conversely, three measures have fallen below 50% satisfaction: the approach to ASB (47%), the contribution to the neighbourhood (46%) and complaints handling (42%).

Further insights into trends and learning from open-response comments are included in the following pages.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

55%



Safe Home

63%



Repairs Last 12 Months

67%



Time Taken Repairs

59%

Respectful & Helpful Engagement



Listens & Acts

53%



Kept Informed

75%



Fairly & with Respect

69%



Complaints Handling

42%

Responsible Neighbourhood Management



Communal Areas

61%



Neighbourhood Contribution

46%



Approach to ASB

47%



Overall Satisfaction

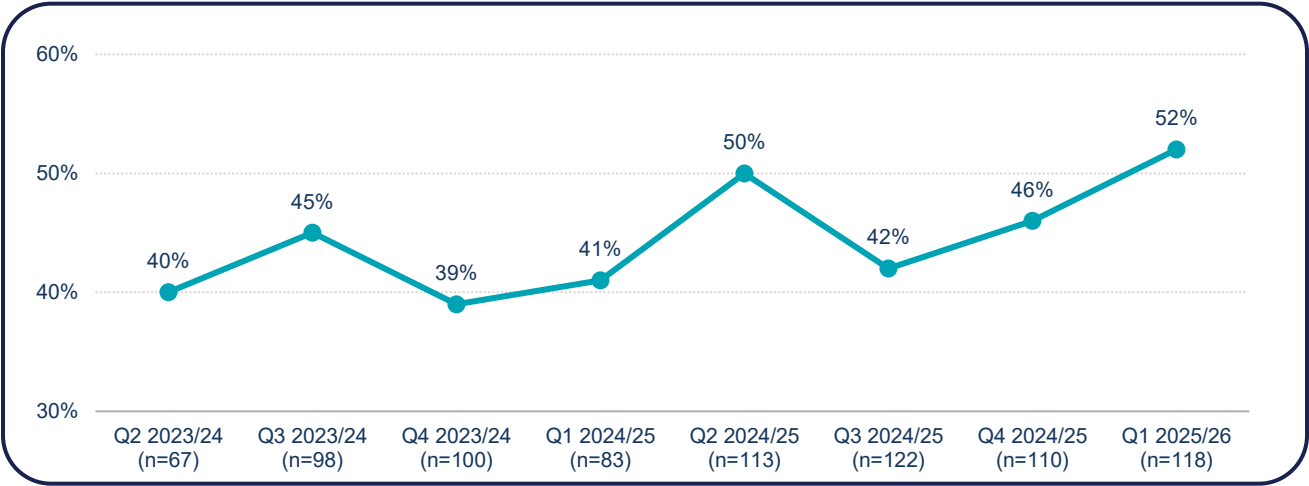
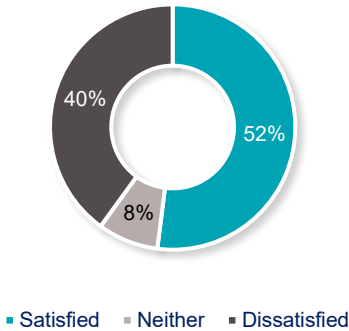
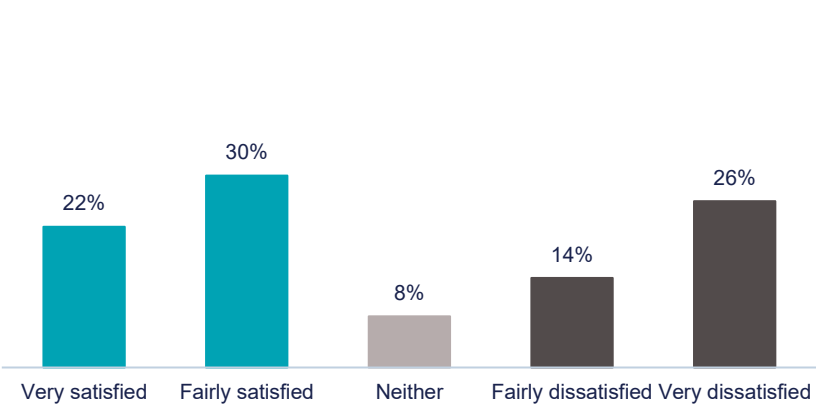


Overall Satisfaction

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

More than half of tenants are satisfied (52%), with slightly more fairly satisfied (30%) than very satisfied (22%). This marks the highest quarterly score for overall satisfaction after rises in the last two surveys.

However, four out of ten tenants are dissatisfied (40%), with more than a quarter very dissatisfied (26%). The relatively small percentage of tenants who are neither satisfied nor dissatisfied (8%) would suggest a large variance in the quality of service that tenants receive.





Well Maintained, Safety & Communal Areas

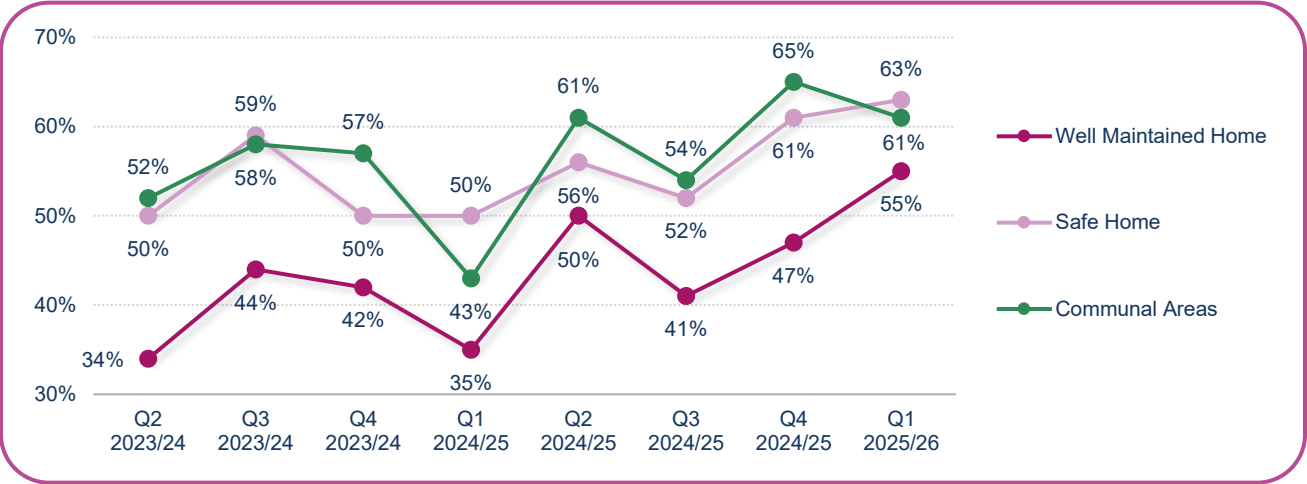
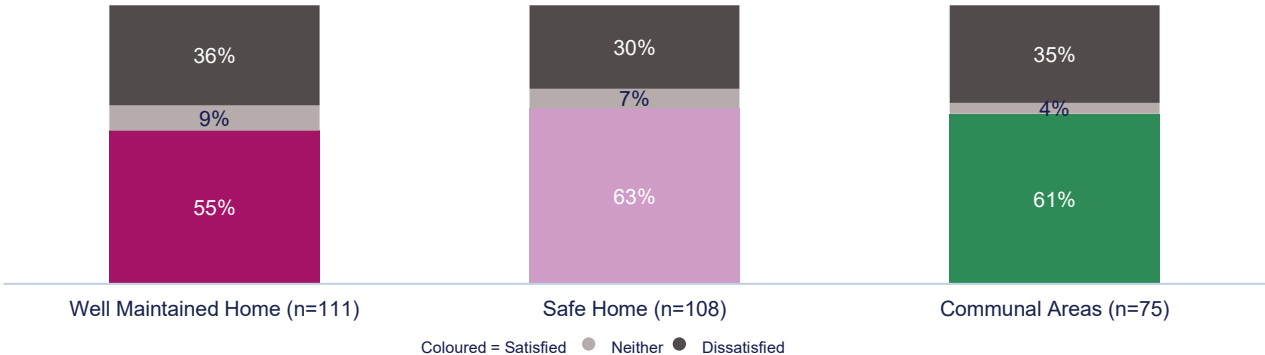


Well Maintained, Safety & Communal Areas

More than half of tenants are satisfied that their home is well maintained (55%). Although over a third of tenants are dissatisfied (36%), with 9% neither satisfied nor dissatisfied. This measure saw a large decrease in Q3 2024/25 but has been trending upwards since then and has now reached its highest score since the surveys began.

Over six out of ten tenants are satisfied that their home is safe (63%). Three out of ten tenants are dissatisfied (30%), while just 7% gave a neutral response. This metric has been generally trending upwards since Q1 2024/25, despite a slight drop in Q3 2024/25. The current score is the highest quarterly result that this measure has seen.

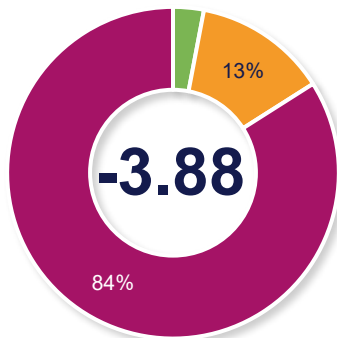
Slightly more than six out of ten tenants are satisfied with the maintenance of communal areas (61%). More than a third are dissatisfied (35%), and only 4% are neither satisfied nor dissatisfied. This measure has fluctuated over the last few years, the most recent result has shown a drop of 4p.p from the previous quarter.



Safe Home

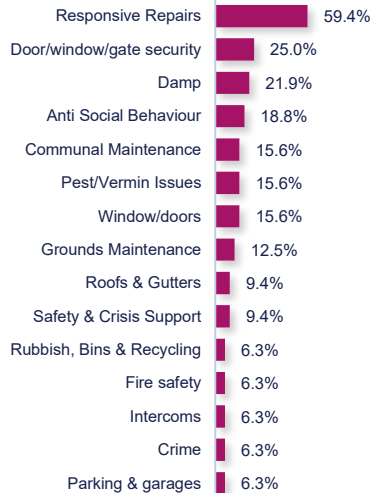
As you do not feel that your home is safe, please can you explain why and suggest what could be improved?

Base Size: 32



■ Positive ■ Neutral ■ Negative

Top Subcategories



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience			-	
Communication / Transparency			-	
Consistency			-	
Effort	1	4.5%	-5.00	100%
Empathy			-	
Fairness			-	
Listening / Acting	2	9.1%	-5.00	100%
Quality of Work / Service	1	4.5%	-5.00	100%
Resolution	5	22.7%	-4.20	100%
Safety	9	40.9%	-4.22	89%
Satisfaction			-	
Staff Conduct			-	
Trust			-	
Worker Conduct			-	
Timeliness / Responsiveness	11	50.0%	-4.64	100%
No Comments	1	4.5%	-5.00	100%
Subcategory, no attribute (yet)	4	18.2%	-3.75	25% 75%

The survey responses reveal concerns regarding housing conditions and safety among tenants. A recurring issue is the presence of mould and dampness, with multiple respondents highlighting its impact on health, particularly for children and individuals with respiratory conditions. Complaints about unresolved leaks and inadequate repairs are prevalent, with some tenants waiting for years for action. Security is another concern, as broken locks and doors allow unauthorized individuals, including homeless people and drug users, to access communal areas, leading to unsafe environments and health risks, such as discarded needles.

Tenants express frustration over poor communication and lack of responsiveness from management regarding reported issues. The state of communal facilities, such as the entrance and rubbish collection, is also criticized, with calls for more frequent cleaning and maintenance. Additionally, structural problems, including unsafe balconies and deteriorating windows, pose further risks. Overall, the feedback indicates a need for improved property management, enhanced security measures, and timely repairs to ensure the safety and well-being of residents. The emotional toll of these issues is clear, with many expressing feelings of fear and frustration.

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



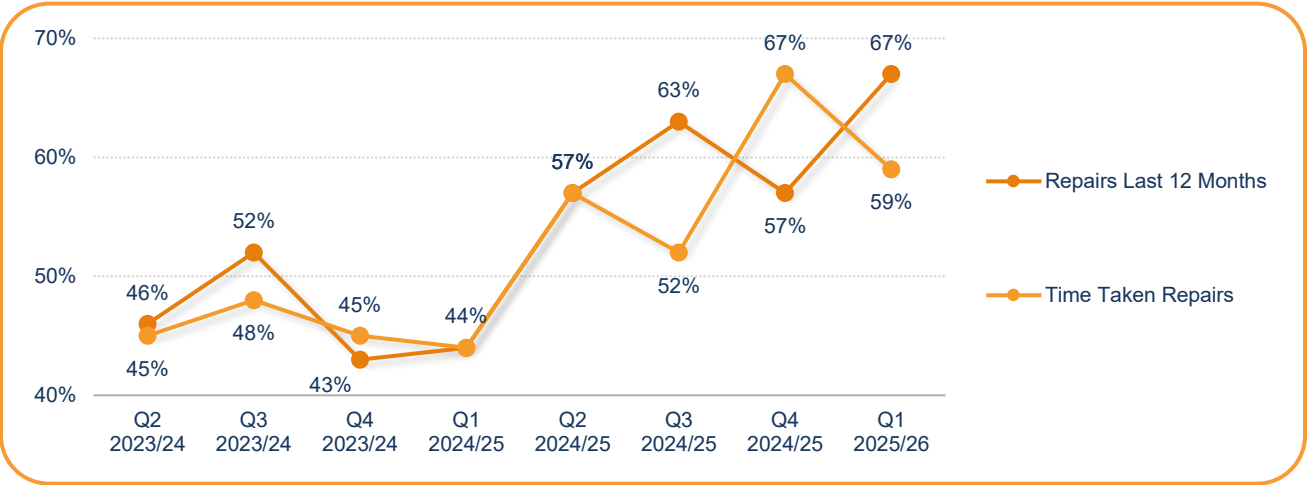
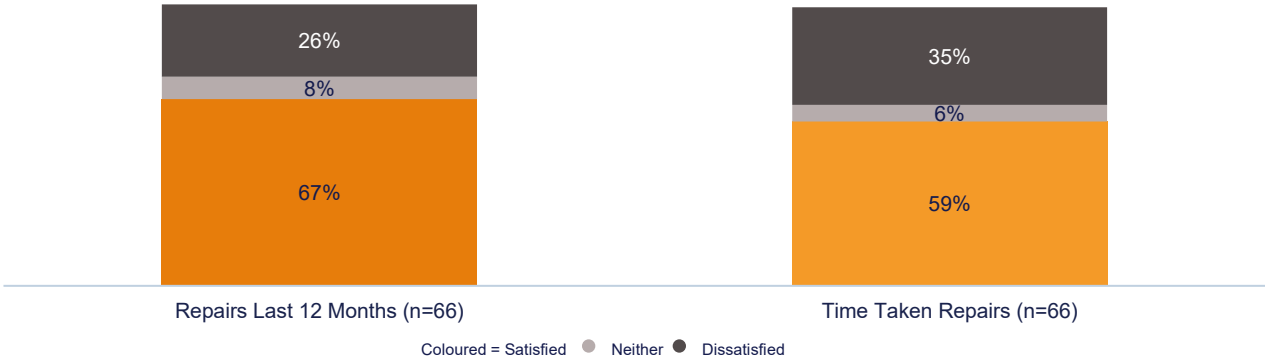
Keeping Properties in Good Repair



Keeping Properties in Good Repair

Two-thirds of tenants are satisfied with the repair service in the last 12 months (67%). Just over one-quarter are dissatisfied (26%), while only 8% of tenants gave a neutral response. This metric has generally trended upwards since Q4 2023/24 and has most recently seen an increase of 10p.p in Q1 2025/26, reaching the highest levels of satisfaction since the surveys began.

It is common for satisfaction with the time taken to complete repairs to be lower than that with the overall repair service, and that is the case for this quarter. Less than six out of ten tenants are satisfied with the time taken to complete repairs (59%). More than a third are dissatisfied (35%), while just 6% of tenants are neither satisfied nor dissatisfied. This measure has risen considerably from a low of 44% in Q1 2024/25; however, it has seen a decline of 8p.p this quarter. Although the results of a single quarter should not cause Karibu undue worry, it would be wise to monitor this measure in the coming year to ensure the service is improving.





Contribution to the Neighbourhood

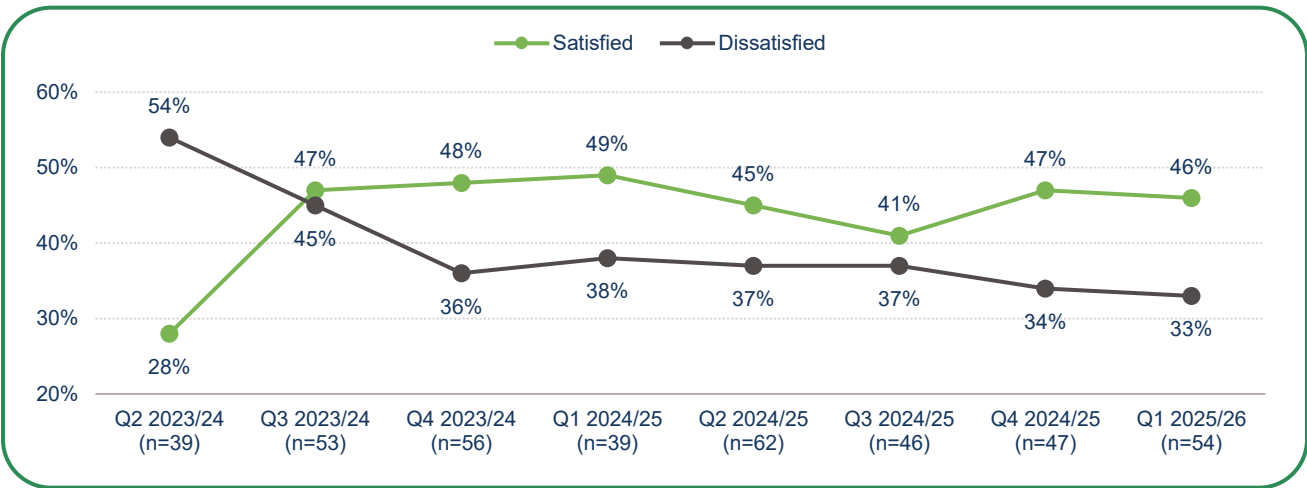
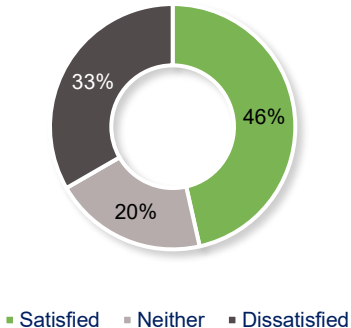
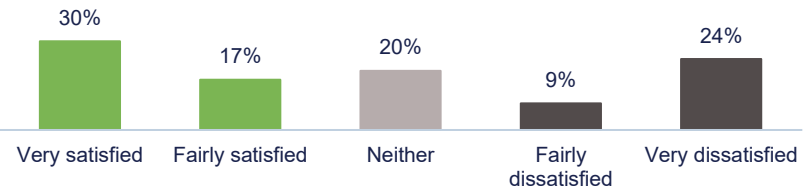



Contribution to the Neighbourhood

Less than half of tenants are satisfied that Karibu provides a positive contribution to the neighbourhood (46%), although more are very satisfied (30%) than fairly satisfied (17%). One-third of tenants are dissatisfied (33%), while a fifth are neither satisfied nor dissatisfied (20%).

This measure has seen a slight drop in satisfaction of 1p.p since the previous quarter, although dissatisfaction has also fallen by the same amount. Generally, there has not been a notable change in the satisfaction for this metric since the rise in Q3 2023/24, with the score remaining in the 40% range from then.

The large percentage of tenants who gave a neutral response could suggest that these tenants are not aware of the contributions which Karibu provides to their neighbourhoods, and satisfaction could be boosted by working with marketing to publicise these more.





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

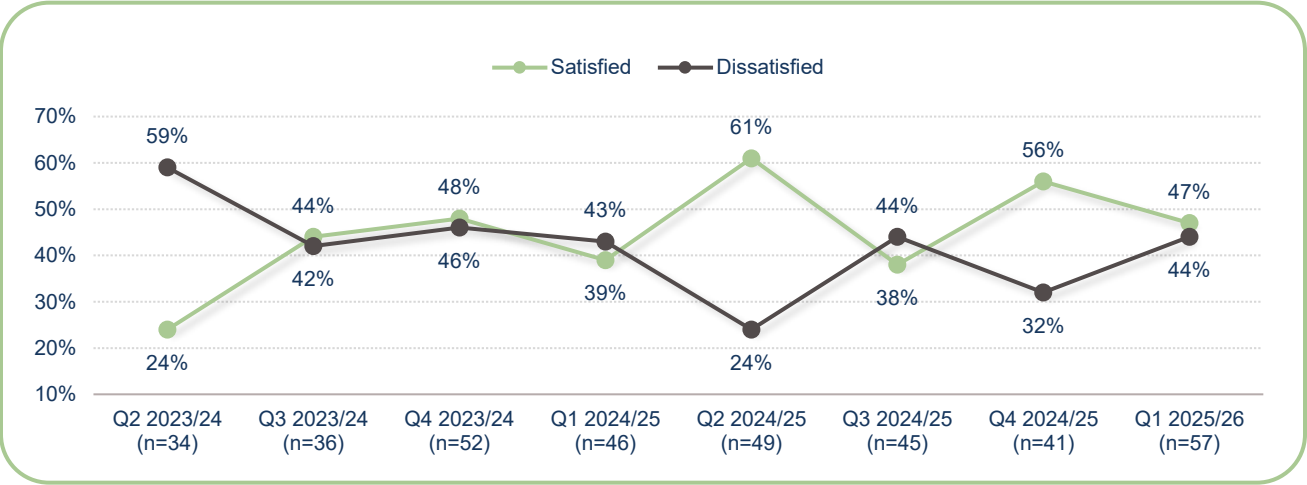
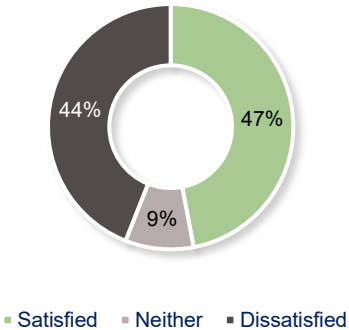
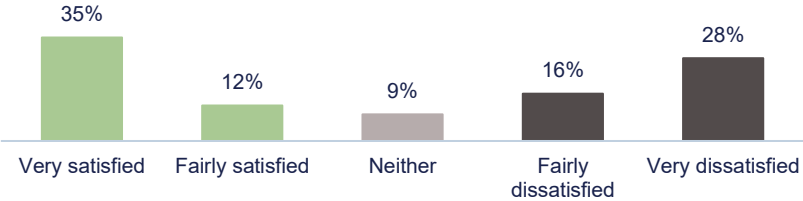
Approach to ASB



Approach to ASB

Less than half of tenants are satisfied with Karibu's approach to ASB (47%), although more are very satisfied (35%) than fairly satisfied (12%). Almost the same percentage are dissatisfied (44%), with more very dissatisfied (28%) than fairly dissatisfied (16%). Just 9% of tenants are neither satisfied nor dissatisfied.

This measure has fluctuated over the last two years, with no clear direction of travel. This quarter has seen a drop in satisfaction of 9p.p, although there are marginally more tenants satisfied than dissatisfied, there is clearly still considerable dissatisfaction among tenants regarding the handling of ASB.





Respectful & Helpful Engagement



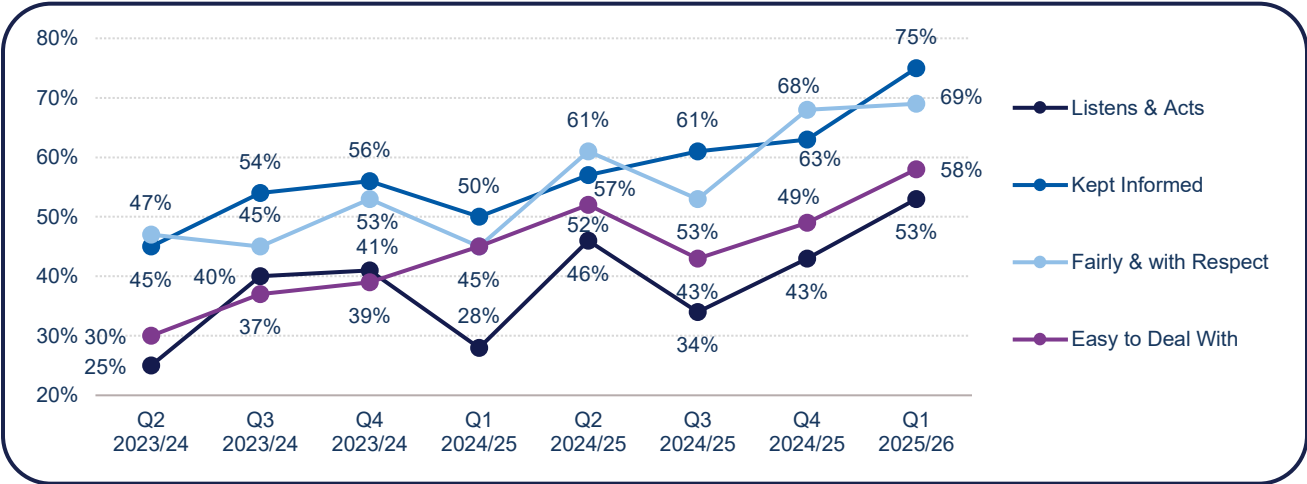
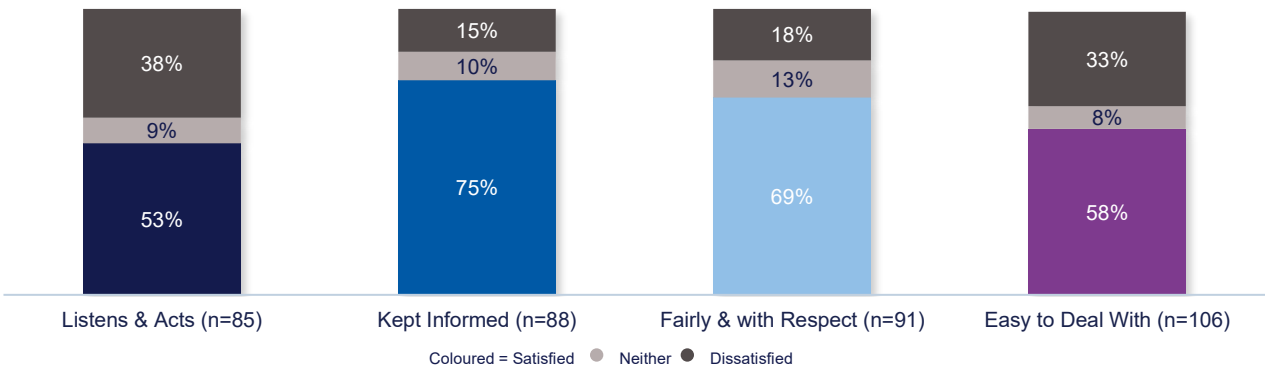
Just over half of tenants are satisfied that Karibu listen to their views and acts upon them (53%). Close to four out of ten are dissatisfied (38%), while just 9% are neither satisfied nor dissatisfied. This measure has been trending upwards over the last two quarters and has just reached its highest quarterly score, which is encouraging; however, the large percentage of dissatisfaction suggests there is still work to be done to gain tenant trust.

Three-quarters of tenants are satisfied that Karibu keeps them informed about things that matter to them (75%). Just 15% are dissatisfied, while a tenth (10%) gave a neutral response. This metric has been consistently increasing since Q1 2024/25 and is now at its highest point.

Nearly seven out of ten tenants are satisfied that Karibu treats them fairly and with respect (69%). Less than a fifth of tenants are dissatisfied (18%), while 13% are neither satisfied nor dissatisfied. Although there have been some fluctuations, the general trend in satisfaction for this measure has been upwards over the last two years, this quarter saw a marginal increase of 1p.p.

Slightly less than six out of ten tenants are satisfied that Karibu are easy to deal with (58%). One-third of tenants are dissatisfied (33%) while just 8% are neither satisfied nor dissatisfied. Despite a fall in Q3 2024/25, this metric has been trending upwards since scoring just 30% satisfaction at the start of 2023/24.

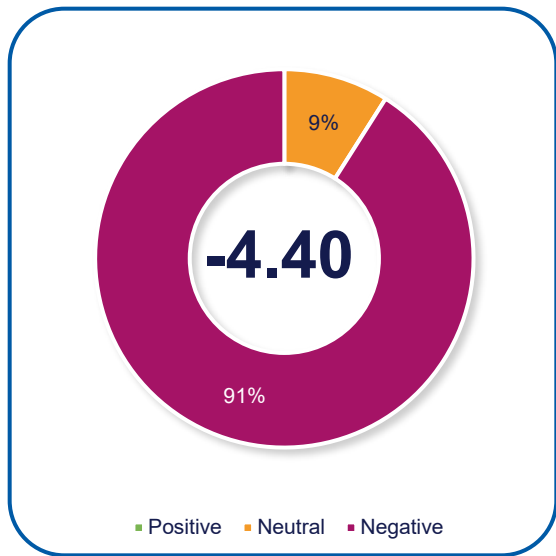
Respectful & Helpful Engagement



Easy to deal with

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

Base Size: 43



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience			-	
Communication / Transparency	19	48.7%	-4.89	100%
Consistency	1	2.6%	-5.00	100%
Effort	11	28.2%	-4.18	9% 91%
Empathy	1	2.6%	-5.00	100%
Fairness			-	
Listening / Acting	4	10.3%	-3.25	25% 75%
Quality of Work / Service	4	10.3%	-4.50	100%
Resolution	6	15.4%	-4.17	17% 83%
Safety	1	2.6%	-5.00	100%
Satisfaction			-	
Staff Conduct	4	10.3%	-5.00	100%
Trust			-	
Worker Conduct			-	
Timeliness / Responsiveness	19	48.7%	-4.63	95%
No Comments			-	
Subcategory, no attribute (yet)	7	17.9%	-4.29	14% 86%

Tenants not satisfied that Karibu are easy to deal with were asked to explain why, 43 tenants commented. The responses reveal dissatisfaction with the communication and responsiveness of the housing association, Karibu. Many tenants express frustration over the difficulty in reaching staff, with numerous complaints about unanswered phone calls and delayed email responses. Issues related to maintenance and repairs are mentioned, with tenants reporting unresolved problems, such as leaking roofs, damaged bathrooms, and inadequate communication regarding repair timelines.

Several tenants highlighted a lack of follow-up after initial contact, leading to feelings of being overlooked and ignored. The inconsistency in service quality was noted, with some tenants experiencing helpful interactions while others faced persistent challenges. There are also concerns about the professionalism of staff, with reports of rudeness and a lack of empathy towards tenants' urgent needs.

Overall, the feedback suggests a need for improved communication, more efficient handling of repair requests, and enhanced customer service training for staff to improve tenant satisfaction and trust in the housing association. The recurring themes of neglect and poor service suggest that tenants feel their concerns are not being adequately addressed, impacting their overall living experience.



Effective Handling of Complaints



Effective Handling of Complaints

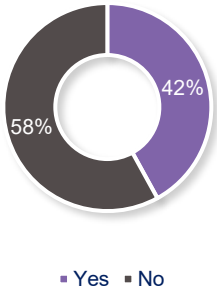
More than four out of ten tenants stated they had made a complaint to Karibu in the last 12 months (42%), although it is difficult to determine how many of these are official stage 1 complaints or service requests that have yet to be fully addressed.

Over four out of ten tenants are satisfied with the handling of complaints (42%), with many more fairly satisfied (30%) than very satisfied (12%). Additionally, there are more tenants dissatisfied than satisfied, with a score of 53%. Four out of ten tenants are very dissatisfied (40%) compared with 14% who are fairly dissatisfied. Just 5% are neither satisfied nor dissatisfied.

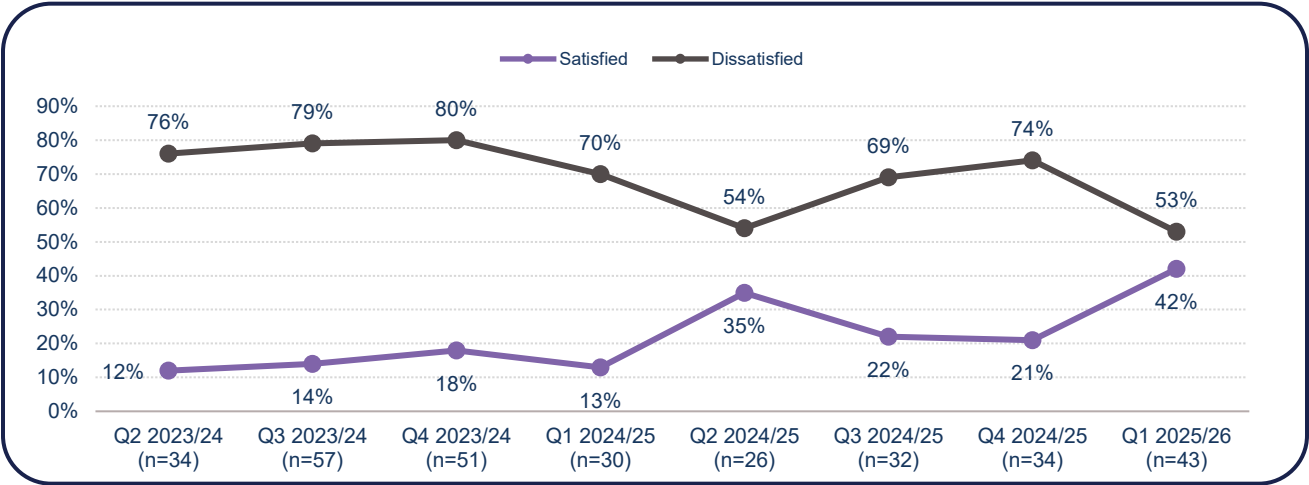
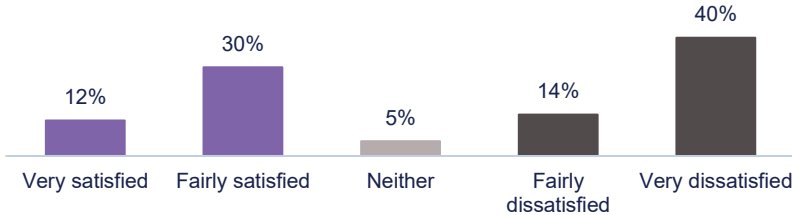
This measure has steadily trended upwards since scoring just 12% satisfaction in Q2 2023/24. Recently, satisfaction started to decline in Q3 2024/25 and Q4 2024/25, but this quarter has seen an increase of 21p.p.

With more tenants dissatisfied than satisfied and a small percentage of tenants giving neutral responses, Karibu does have work to do to build satisfaction in this area, the data suggests a range in the quality of service provided. However, the steady upward trend is positive, and it is hopeful that this will continue into the 2025/26 year.

Complaint in last 12 months



Satisfaction with Complaints Handling





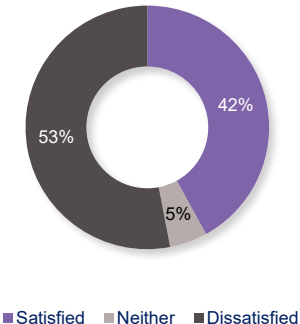
Complaints Trial

Karibu added some additional questions to learn more about tenant perception of the complaints handling process.

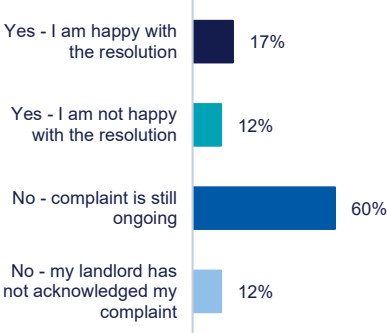
Only 17% of tenants stated they were happy with the resolution of their complaint, while 12% were not happy with this. Six out of ten tenants (60%) say their complaint is still ongoing, suggesting that more could be done to action complaints in a timely manner. More than a tenth of tenants (12%) stated that their complaint was not acknowledged at all by Karibu.

When asked about the reasons for their scores, tenants listed issues such as no follow-up contact from Karibu, forcing them to chase, a lack of action in response to their complaints, and a feeling of not being taken seriously.

Satisfaction with Complaints



Is complaint resolved?



Reason for score?

When you phone upoand say what you need no one gets back to you.

Things don't get dealt with, it's me chasing them up, they're not understanding what were going through

They sent someone out to clean the damp and mould but I had to do it several times before they came. No one has been to check the guttering.

They lack decency.

They have done nothing about the complaint. Nothing has been done about the parking or the dog mess.

they don't really do anything

They don't do anything about it. They don't take us seriously.

They didn't do anything.





Complaints Trial

When asked how complaints handling could be improved, the most common suggestions would be for Karibu to be more proactive in resolving complaints, indicating that regular communication and acting in a timely manner would help this. Secondly, tenants would like Karibu to improve communication and keep them updated during the process. More than a third (34%) said they would simply like Karibu to acknowledge their complaints. Other suggestions which were commonly mentioned were to listen more to tenants, improve internal communication between teams and improve staff attitude.

The repairs service was the most common reason for complaints, followed by the maintenance of communal areas. ASB, property condition and damp and mould were mentioned, but not as frequently.

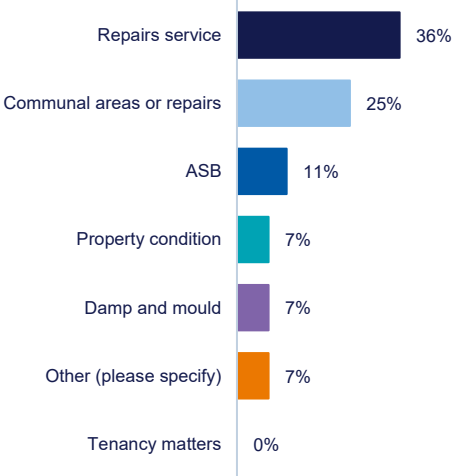
Concerningly, six out of ten tenants (60%) were not sure of the current stage of their complaint, indicating that adequate communication is lacking during the complaints handling process.

Despite the issues listed, tenants did mention positives regarding the experience. One tenant said that Karibu called back straight away, while another said that Karibu staff had been very understanding.

Improvement Suggestions



Reason for Complaint



What went well?

They still haven't responded, despite the issue being ongoing. The only positive was that they replied after I chased them, but the response itself wasn't satisfactory.

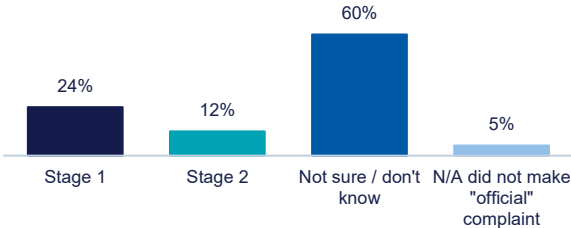
They called straight away and requested photos etc. They do get back to you.

There's nothing about it that went well.

The person who i spoke to understood how i was feeling and was apologetic on behalf of karibu.

The complaint was regarding a neighbour who had lots of rubbish in the back garden, they came and removed the rubbish - there was rats in my other neighbours garden due to this. They removed some of it but now it's

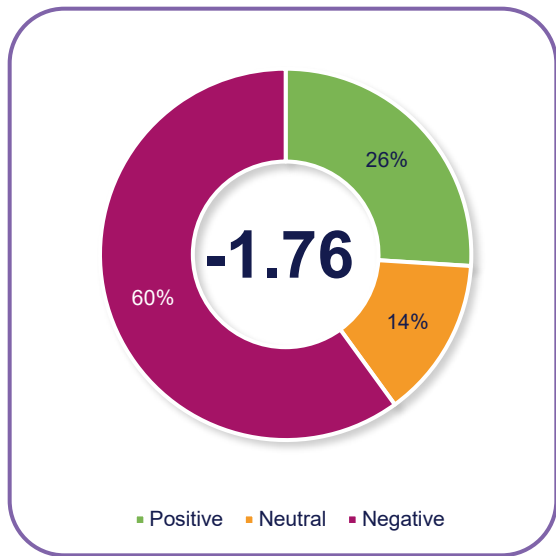
Stage?



Complaints

Please can you explain why you have given this score?

Base Size: 42



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability	1	2.4%	+3.00	100%
Appointments / Convenience			-	
Communication / Transparency	11	26.2%	-2.00	27% 9% 64%
Consistency	2	4.8%	-5.00	100%
Effort	3	7.1%	-5.00	100%
Empathy	4	9.5%	0.00	50% 50%
Fairness			-	
Listening / Acting	7	16.7%	-2.14	29% 71%
Quality of Work / Service	4	9.5%	-1.00	50% 50%
Resolution	12	28.6%	-3.75	8% 8% 83%
Safety	1	2.4%	-5.00	100%
Satisfaction	2	4.8%	+1.00	50% 50%
Staff Conduct	2	4.8%	+5.00	100%
Trust			-	
Worker Conduct			-	
Timeliness / Responsiveness	9	21.4%	-0.78	33% 22% 44%
No Comments			-	
Subcategory, no attribute (yet)	8	19.0%	-1.88	13% 38% 50%

When asked about why tenants had responded the way they had about the handling of complaint, 42 tenants commented. The responses reveal dissatisfaction among tenants regarding the maintenance and communication services provided by Karibu. A recurring theme is the lack of timely follow-up on complaints, with many tenants expressing frustration over unresolved issues, such as persistent maintenance problems, anti-social behaviour, and neglected communal areas. Several individuals noted that their complaints often go unacknowledged, leading to feelings of being ignored or dismissed.

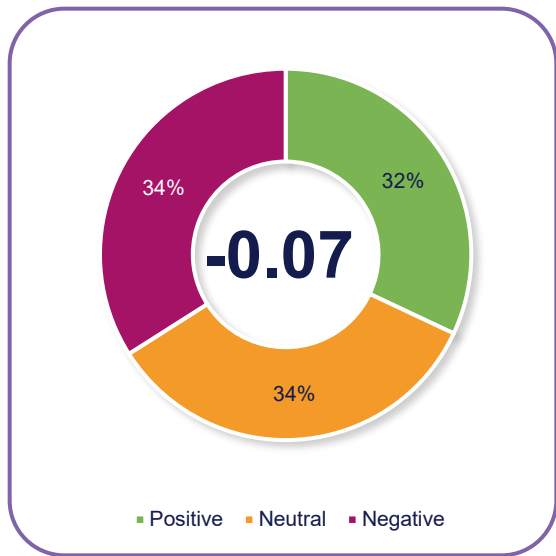
While some residents reported positive experiences with specific staff members, the overall sentiment indicates a need for improved responsiveness and accountability. Issues such as delays in repairs, inadequate communication about the status of complaints, and a perceived lack of action on serious concerns, like pest infestations and safety issues, were highlighted.

Additionally, there were mentions of tenants feeling compelled to chase up their complaints, which contributes to a sense of dissatisfaction. Despite a few positive remarks about staff attitudes, the overall feedback suggests that Karibu must enhance its service delivery, particularly in addressing maintenance issues and improving communication with residents to foster a more supportive living environment.

Complaint went well

What went well about the way your complaint was handled?

Base Size: 41



Attribute	Count	%	Sentiment Score	Sentiment Group
Accessibility			-	
Accountability			-	
Appointments / Convenience			-	
Communication / Transparency	7	17.1%	-0.71	29% 29% 43%
Consistency			-	
Effort	1	2.4%	0.00	100%
Empathy	1	2.4%	+5.00	100%
Fairness	1	2.4%	-5.00	100%
Listening / Acting	6	14.6%	+1.33	67% 33%
Quality of Work / Service	4	9.8%	+3.00	75% 25%
Resolution	4	9.8%	-2.50	50% 50%
Safety			-	
Satisfaction	3	7.3%	+3.33	67% 33%
Staff Conduct	2	4.9%	+5.00	100%
Trust	1	2.4%	-5.00	100%
Worker Conduct	1	2.4%	+3.00	100%
Timeliness / Responsiveness	8	19.5%	-0.88	38% 13% 50%
No Comments	14	34.1%	-0.21	21% 50% 29%
Subcategory, no attribute (yet)	7	17.1%	-2.14	57% 43%

Tenants were asked what went well with the way their complaint was handled. The responses reveal a mixed sentiment, with a high number of tenants expressing dissatisfaction. Many individuals reported a lack of timely responses, with some stating that their issues remain unresolved after extended periods. For instance, one tenant noted that their complaint had been ongoing for two months without a satisfactory response, while another mentioned that despite multiple complaints, no action was taken.

Conversely, there were positive remarks about the responsiveness of staff, with some tenants appreciating the proactive measures taken, such as pest control interventions and prompt follow-ups. A few individuals highlighted that they felt listened to and understood by the staff, which contributed positively to their experience.

However, a recurring theme was the perception of broken promises and inadequate resolutions, leading to frustration among respondents. Issues such as miscommunication regarding financial matters and the handling of compensation claims were also noted, indicating a need for improved processes. Overall, the feedback suggests a need for enhanced communication, timely responses, and effective resolution strategies to improve tenant satisfaction.



Improvements

Anything Improve

In your own words, what could Karibu do better?

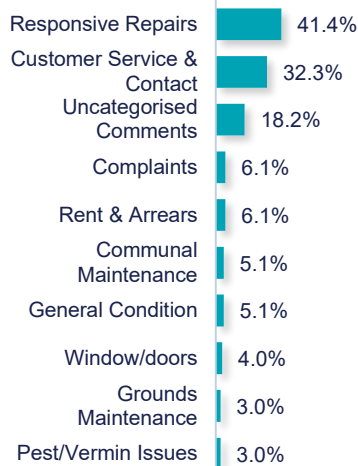
Base Size: 99



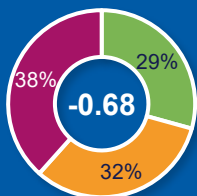
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Accessibility			-
Accountability	1	1.3%	0.00
Appointments / Convenience	1	1.3%	-5.00
Communication / Transparency	22	28.6%	-0.82
Consistency			-
Effort	4	5.2%	-0.50
Empathy	2	2.6%	0.00
Fairness			-
Listening / Acting	11	14.3%	-2.18
Quality of Work / Service	11	14.3%	-0.91
Resolution	3	3.9%	-4.33
Safety	1	1.3%	-5.00
Satisfaction	3	3.9%	+2.67
Staff Conduct	4	5.2%	-0.50
Trust	1	1.3%	0.00
Worker Conduct	3	3.9%	-2.00
Timeliness / Responsiveness	21	27.3%	-1.76
No Comments	3	3.9%	-1.67
Subcategory, no attribute (yet)	20	26.0%	-1.40



Lastly, tenants were given the opportunity to say what Karibu could do better. The responses reveal concerns regarding communication, maintenance, and responsiveness from Karibu. Many tenants expressed frustration over difficulties in contacting the organisation, with long wait times and inadequate follow-up on repair requests. Issues such as broken lifts, structural problems, and general maintenance were frequently mentioned, highlighting a perceived lack of timely action on repairs. Tenants also noted the need for better management of communal areas and a more proactive approach to addressing antisocial behaviour.

While some tenants acknowledged improvements in communication and service since the merger with Westway Housing, many still feel that transparency and professionalism need enhancement. The sentiment around the quality of living conditions is mixed, with some tenants satisfied, while others reported ongoing issues like damp, mould, and outdated facilities. Overall, there is a clear demand for improved communication, quicker response times, and more thorough property inspections to ensure tenant concerns are addressed effectively.



Trends



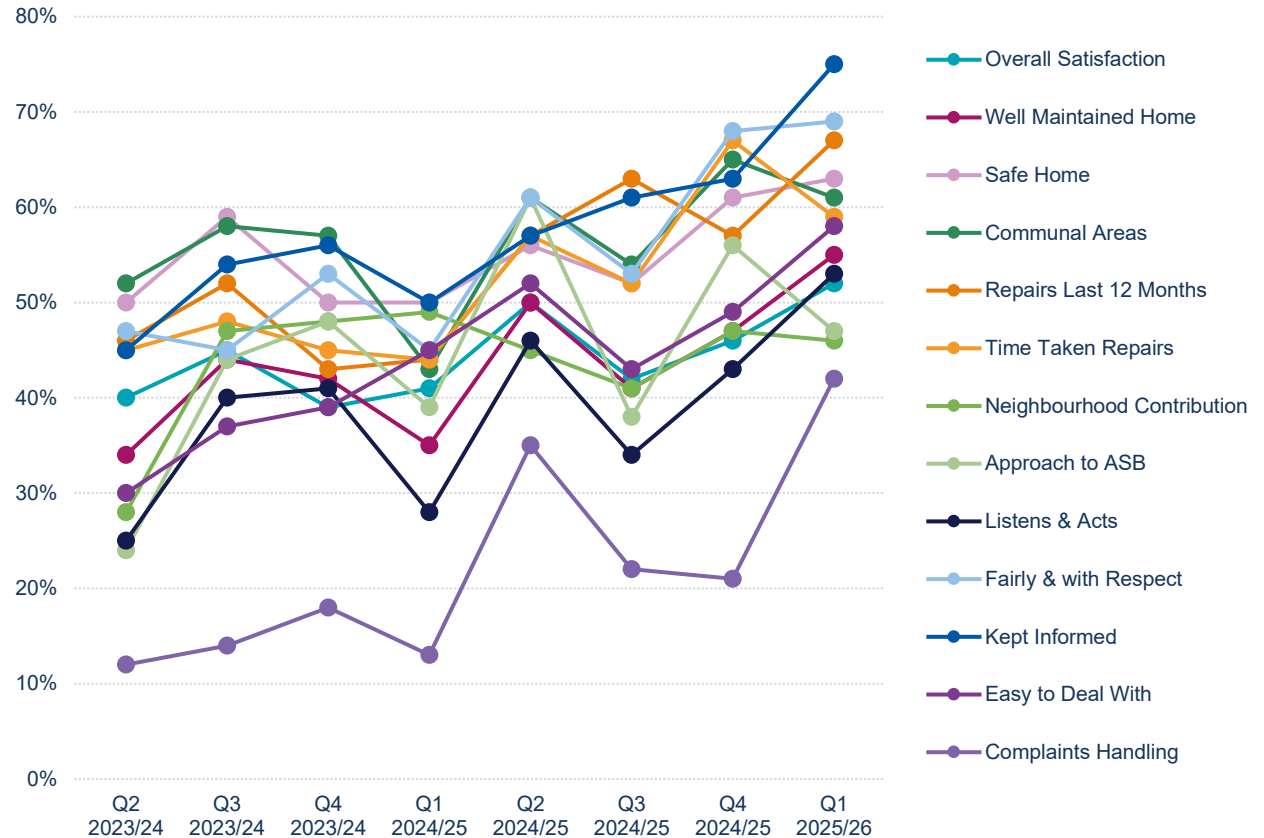
Trends Over Time

Following several decreases in Q4 2024/25, this quarter has seen some positive results, with satisfaction increasing in nine measures, whilst declining in just four. Overall satisfaction has risen by 6p.p from the previous quarter.

The largest increase was seen in complaints handling, with a rise of 21p.p. Another measure with a large increase was keeping tenants informed, with a rise of 12p.p, while repairs in the last 12 months and listens to views and acts upon them both improved by 10p.p.

Conversely, the two largest decreases this quarter were the time taken with repairs (with a fall of 8p.p) and the approach to ASB (with a fall of 9p.p).

For a change to be classed as statistically significant, it must exceed the combined margins of error of both time periods, in this case around 18.4p.p. The increase in complaints handling was therefore the only significant change this quarter.





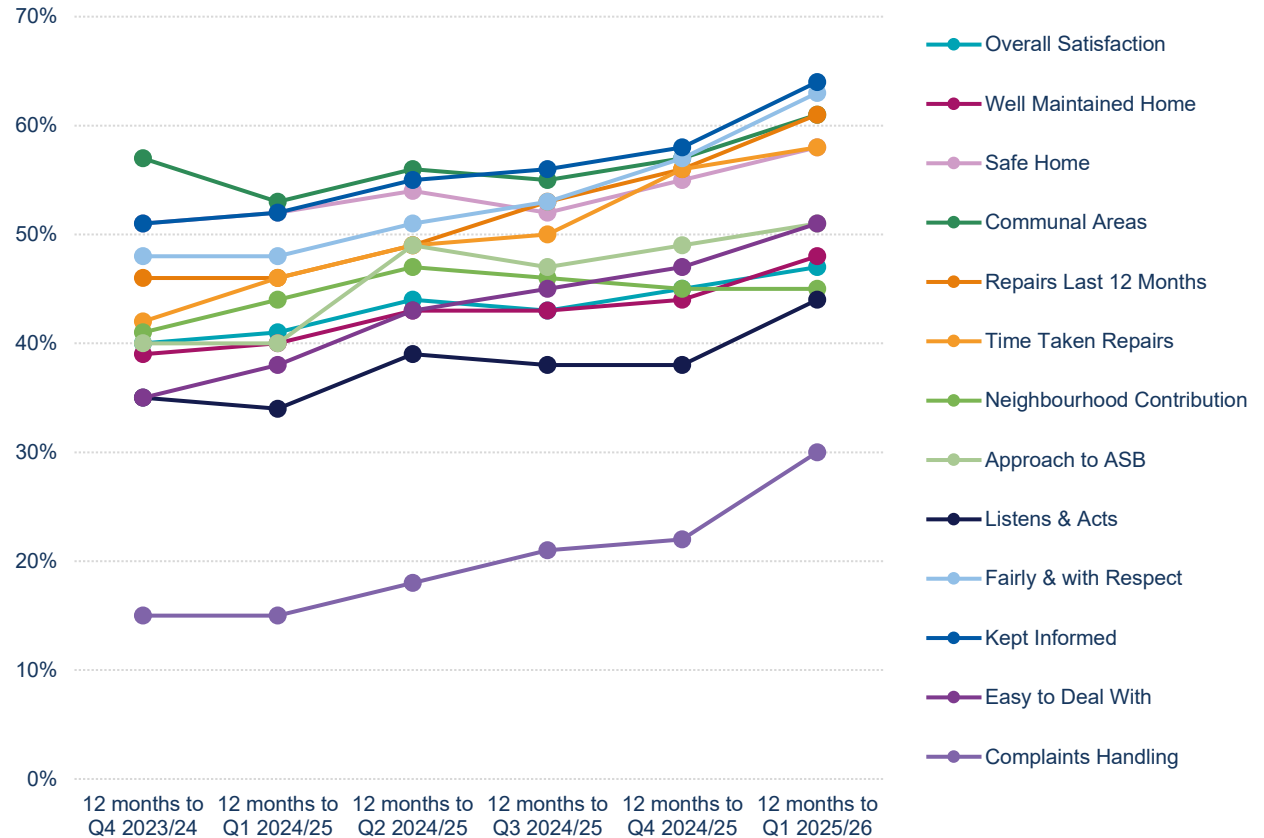
12 Month Rolling Averages

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

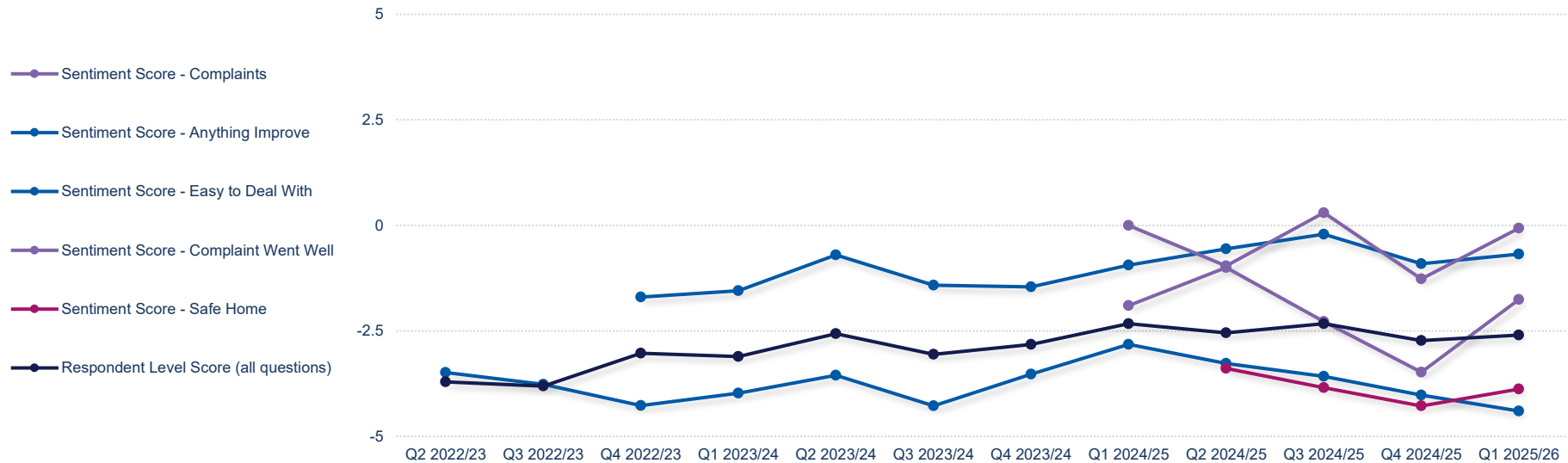
The majority of measures show increases in Q1 2025/26, reflecting the positive results seen in some of the most recent quarters. Particular highlights are complaints handling, listening to views and acting upon them, treating tenants fairly and with respect and keeping tenants informed, which show clear increases.

Overall satisfaction also shows a smaller increase in the quarter. Additionally, many of the measures show a general upward trend over the last several quarters, indicating that Karibu is improving its service and overall tenant perception is steadily becoming more favourable.

The only metric to show a decrease was the contribution to the neighbourhood, which has been steadily declining over the past several quarters.



Trends Over Time - Sentiment Scores



A sharp increase in scores and base size in April 25/26 is due to a change in the survey approach — instead of only asking follow-up questions to dissatisfied residents, we began asking all residents.

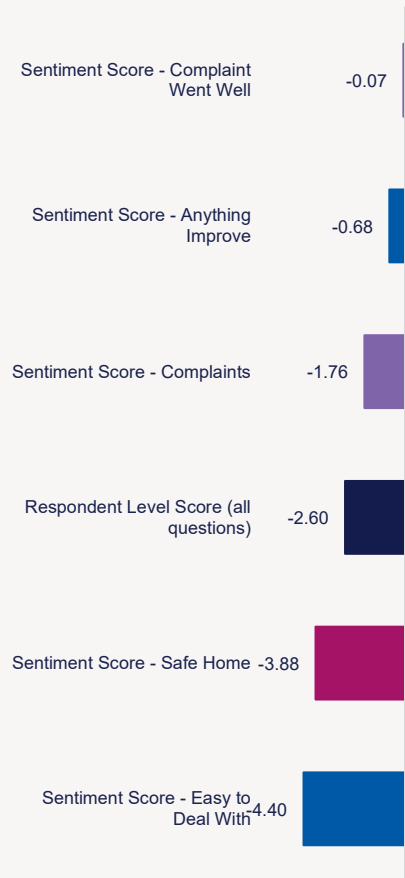
This is the first quarter for which sentiment scores have been calculated based on the responses to the open questions. In general, the overall sentiment is negative for these questions in this quarter. Complaint Went Well is very close to neutral, with a score of -0.07, although this questions does ask for positive feedback and should ideally result in a positive sentiment. The lowest sentiment score was seen in Karibu being easy to deal with, with a score of -4.40. It would be beneficial for Karibu to review responses to this question and identify which parts of the communication process are frustrating tenants.

The safety of the home also resulted in a larger negative score, at -3.88. Throughout the report there were mentions of structural issues and safety concerns, which will be clarified in the open response comments. The overall sentiment score for all questions was -2.60. Going forward, we will be able to more accurately analyse trend information, it is hopeful that if Karibu continues to improve its service, sentiment will increase over time.



Summary

Sentiment Scores



Summary



Safe Home

Responses reveal concerns regarding property maintenance and safety. Common issues include persistent mould, broken doors and locks, and pest infestations, particularly rats. Tenants report inadequate responses to complaints, leading to feelings of neglect. Security is a major concern, with reports of drug use and homelessness in communal areas, impacting tenants' safety and wellbeing.

Easy to Deal With

Tenants who were not satisfied that Karibu are easy to deal with highlight concerns with communication and responsiveness. Many tenants report difficulties in reaching staff, long wait times for repairs, and a lack of follow-up on issues. Complaints about poor service quality, unresolved maintenance problems, and inadequate customer support are prevalent. Overall, there is a strong sentiment of frustration regarding the management's effectiveness and accountability.

Complaints

Tenants had the opportunity to expand on their experience of the handling of complaints, the responses reveal dissatisfaction, particularly regarding communication and follow-up on complaints. Many tenants reported unresolved maintenance issues, lack of action on anti-social behaviour, and inadequate responses to urgent problems. While some praised individual staff members, the overall sentiment indicates a need for improved responsiveness and accountability in addressing tenants' concerns.

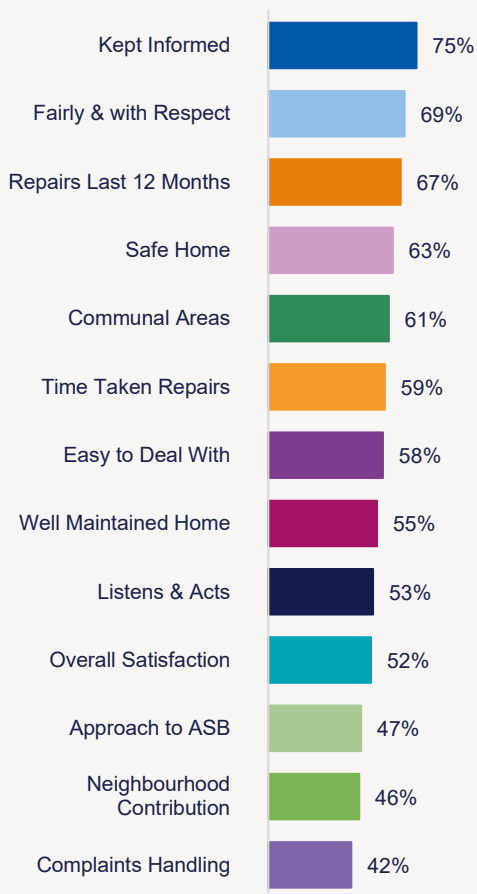
Complaint Went Well

Tenants were asked what went well during the handling of their complaint, the responses reveal a mixed experience. While some tenants appreciated prompt communication and resolution efforts, many expressed dissatisfaction due to delays, lack of follow-up, and unresolved issues. Common themes include feelings of being ignored, inadequate responses, and ongoing problems. Positive feedback highlighted proactive measures, but overall, improvements are needed in responsiveness and resolution effectiveness.

Anything Improve

Lastly, tenants were asked if there is something they would like Karibu to improve. The responses indicate tenant dissatisfaction with communication and responsiveness regarding repairs and maintenance. Many tenants highlighted issues with delayed repairs, poor communication, and a lack of follow-up on reported problems. Concerns about building security, cleanliness, and the handling of antisocial behaviour were also prevalent. Overall, tenants seek improved engagement and timely action from management to enhance their living conditions.

Satisfaction with Measures



Summary & Recommendations

Summary

It has now been over a year since the merger between Inquilab and Westway. It was expected that such a change could cause hesitancy and dissatisfaction for tenants; however, the results indicate that, as an organisation, Karibu is listening to feedback, applying improvements and gaining tenants' trust. Several of the results are still low; however, the results of this quarter have been largely positive, with increases in nine measures, including overall satisfaction, and decreases in just four. Several recent quarters have shown a similar pattern, indicating that although it is a long process, tenant satisfaction is moving in the right direction.

More than half of tenants are now satisfied with the overall service provided, with a score of 52%. This sits as the fourth lowest result in the survey. Ideally, this should be higher, as this suggests that although there is very good service in some areas, the general sentiment towards Karibu is negative. The only measures that scored lower than this were the approach to ASB (with a score of 47%), the contribution to the neighbourhood (with a score of 46%), and complaints handling, which is the lowest-scoring metric in the survey at 42%.

Some measures have shown good results, such as the repairs in the last 12 months (67%), treating tenants fairly and with respect (69%) and keeping tenants informed, which is the highest scoring metric this quarter, at 75%. Several measures have shown their highest level of satisfaction in this quarter, and it will be interesting to see if Karibu can learn from these reports and help to continue the improvements seen in these metrics throughout the 2025/26 year.

For the first time, sentiment analysis has been used against Karibu's qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is -2.6, and all other subject areas have negative scores. The main areas of concern are the safety of the home and Karibu being easy to deal with. It should be noted that these questions are only asked to dissatisfied tenants. Analysing the sentiment 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.

Recommendations

Safety – Responses to the questions around the safety of the home and the communal areas revealed tenants' concerns about their safety and security. Some tenants spoke of structural issues or damp and mould in their homes, which have not yet been attended to by Karibu, which should be investigated as a matter of urgency. Additionally, several tenants reported issues with broken doors or inadequate security, which allows non-residents to access buildings, a concern that Karibu should investigate.

Communication – Linked to Karibu being easy to deal with, resulting in a low sentiment score, it was a recurring theme for questions relating to ASB, repairs or complaints that Karibu does not follow up on reported issues, takes time for action and does not show a good level of sympathy during their contact with tenants. This is leading to frustration among tenants and Karibu may choose to look at their communication process, ensuring it is easy for tenants to report issues and that they are kept up to date. Karibu may also wish to consider additional staff training, to ensure communication with tenants is empathetic and effectively actioned.



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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