



Karibu

TSM Tracker

Q3 2025/26 Report

Prepared by: Acuity Research & Practice

Introduction

From 2024/25, Acuity has been performing surveys for Karibu Community Homes (Karibu), 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 third quarterly survey of this year, referred to as Q3 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 via 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 Q3 2025/26, 107 interviews were fully completed, alongside five incomplete interviews, which are required to be included as per regulator guidance. In Q3, 110 surveys were completed by LCRA tenants, while two are unknown.

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 Q3 2025/26, 65% of tenants granted permission to share their responses with their details attached, and 99% 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 111 responses to the overall satisfaction question were received this quarter, which is sufficient to conclude that the findings are accurate to within $\pm 9.0\%$ for the quarter and $\pm 4.8\%$ annually, which falls within the required margin of error.

Most figures in this report are presented as percentages. These percentages are rounded to the nearest whole number from two decimal places, which means they may not always add up to 100%. Additionally, rounding can lead to discrepancies where percentages mentioned in the text differ from those in the charts by 1% when two percentages are added together. The base numbers are also indicated on the charts as n=...

Key TSM Metrics

Overall Satisfaction

The Home

Repairs

Neighbourhood

ASB

Engagement

Complaints

Improvements

Trends

Summary

49%

Overall Satisfaction

Just under half of tenants (49%) are satisfied with the overall service provided by Karibu in Q3. This represents a decrease in overall satisfaction of 12 percentage points (p.p) from the Q2 2025/26 survey.

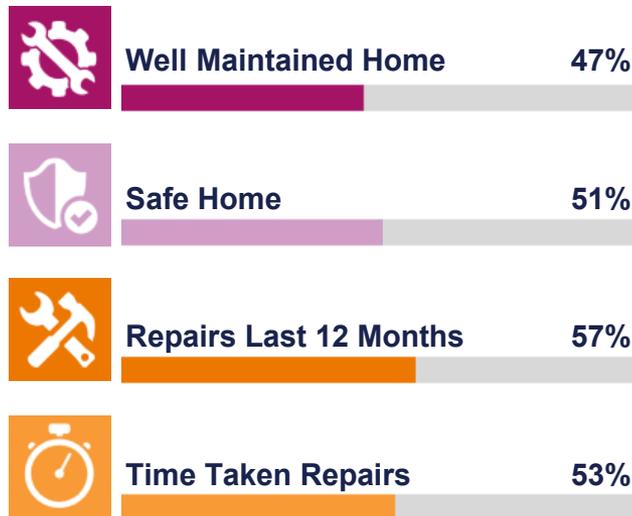
Six measures stand above 50%, these being keeping tenants informed (58%), the repairs service over the last 12 months (57%), the maintenance of communal areas (56%), treating tenants fairly and respectfully (54%), the time taken to do repairs (53%), and the provision of a safe home (51%).

Five measures are below 50%, and these are the provision of a well maintained home (47%), Karibu's approach to ASB (44%), neighbourhood contribution (37%), listening to tenants and acting on their feedback (37%), and the handling of complaints (16%).

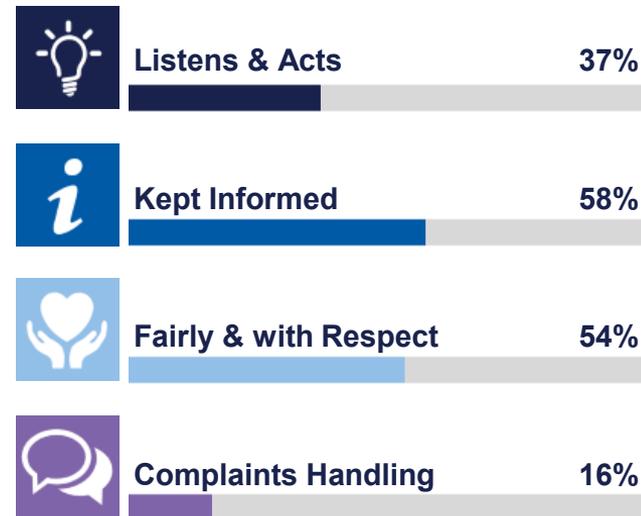
The following pages in this report will break down each satisfaction measure by response, as well as provide a more detailed analysis of tenants' open response comments.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

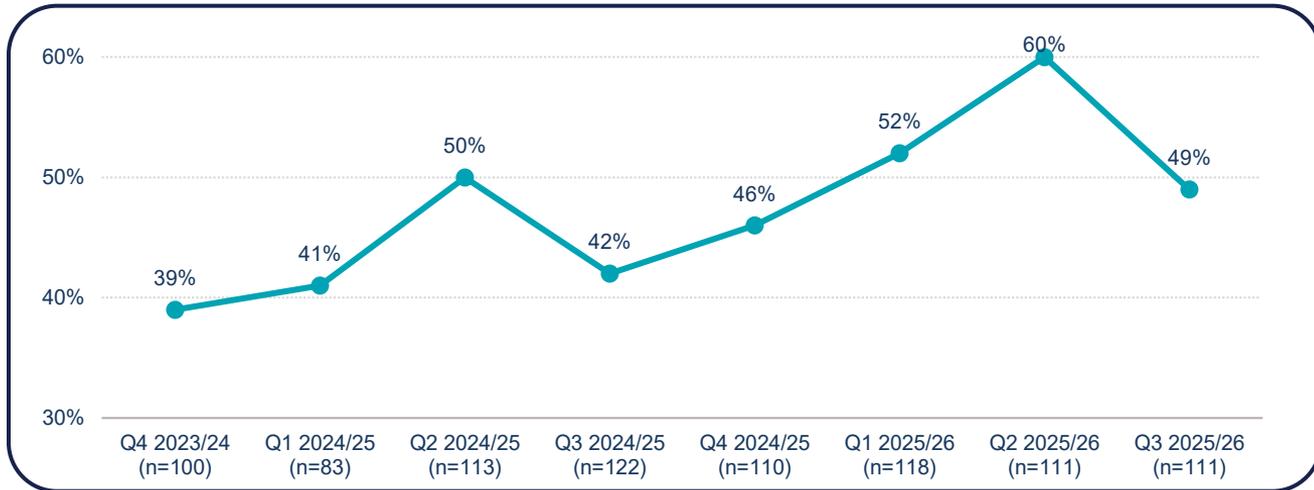
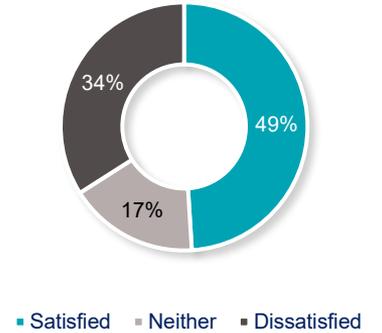
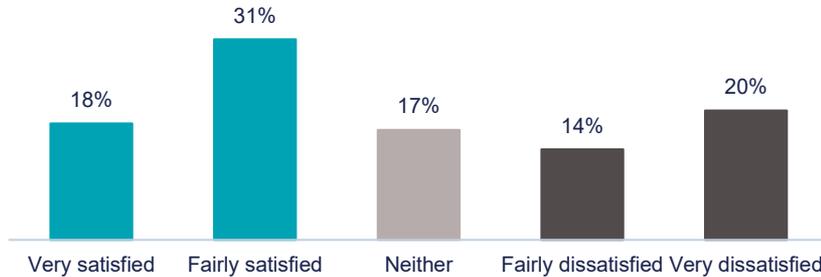
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Karibu Community Homes?" This is the key metric in any tenant perception survey.

Overall satisfaction with Karibu's services now stands at 49%, which is a decline in 1p.p from Q2. Satisfaction had been climbing between Q4 2024/25 and Q2 2025/26, reaching its highest peak after 61% in Q4 2019/21 and Q1 2020/21.

In Q3, Acuity's client briefing data suggests that the median overall satisfaction has gone down 1p.p to 77%, leaving Karibu just 3p.p above the minimum value.

Recent reports from the Regulator suggest that tenant age, landlord size, gender, landlord location and whether or not they have a disability all have an impact on overall satisfaction. Of those characteristics, tenant age is the most influential.

This shows that Karibu are well below the sector average, although it is commonly known that satisfaction for London-based landlords is lower than that of those based elsewhere in the country.





Well Maintained, Safety & Communal Areas



Well Maintained, Safety & Communal Areas

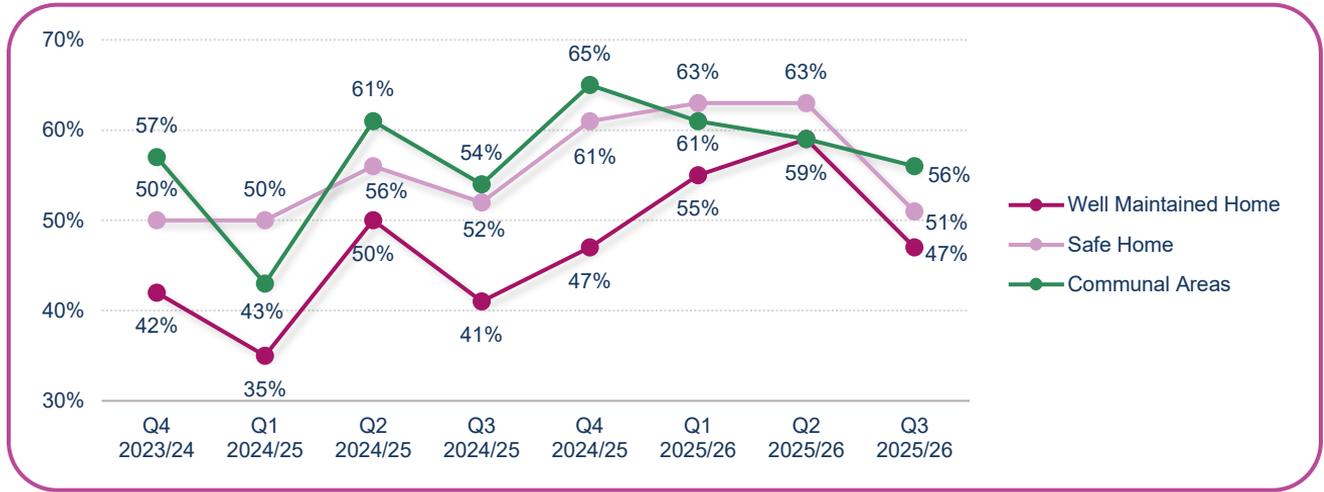
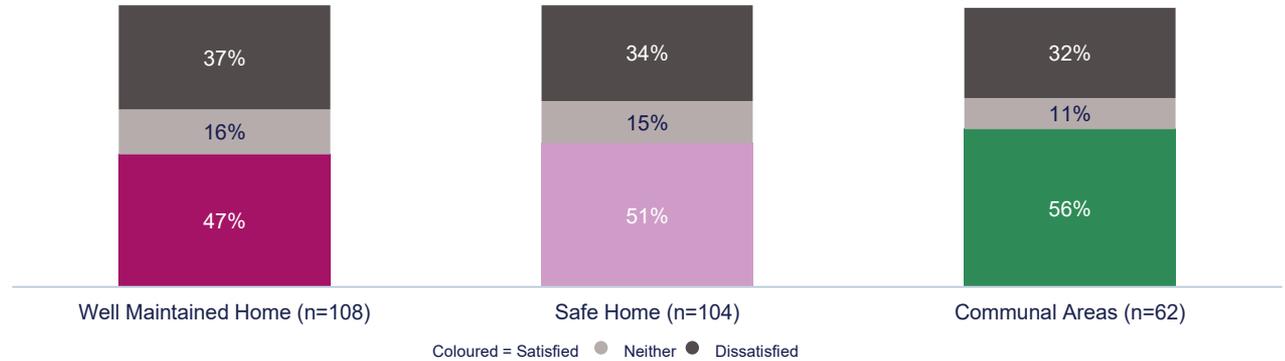
Under half of tenants (47%) are satisfied with the maintenance of their home, with 37% dissatisfied, and 16% who are neutral. Satisfaction in this measure has decreased by 12p.p since the previous quarter and mirrors a decline across the other measures in this section.

Regarding the provision of a safe home, 51% of tenants are satisfied, while 34% are dissatisfied, and 15% are neutral. This has also decreased by 12p.p since last quarter and now falls below Q3 2024/25 levels.

The maintenance of communal receives the highest satisfaction score in this section. A total of 57% say they live in a home with access to communal areas, and of these, 56% are satisfied with their upkeep. However, close to a third (32%) are dissatisfied, while 11% do not feel strongly either way.

According to Acuity's key driver analysis of over 200,000 TSM survey responses completed in 2024/25, the maintenance of the home was revealed to be the most influential factor in driving overall satisfaction. Therefore, poor scores here are expected to affect other measures.

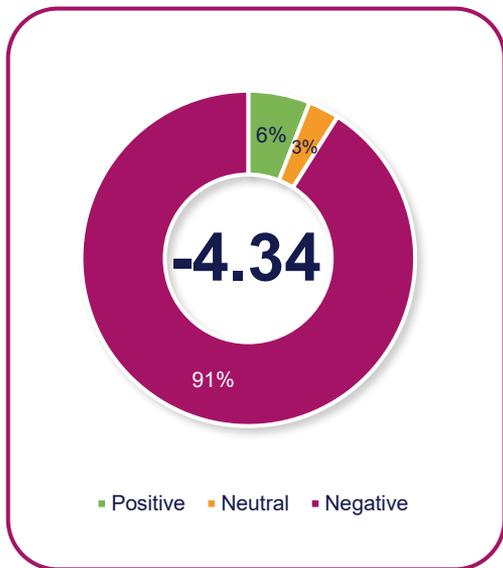
The median sector satisfaction has risen by 3p.p to 77%, which Karibu falls behind by 30p.p.



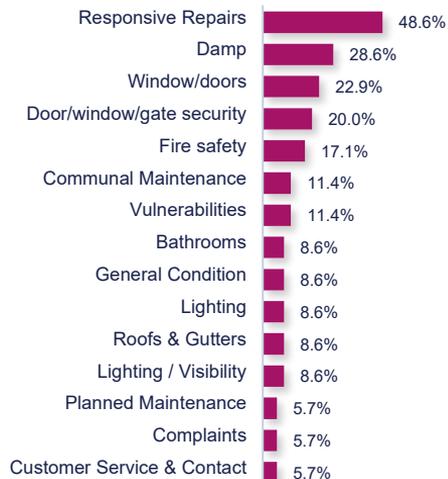
Safe Home

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

Base Size: 35



Top Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	14	40.0%	-3.50
Resolution	10	28.6%	-4.20
Communication / Transparency	6	17.1%	-4.17
Quality of Work / Service	5	14.3%	-3.40
Safety	5	14.3%	-5.00
Effort	2	5.7%	-5.00
Appointments / Convenience	1	2.9%	-5.00
Empathy	1	2.9%	-5.00
Listening / Acting	1	2.9%	-5.00
Trust	1	2.9%	-5.00
Subcategory, no attribute (yet)	1	2.9%	-5.00
Accessibility			-
Accountability			-
Consistency			-
Fairness			-
Satisfaction			-
Staff Conduct			-
Worker Conduct			-
No Comments			-

Tenants who said that they did not feel their home was safe were asked to explain why, and to suggest improvements. Tenants report black mould affecting multiple rooms, which they have experienced for years without resolution. Safety concerns are a dominant theme, with complaints about broken communal entrances, non-functional CCTV, and ineffective security measures leading to feelings of vulnerability among tenants. The physical state of the buildings is referenced, with issues such as leaking roofs, damaged windows, and broken heating systems highlighted as ongoing problems.

Tenants have expressed frustration with delayed communication and lack of response from management, particularly regarding repairs and safety hazards such as faulty smoke alarms and unreliable front doors. Additionally, the absence of outside lighting and proper pest control is contributing to an unsafe living environment for some. Some tenants indicate they have waited excessively for repairs or responses to complaints, indicating a systemic issue in management's responsiveness to maintenance and safety concerns.

The overall sentiment points to a need for improved maintenance protocols, more responsive customer service, and effective communication to ensure tenant safety and satisfaction. It must be noted however, that the base size of respondents here is very low at 35.

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



Keeping Properties in Good Repair



Keeping Properties in Good Repair

Seven out of ten tenants said they had a repair completed on their home by Karibu in the last 12 months, and of these, 57% are satisfied with the repair service over this period (down 6p.p). A third of tenants (33%) are dissatisfied, while 9% are neither satisfied nor dissatisfied.

This measure has been experiencing a decline since Q2 of this year and has been falling alongside satisfaction with the time taken to do repairs, now standing at 53%.

It is common for fewer tenants to be satisfied with the time taken to complete repairs than with the service itself, and this has been the case for Karibu since Q1, although both measures have

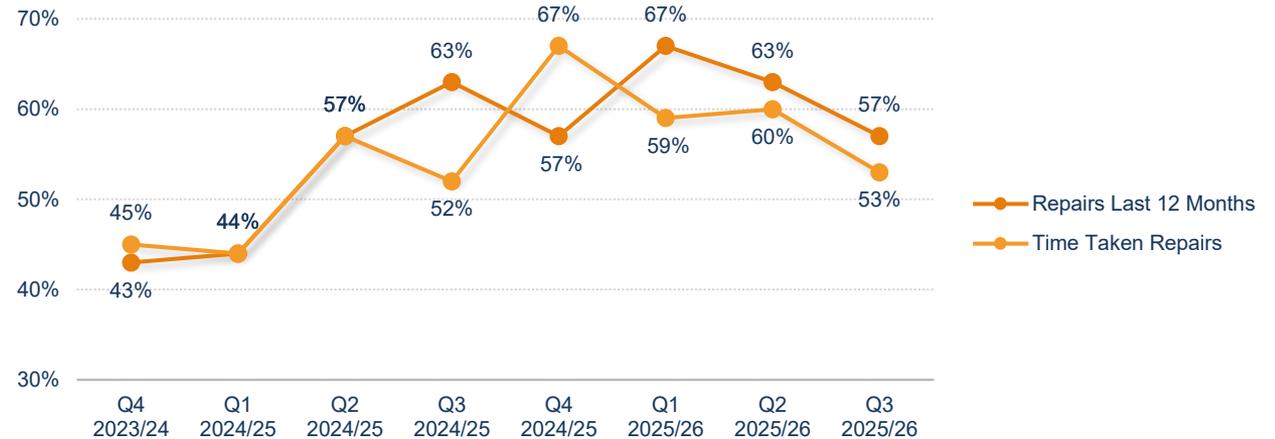
Nationally, there has been a gradual increase in median satisfaction across both measures, with the repairs service peaking at 80% and the time taken to do repairs reaching 76% in Q2.



Repairs Last 12 Months (n=75)

Time Taken Repairs (n=75)

Coloured = Satisfied ● Neither ● Dissatisfied





Contribution to the Neighbourhood

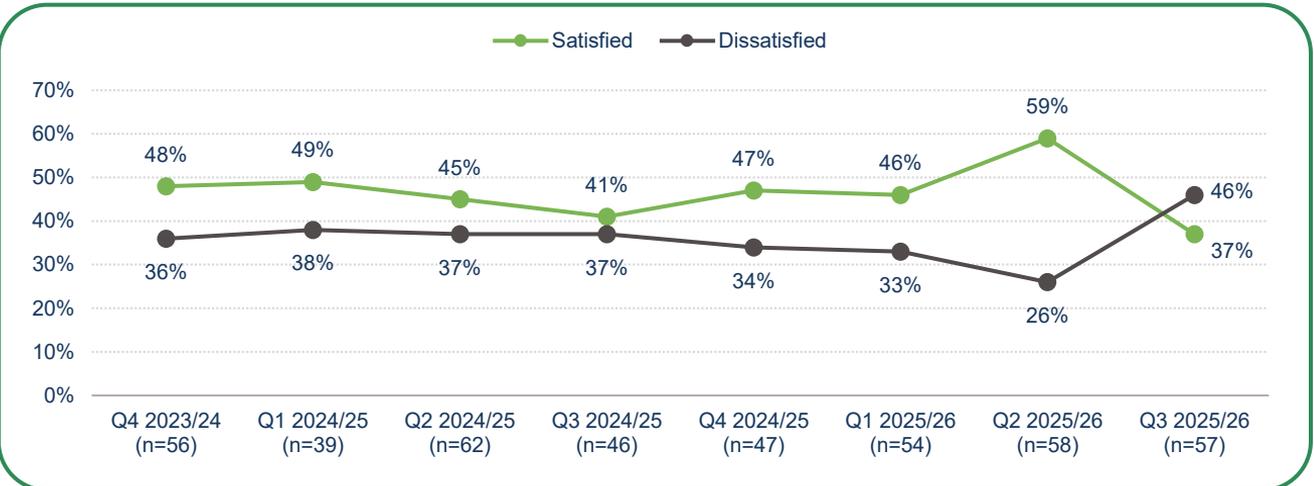
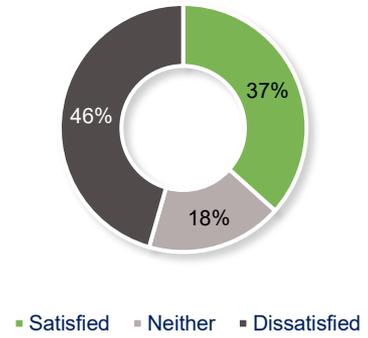
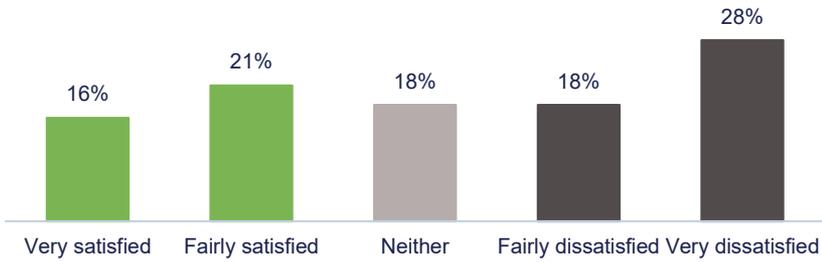


Contribution to the Neighbourhood

In Q3, 37% of tenants have reported satisfaction regarding Karibu's contribution to the neighbourhood. Of these, only 16% are very satisfied, with 21% fairly satisfied, while 28% are very dissatisfied. Overall, 46% of tenants are dissatisfied with this measure, marking the first survey since Q4 2023/24 in which more tenants have been dissatisfied than satisfied.

Besides the fluctuation that has taken place this quarter, this measure has remained relatively stable, peaking in Q2 before dropping by 22p.p. This decline has been mirrored across all the other measures this quarter and may be related to larger factors beyond just this measure.

Satisfaction across the sector has reached the highest level since the beginning of the TSM, currently standing at 69% satisfied, an increase of 2 p.p. The maximum value is now 100%, while the minimum is 23%, demonstrating the polarised viewpoints tenants can hold. This can be down to individual tenants' definitions of 'neighbourhood contribution' and of what falls under Karibu's remit, which vary.





Approach to ASB



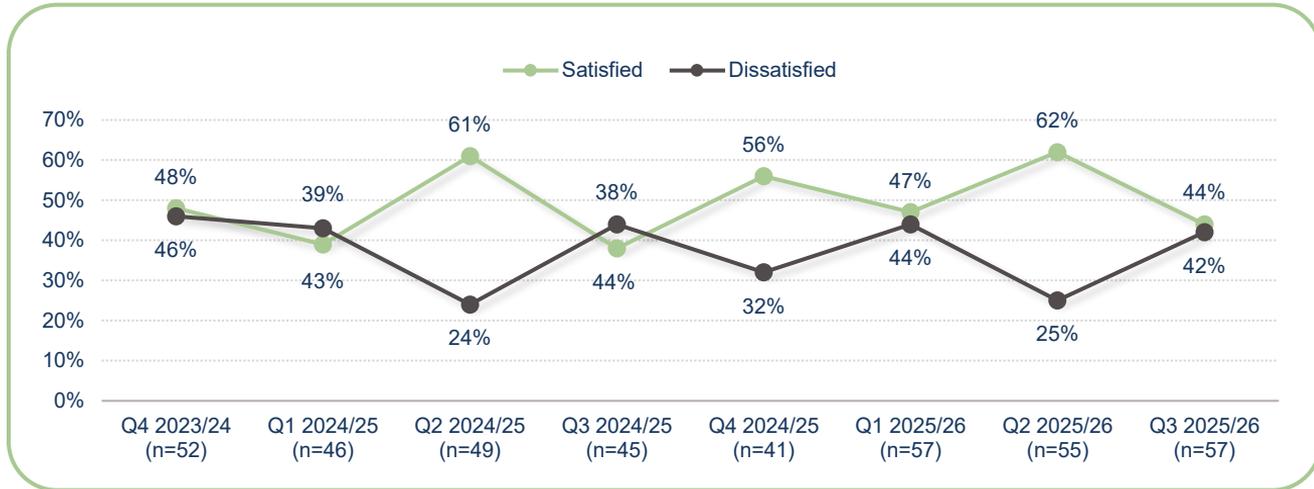
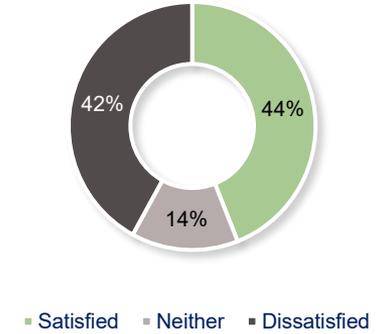
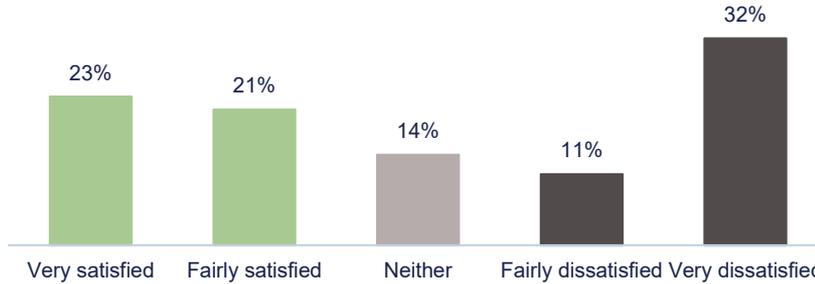
Approach to ASB

Tenant satisfaction with Karibu's approach to ASB has dropped 18p.p to 44%, which is close to the dissatisfaction level of 42%.

Satisfaction for this measure fluctuated on a quarterly basis, with peaks in Q2 and Q4 and troughs in Q1 and Q3. Therefore, this is likely related to ASB reports being submitted and the expected resolution not coming to fruition in the following quarter.

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 over 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.

It should also be noted that all tenants are asked about their perception of how Karibu handles ASB cases, not just those who have reported a case within the previous 12 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 in the past.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

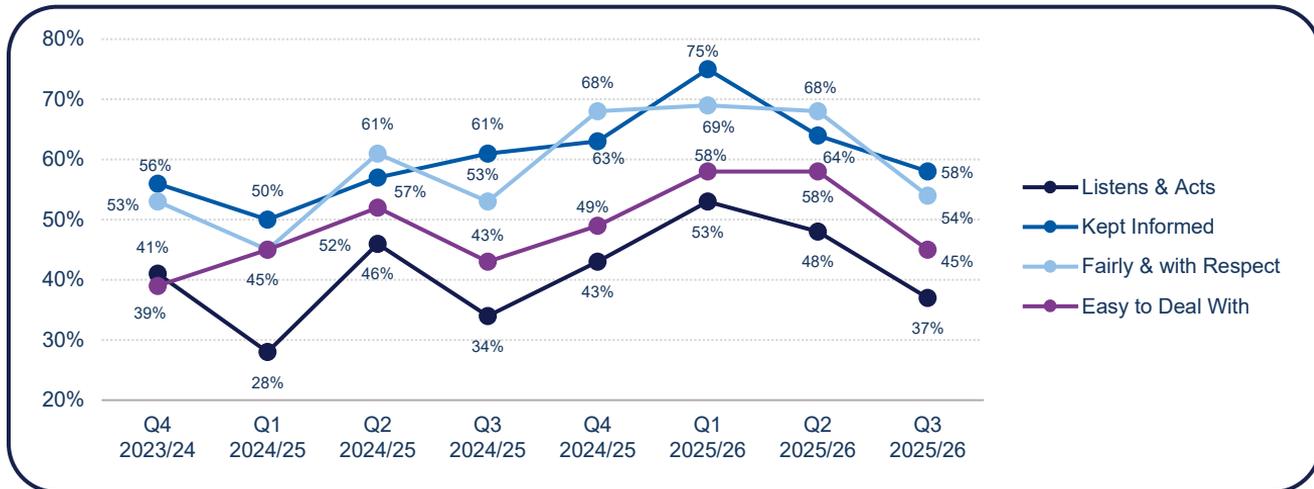
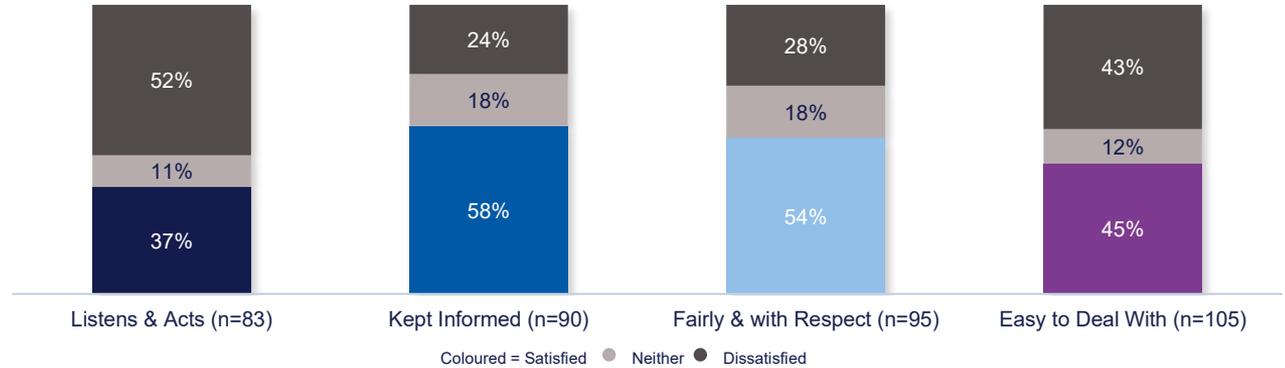
In Q3, 37% of tenants are now satisfied that Karibu listens to their feedback and acts upon it (down 11p.p). 52% are dissatisfied, with 11% neutral. As the lowest-scoring measure in this section, and one of the lowest in the sector, this listens and acts has nonetheless been declining since last quarter and now stands 20p.p below the sector-wide 25th percentile.

Those who are satisfied with how Karibu keeps them informed now sit at 58%, which has decreased by 6p.p since last quarter, with close to a quarter (24%) dissatisfied.

A total of 54% feel that Karibu treats them fairly and with respect, down 14p.p from Q2. This measure regularly alternates with keeping tenants informed, which is the highest-scoring in this section, and has now fallen to the second-highest.

Tenants who find Karibu easy to deal with now stand at 45%, with almost the same proportion being dissatisfied (43%) and 12% being neutral.

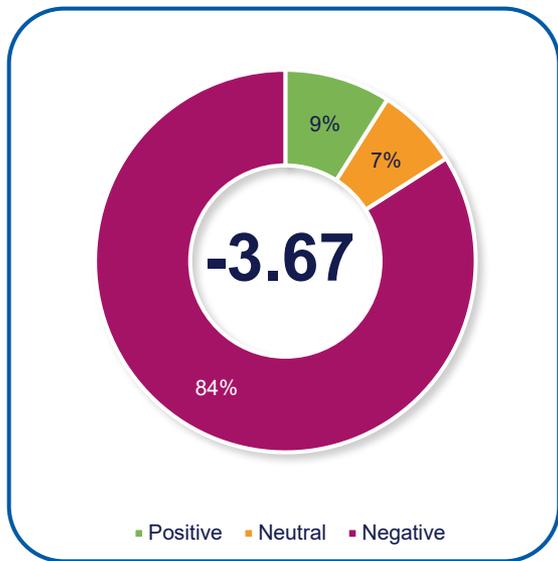
Once again, the trend of decline continues into the respectful and helpful engagement section this quarter.



Easy to Deal With

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

Base Size: 57



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	24	45.3%	-3.79
Communication / Transparency	22	41.5%	-3.95
Effort	12	22.6%	-3.58
Listening / Acting	8	15.1%	-5.00
Resolution	7	13.2%	-4.29
Subcategory, no attribute (yet)	7	13.2%	-1.00
Accountability	4	7.5%	-5.00
Quality of Work / Service	3	5.7%	-2.67
Staff Conduct	3	5.7%	-2.33
Empathy	2	3.8%	-4.00
Trust	2	3.8%	-5.00
Appointments / Convenience	1	1.9%	-5.00
Safety	1	1.9%	-5.00
Accessibility			-
Consistency			-
Fairness			-
Satisfaction			-
Worker Conduct			-
No Comments			-

Tenants who said they were dissatisfied with how easy it is to deal with Karibu were asked to explain why. Many tenants report persistent difficulties in reaching the housing association, with long waiting times on the phone, unresponsive emails, and ineffective app functionality. Communication breakdowns are a common theme, as respondents express frustration over unaddressed maintenance issues and repairs that remain outstanding for long periods.

Several participants raised concerns about health and safety, including issues with heating, dampness, and inadequate emergency response. Complaints include a lack of follow-up on reported repairs, inconsistent information from staff, and a feeling that tenants' voices go unheard. Some tenants mention that despite escalating complaints, they experience continuous loops of unacknowledged issues and delays.

Moreover, respondents express dissatisfaction with the lack of dedicated housing officers, which exacerbates communication gaps. That said, a few tenants do acknowledge improvements in response times compared to previous management. Overall, tenants are seeking better accessibility, responsiveness, and a more transparent communication process to address their pressing housing needs effectively.



Effective Handling of Complaints



Effective Handling of Complaints

More than a third of tenants (35%) report making a complaint to Karibu within the last 12 months, which has increased marginally from Q2 (up 3p.p). Nationally, a median of 22% of tenants have submitted a complaint in the last 12 months, placing Karibu above the highest percentile.

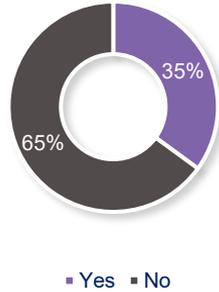
Although the proportion of tenant complaints marginally increased, only 16% report being satisfied with Karibu's handling of complaints, with just 3% very satisfied and 65% dissatisfied overall. This represents the biggest decrease this quarter, down by a statistically significant 24 p.p.

Q2's level of complaint satisfaction with complaint handling had exceeded the sector median by 3p.p, while Q3's level sits below the lower quartile by 13p.p.

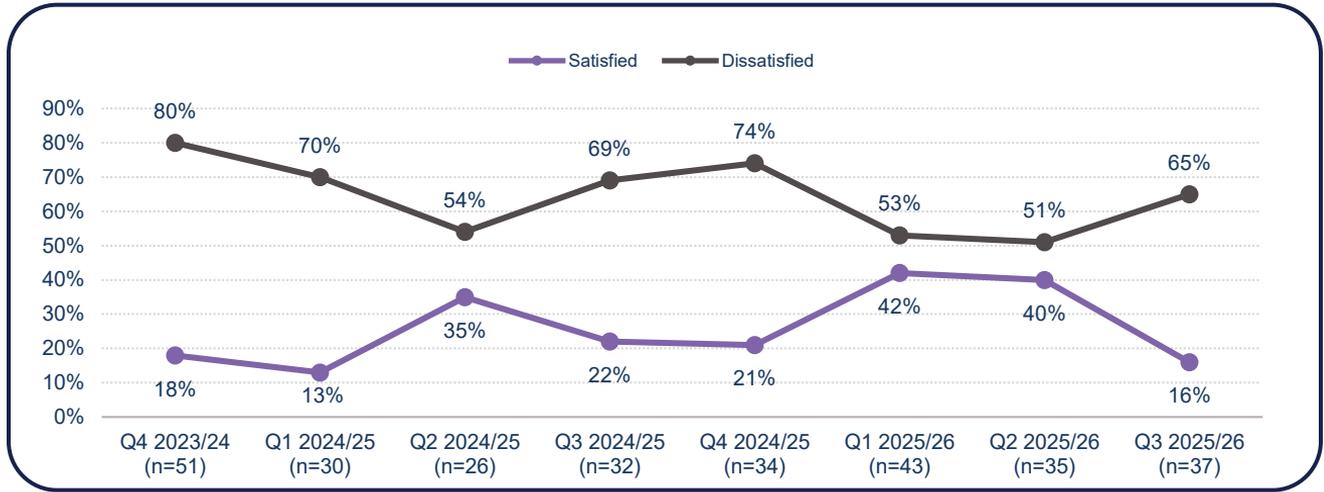
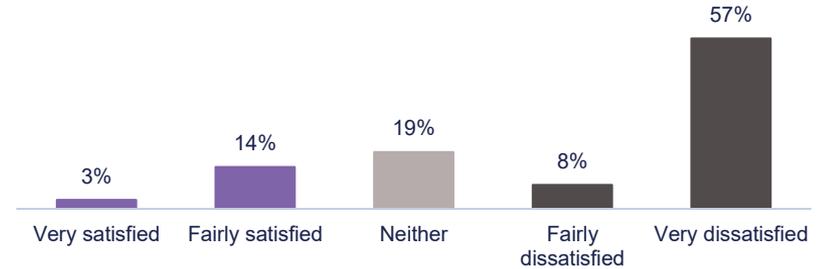
It should be noted that satisfaction in this measure remains heavily influenced by the progress of service requests regarding maintenance issues.

It also moves in cycles, with the lowest points followed by higher scores over the next two quarters. This could be due to the way service requests are processed and cleared throughout the year, leading to periods of higher pressure alternating with the opposite.

Complaint in last 12 months



Satisfaction with Complaints Handling





Complaints Trial

Karibu took this opportunity to find out more information about the complaints submitted in the last 12 months. More than half of the complaints are about repairs (51%), followed by property condition and ASB (8% each).

Close to two-thirds of complainants are unsure of the stage it has reached (64%), which may reinforce the view that some of these will be service requests rather than official complaints.

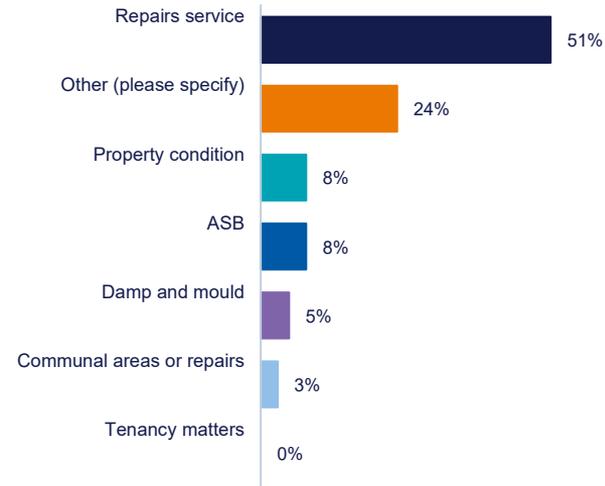
Almost a quarter (23%) were happy with the resolution of their complaint in Q2, but this figure decreased to 9% in Q3, with 11% stating they were not happy with the resolution. Over half of the complainants said their complaint is still ongoing (54%), with more than a quarter (26%) yet to have their complaint acknowledged.

In terms of possible improvements to the process, 86% would like better communication and to be updated, while 72% want Karibu to be more proactive when resolving complaints, followed by 67% suggesting better internal communication and listening to tenants more. Almost half of the improvement suggestions just require their complaint to be acknowledged (58%).

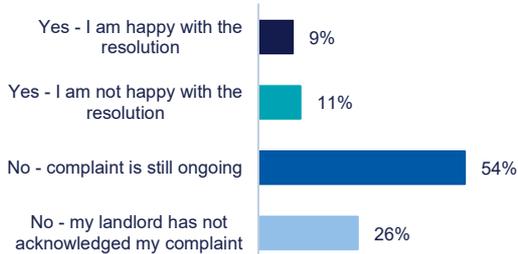
Improvement Suggestions



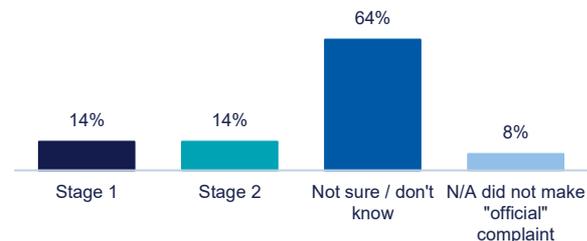
Reason for Complaint



Is complaint resolved?



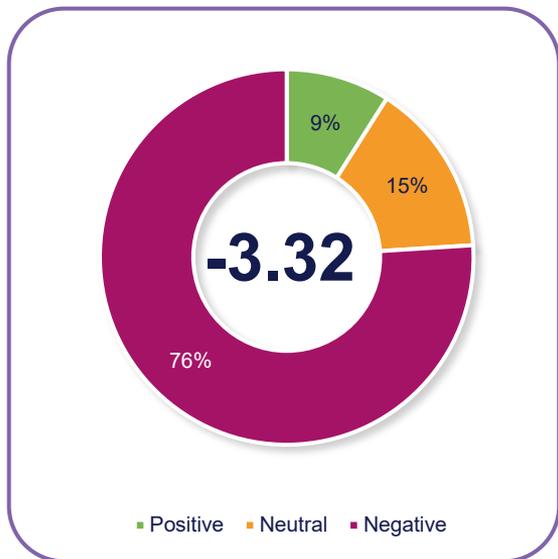
Stage?



Complaints

Please can you explain why you have given this score?

Base Size: 34



Attribute	Count	%	Sentiment Score
Communication / Transparency	13	38.2%	-4.23
Timeliness / Responsiveness	13	38.2%	-3.31
Listening / Acting	5	14.7%	-4.00
Subcategory, no attribute (yet)	5	14.7%	-2.00
Resolution	4	11.8%	-2.50
Accountability	2	5.9%	-5.00
Effort	2	5.9%	-5.00
Consistency	1	2.9%	-5.00
Staff Conduct	1	2.9%	0.00
Accessibility			-
Appointments / Convenience			-
Empathy			-
Fairness			-
Quality of Work / Service			-
Safety			-
Satisfaction			-
Trust			-
Worker Conduct			-
No Comments			-

Respondents were asked to explain why they gave the satisfaction score they did regarding Karibu's complaints-handling service. Many respondents express frustration over prolonged wait times, with some complaints remaining unresolved for months or even years. A recurring theme is the lack of communication; individuals report being ignored, receiving no follow-up, or being passed between representatives without resolution. Specific cases mention ongoing issues, such as leaks and essential repairs, that have required external intervention, highlighting ineffective internal processes.

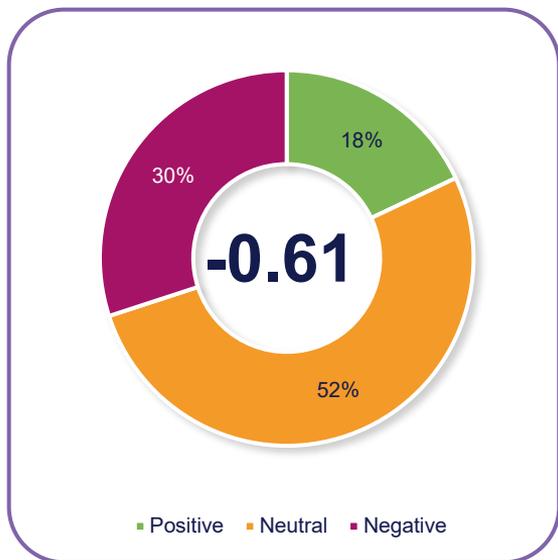
Moreover, the difficulty in navigating the complaint process is noted, with many feeling unclear on how to submit complaints or follow up on them. Respondents emphasise the need for timely responses and for staff to take ownership of issues. Despite a few positive experiences where staff were seen as helpful, these instances appear to be outnumbered by negative experiences where respondents felt they were not listened to or believed their complaints were disregarded entirely.

Overall, the prevalent sentiment reflects a demand for more efficient and transparent engagement from the service provider, alongside improved repair processes.

Complaint went well

What went well about the way your complaint was handled?

Base Size: 33



Attribute	Count	%	Sentiment Score
Satisfaction	12	36.4%	-0.83
Subcategory, no attribute (yet)	6	18.2%	-3.33
Listening / Acting	5	15.2%	0.00
Communication / Transparency	4	12.1%	-2.50
Quality of Work / Service	4	12.1%	0.00
Resolution	4	12.1%	+2.50
Timeliness / Responsiveness	3	9.1%	+3.33
Safety	1	3.0%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-
No Comments			-

Those tenants who had submitted a complaint in the last 12 months were asked what had gone well about the way that their complaint was handled. Some respondents highlighted positive experiences, citing effective communication and prompt action taken to address concerns. Specific feedback includes compliments about the professionalism of staff and timely responses, with one participant noting, "It went well because of how quickly they dealt with it."

However, in positive cases, there were mentions of incomplete resolutions, indicating that while some issues were addressed, others remained unresolved. Some tenants express dissatisfaction, stating that nothing has been done regarding their complaints or that they have received no further communication since initial acknowledgements. Phrases such as "Nothing", "It hasn't been handled", and "No response, so nothing" reflect a prevalent frustration with the lack of follow-up and resolution.

Overall, the feedback underscores a need for improvement in complaint management processes. Some respondents feel their concerns have not been adequately addressed, citing gaps in communication and follow-through. The insights suggest areas for service enhancement to ensure more effective complaint handling and tenant satisfaction.



Improvements

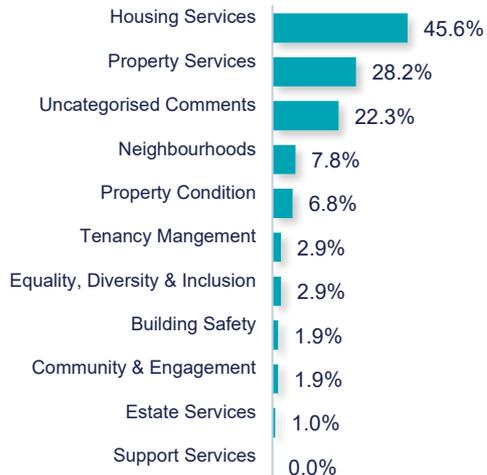
Anything Improve

In your own words, what could Karibu do better?

Base Size: 103



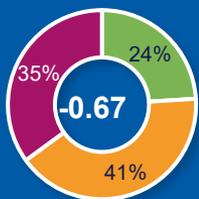
Categories



Top 10 Subcategories



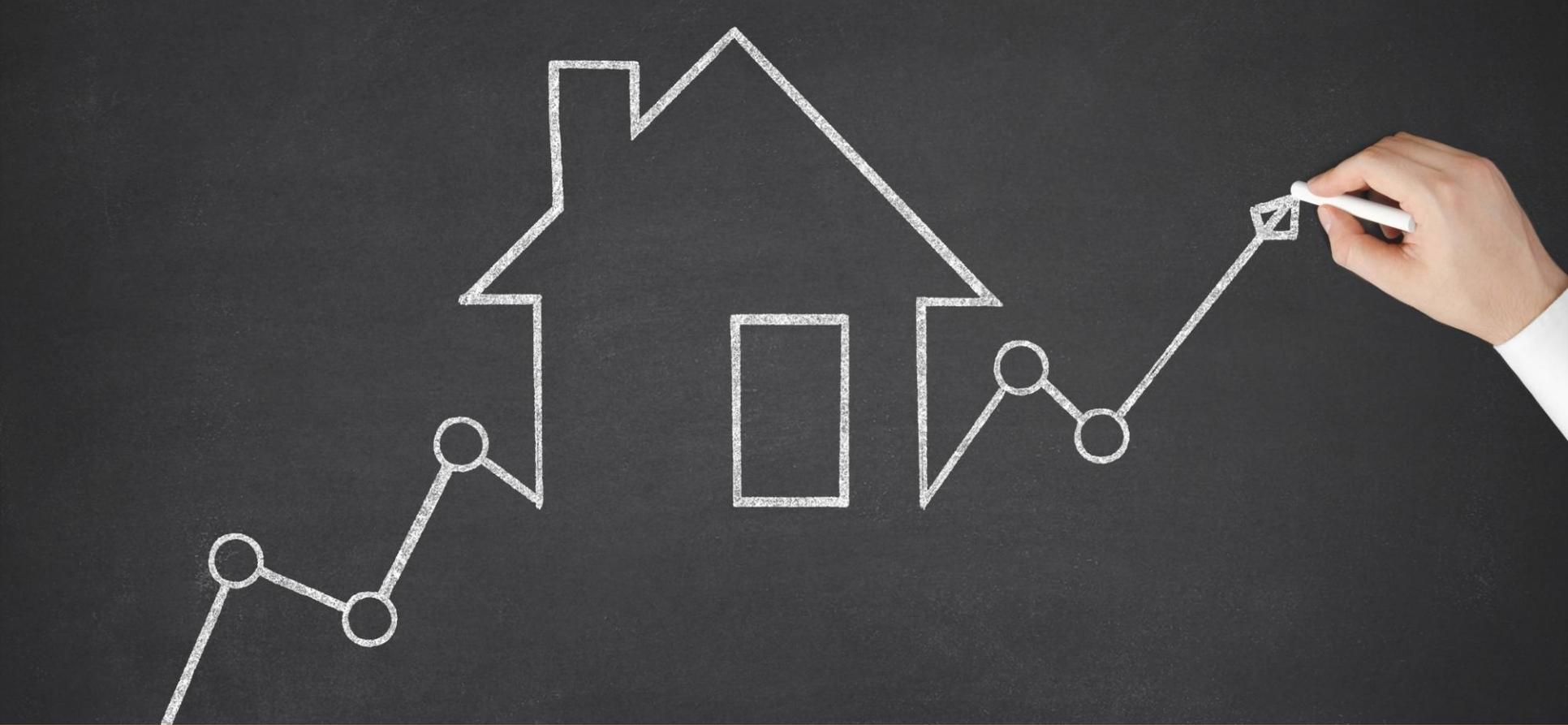
Attribute	Count	%	Sentiment Score
Communication / Transparency	31	41.9%	0.00
Subcategory, no attribute (yet)	18	24.3%	-1.22
Listening / Acting	14	18.9%	-2.50
Timeliness / Responsiveness	13	17.6%	-0.08
Quality of Work / Service	8	10.8%	-2.00
Effort	6	8.1%	-3.50
Appointments / Convenience	3	4.1%	-1.67
Resolution	3	4.1%	+2.00
Satisfaction	3	4.1%	+1.67
Safety	2	2.7%	-5.00
Staff Conduct	2	2.7%	0.00
No Comments	2	2.7%	-2.50
Empathy	1	1.4%	+3.00
Trust	1	1.4%	+3.00
Worker Conduct	1	1.4%	-5.00
Accessibility			-
Accountability			-
Consistency			-
Fairness			-



All respondents were asked what they think Karibu could do to improve their service overall. A predominant theme is the need for better communication; many tenants express frustration with insufficient updates on repairs and with the lack of timely responses to queries. The responsiveness of housing officers is a concern for some, with tenants often feeling neglected or uninformed about their cases, leading to a lack of trust in the system.

Residents also raise issues regarding the quality and timeliness of repairs, with many highlighting unresolved maintenance problems, such as broken windows and damp issues. The need for more regular property checks and direct communication with a dedicated housing officer is frequently mentioned. Additionally, respondents call for improved management of complaints and better handling of anti-social behaviour cases.

While some tenants commend the level of service, others believe that a more transparent and proactive approach is necessary. Overall, enhancing communication channels and ensuring that repair issues are addressed promptly could improve tenant satisfaction.



Trends

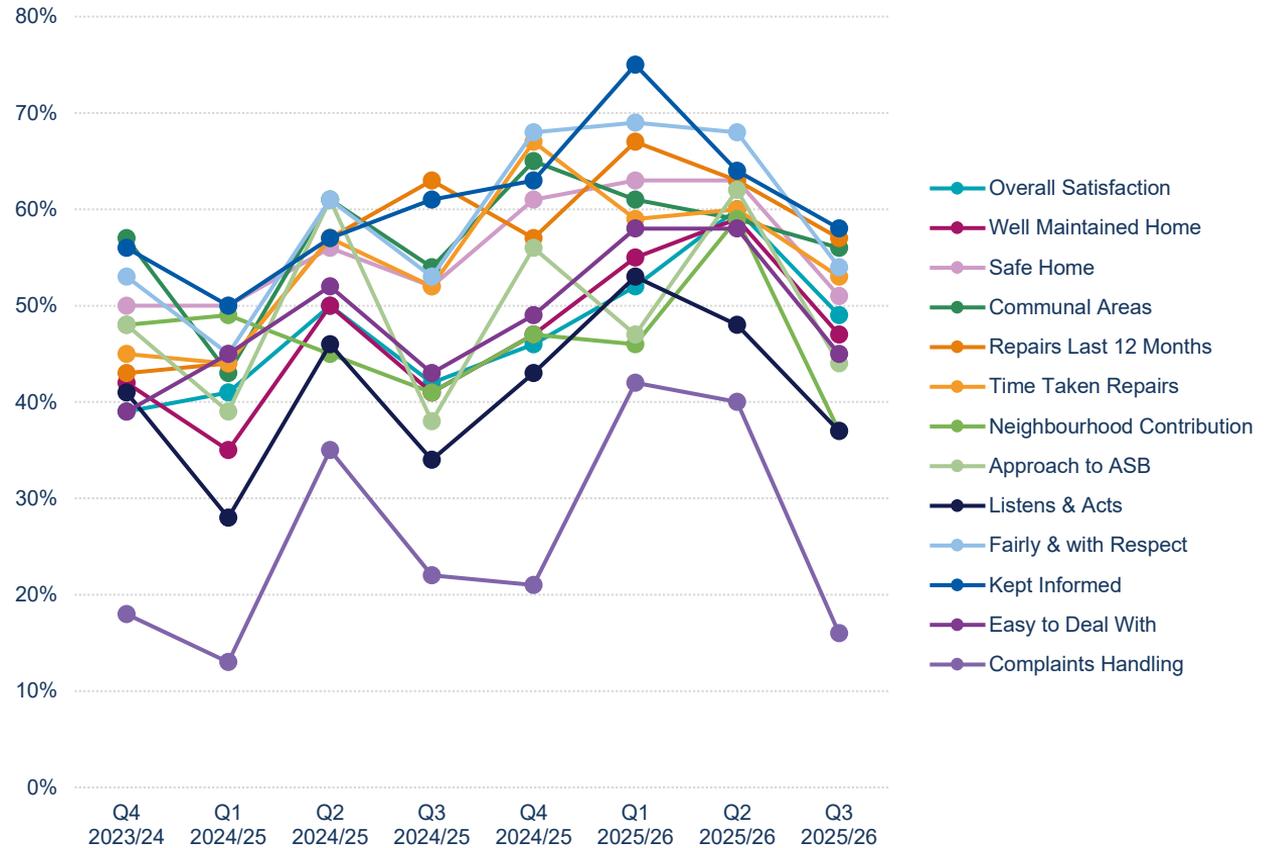


Trends Over Time

In the Q3 2025/26 survey, all twelve measures decreased in satisfaction, with the largest percentage point difference being -24p.p for the handling of complaints, and the smallest being -3p.p for the maintenance of communal areas.

Large decreases could also be observed for neighbourhood contribution (down 21p.p) and approach to ASB (down 18p.p).

To be considered statistically significant, changes must exceed the combined margins of error of Q2 and Q3, which in this case is around $\pm 18.1\%$. This means that the decreases in complaints handling and neighbourhood contribution are significant, although the approach to ASB sits marginally below this threshold.

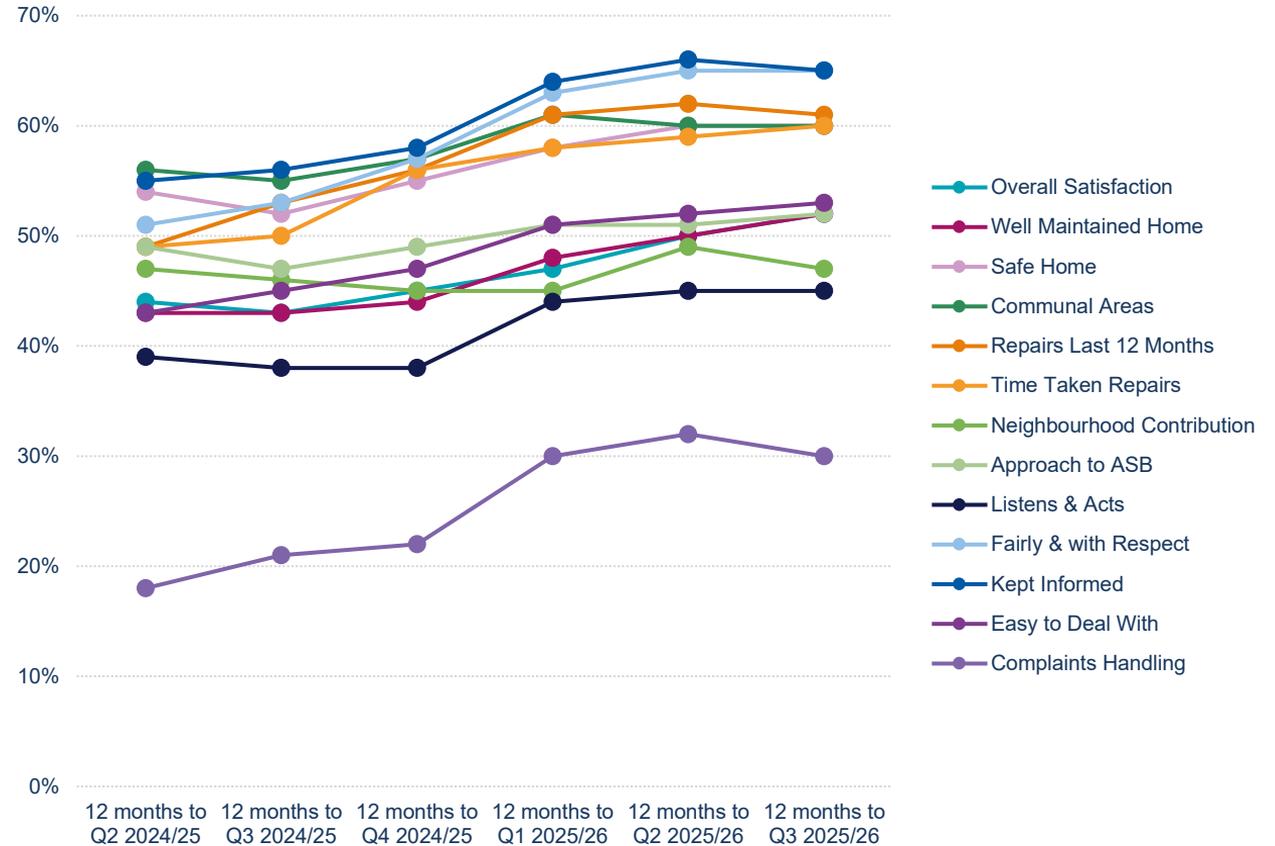




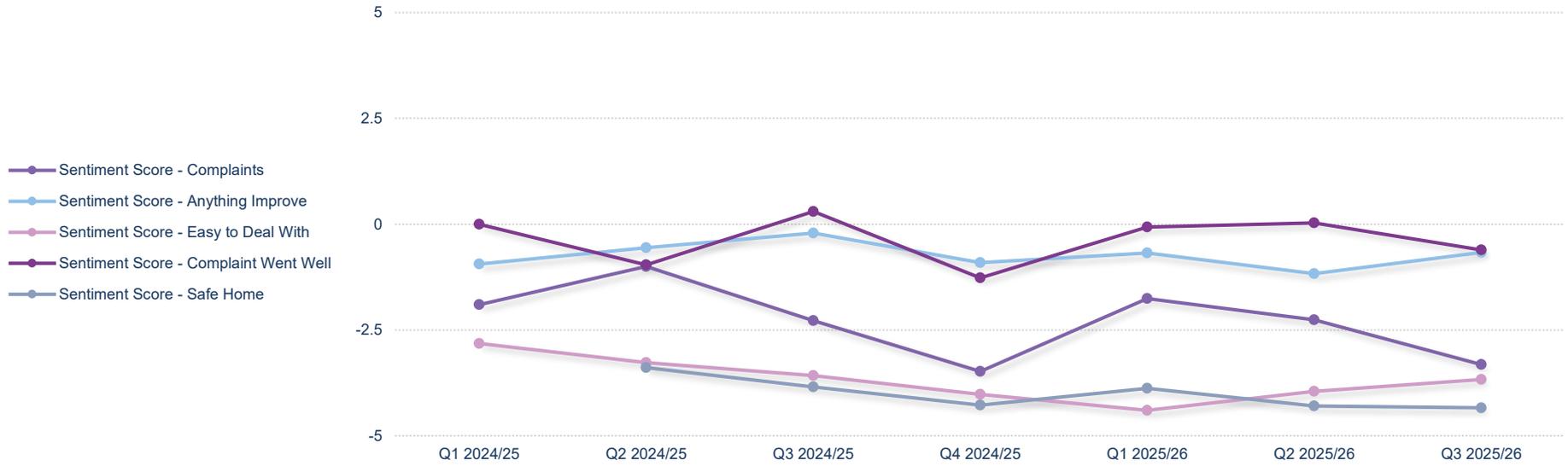
12 Month Rolling Averages

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 twelve-month rolling averages indicate that, on the whole, satisfaction has been increasing since the 12 months to Q4 2024/25, rising until Q2 of this year, with many measures then dipping during this quarter, contextualise the decrease Karibu is currently seeing and show the overall progress to contextualise the decrease that Karibu is currently seeing and show the overall progress that has been made since the TSMs were introduced.



Trends Over Time - Sentiment Scores



This slide illustrates the evolution of sentiment scores for open-ended questions over time. Since the nature of these questions entails that dissatisfied tenants are asked to describe their experiences, and in some cases provide suggestions for improvement, these scores are expected to be in the negative.

Sentiment for the provision of a safe home has seen a minor uptick this quarter, alongside responses to the question of which improvements can be made (the latter of which was asked to all respondents). Complaints and being easy to deal with have both decreased, although it should be noted that, since these questions specifically request input for improvements, these sentiment scores may vary.



Summary

Sentiment Scores



Summary



Safe Home

Tenants who do not feel safe in their home shared the main issues that concerned them. These include persistent damp and mould, inadequate security measures, malfunctioning doors and entry systems, and a lack of communication with management. Residents report ugly living conditions, including pests and unsafe electrical equipment, highlighting a pressing need for timely repairs, renovations, and effective tenant communication to restore safety and comfort.

Anything Improve

All respondents were asked to share which areas they would like to see Karibu improve upon. Tenants express frustration over slow responses to queries, inadequate attention to property conditions, and a lack of transparency. Many note the need for more effective communication from housing officers, quicker repairs, and better follow-up on issues. Overall, tenants desire improved engagement and responsiveness to their needs and complaints.

Easy to Deal With

Tenants who said that they do not find Karibu easy to deal with shared what instances have led to this sentiment. indicate tenants' frustration with poor communication and slow response times from Karibu Community Homes. Many reported difficulties in reaching staff via phone or email, leading to unresolved maintenance issues, including heating and damp problems. Additionally, tenants expressed dissatisfaction with the app for reporting repairs. Overall, there's a clear need for improved customer service and more effective channels for addressing tenant concerns.

Complaint Went Well

Of those tenants who had submitted a complaint, respondents were asked what had gone well about the way it was handled. Some note positive experiences, such as effective communication and prompt actions on certain repairs. However, many participants still report a lack of follow-up or resolution, with several stating "nothing" or expressing that their complaints are still outstanding. Overall, frustrations stem from inadequate handling and unresolved issues, despite some individuals appreciating respectful interactions.

Complaints

After being asked to state their level of satisfaction with the complaints handling procedure, respondents were asked to explain why they gave the score that they did. Many report long wait times for responses, a lack of follow-up, and poor communication. Several highlighted ongoing problems, including unresolved repairs and a lack of clarity on how to lodge complaints. There are also concerns about staff accountability and responsiveness, leading to feelings of being ignored.

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 Q3 2025/26 survey, 107 interviews were completed in December 2025, alongside five incomplete interviews.

Satisfaction has experienced a significant lull in Q3 2025/26, with all 12 TSM measures declining. Overall satisfaction with the service provided by Karibu went from 60% in Q2 to 49% in Q3, down by 12p.p. Although this ranks in the middle of the measures, it has now sunk below 50%, which requires attention. The highest score in Q3 is tenants feeling that they are kept informed, now at 58%, and this is followed closely by satisfaction with the repairs done in the last 12 months, which is at 57%. Acuity's most recent key driver analysis identified a well maintained home to be the most influential factor on overall satisfaction, and this is supported by the key complaint issue being the repairs service (indicated by 51% of those who made a complaint).

Sentiment analysis was used again on five open questions; however, the safe home and easy to deal with questions were 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, and it is recommended that these are reviewed in detail. The names of those who have agreed to be identified and be followed up with have been provided for the purpose of being contacted.

Recommendations

Having gathered valuable data on the way tenants experience Karibu's complaints handling procedure, it is possible to observe that most tenant complaints centre around service requests rather than official complaints, with most concerning the repair service. The most requested improvement in this measure would be to improve communication with tenants, and to take steps towards this, it is recommended that Karibu endeavour to integrate customer journey mapping to keep track of tenant service requests. This will allow Karibu to log when service requests are made, what these are, which steps have been taken to resolve the issue, and forward updates to them during times when backlogs are causing delays. This would also provide a clear record of tenant communication to staff, addressing another key concern in interdepartmental communication. Managing tenant expectations is important for avoiding despair and dissatisfaction across all measures and for helping tenants feel that their concerns and needs are being taken seriously.

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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