



Karibu

TSM Tracker Q1 2024/25 Report

Prepared by: Acuity Research & Practice



Introduction

Karibu Community Homes were created in April 2024 following the merger of Westway and Inquilab Housing Associations. Acuity had worked with both organisations previously and have been re-commissioned to undertake a programme of independent satisfaction surveys of their residents of the new Association, to collect data on their satisfaction with a range of Karibu's services in 2024/25.

Throughout the report, current trends (from 2024/25) are compared to historic Inquilab results only. From Q1 2024/25 onwards, results show scores from Karibu tenants, being a mixture of both previous Inquilab and Westway tenants.

Quarterly tracker surveys have now begun in 2024/25 and will continue throughout the year. This is the first of these surveys, reported as Q1 24/25. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory to collect from April 2023.

Every quarter, tenants are telephoned and invited to take part in a telephone interview. The survey is designed to collect the views of approximately 81 tenants per quarter, proportionately sampled by tenure, area and age. A report is then produced for each quarter. This report presents an analysis of the results based on the 82 completed interviews for Q1 2024/25 - plus one incomplete interview, which is required to be included by the Regulator.

The telephone survey is confidential, and the results are sent back to Karibu anonymised unless tenants give their permission to be identified – 78% of tenants did give permission to share their responses with their details attached and 94% of these tenants are happy for Karibu to contact them to discuss any information they provided.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Karibu to:

- Provide information on tenants' perceptions of current services
- Compare the results with the previous surveys completed
- Inform decisions regarding future service development
- Report to the regulator from April 2024 onwards.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For Karibu, 82 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 10.59\%$ for the quarter and $\pm 4.96\%$ annually; within the required margin of error.

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Improvements

Trends

Summary

Demographics

41% 

Overall Satisfaction

For Q1 of 2024/25, overall satisfaction sits at just 41%, a 2 percentage point (p.p) increase since Q4 of last year.

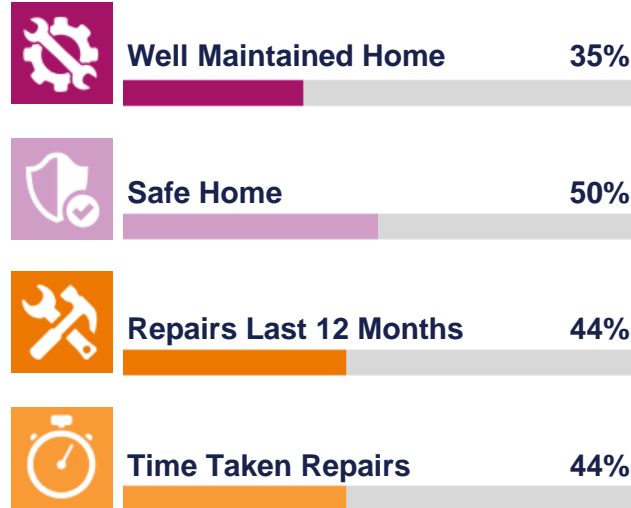
All metrics score 50% or less in Q1 of this year. The highest satisfaction is seen in the safety of homes (50%) and in the way Karibu tenants are kept informed on things that matter to them (50%), followed closely by Karibu's positive neighbourhood contributions at 49%.

The lowest ratings are seen in how well Karibu homes are maintained (35%), how well they listen to tenant views and act upon them (28%), and complaints handling, at just 13% satisfaction.

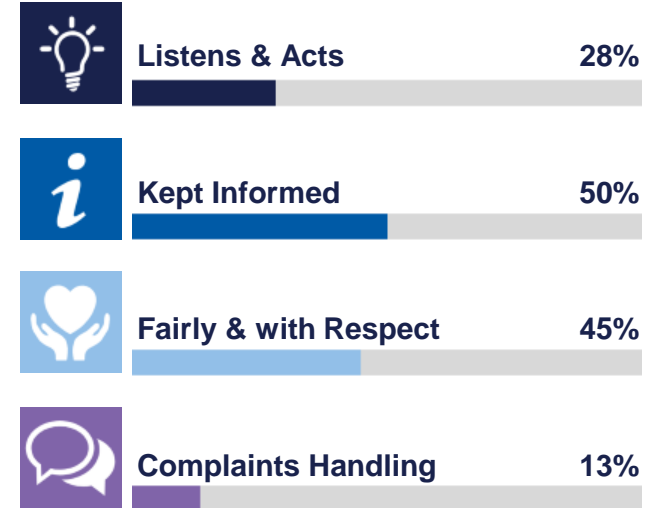
Throughout the report, results are compared to historic Inquilab scores only. From this quarter (Q1 24/25) onwards, scores are from the new Karibu tenants - a mixture of tenants from both Inquilab and Westway

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



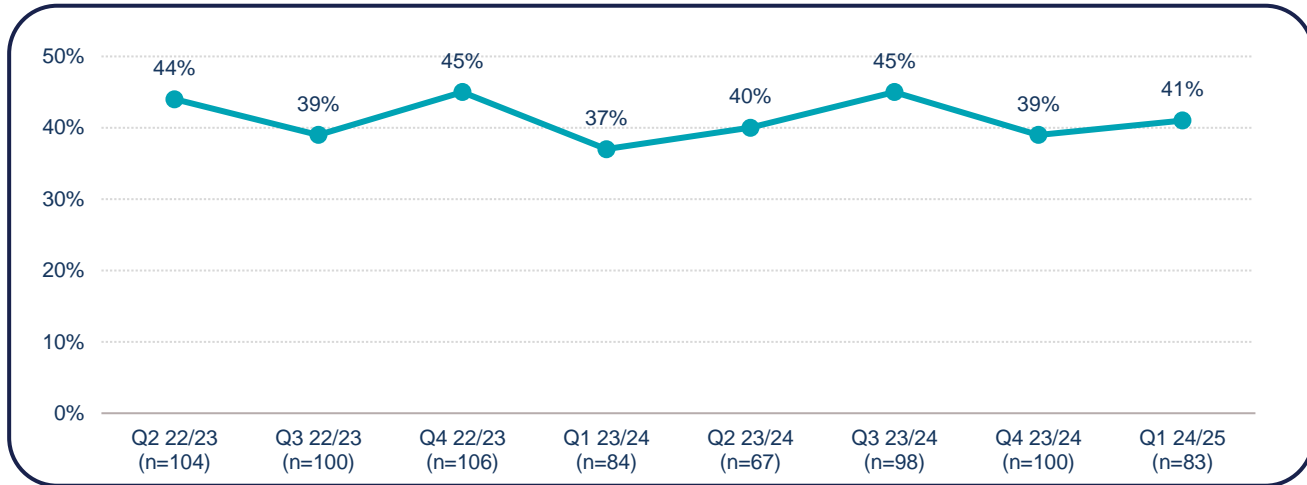
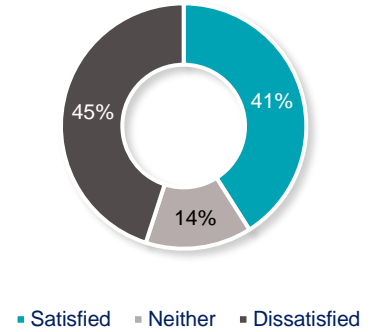
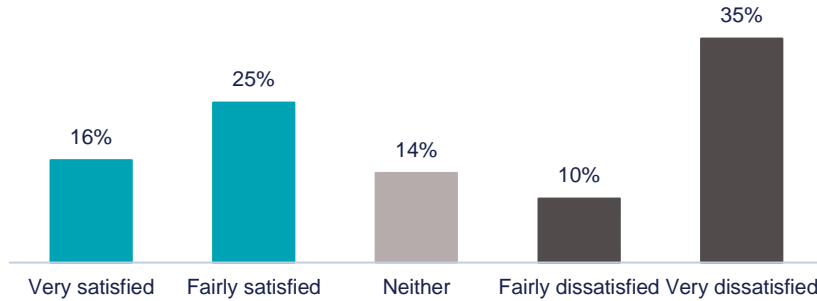
Overall Satisfaction

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

Just 41% of tenants are satisfied with the overall service provided, with fewer very satisfied (16%) than fairly satisfied (25%). A large 35% are very dissatisfied, with a total of 45% either fairly or very dissatisfied. Some 14% are neutral and could be swayed either way.

Satisfaction has fluctuated throughout the past several quarters, remaining within the 35-45% satisfaction range. Q1 fits this trend, with a 2-percentage point (p.p) increase since last quarter.

The new Karibu merger is a positive opportunity to identify and implement necessary changes to increase satisfaction going forward.





Keeping Properties in Good Repair



Keeping Properties in Good Repair

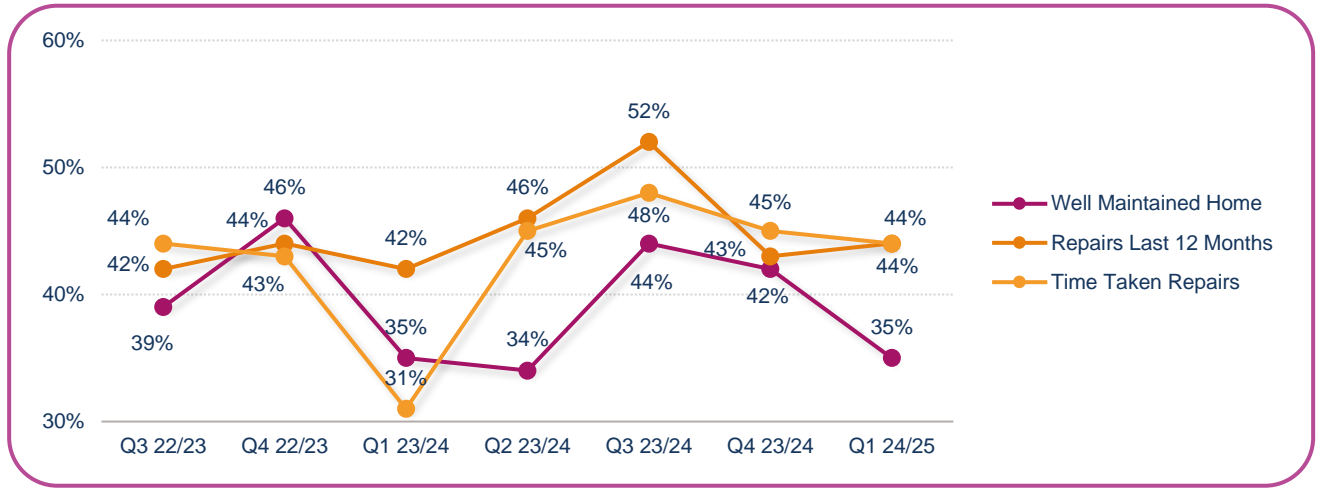
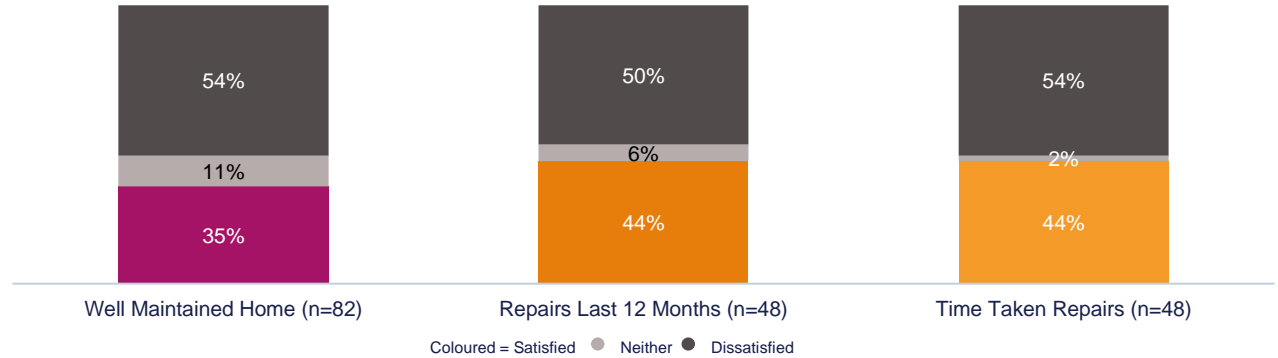
Like overall satisfaction, repairs and maintenance satisfaction has fluctuated over the last several quarters.

Around one in three (35%) of tenants are satisfied that their Karibu home is well maintained, a decrease of 7 p.p since last quarter. Just over half (54%) are dissatisfied, and 11% could be swayed either way. This metric has decreased for two quarters in a row.

It is important to remember that any results prior to Q1 24/25 are from Inquilab tenants only. Combining both Inquilab and Westway tenants may impact the results for Q1, and it will be interesting to see how trends change following this.

Some 60% of tenants have had a repair in the last 12 months, similar to last quarter.

Repairs in the last 12 months and time taken on repairs see slightly higher satisfaction scores of 44% each. Again, 50% or more tenants are dissatisfied in these areas.





Maintaining Building Safety

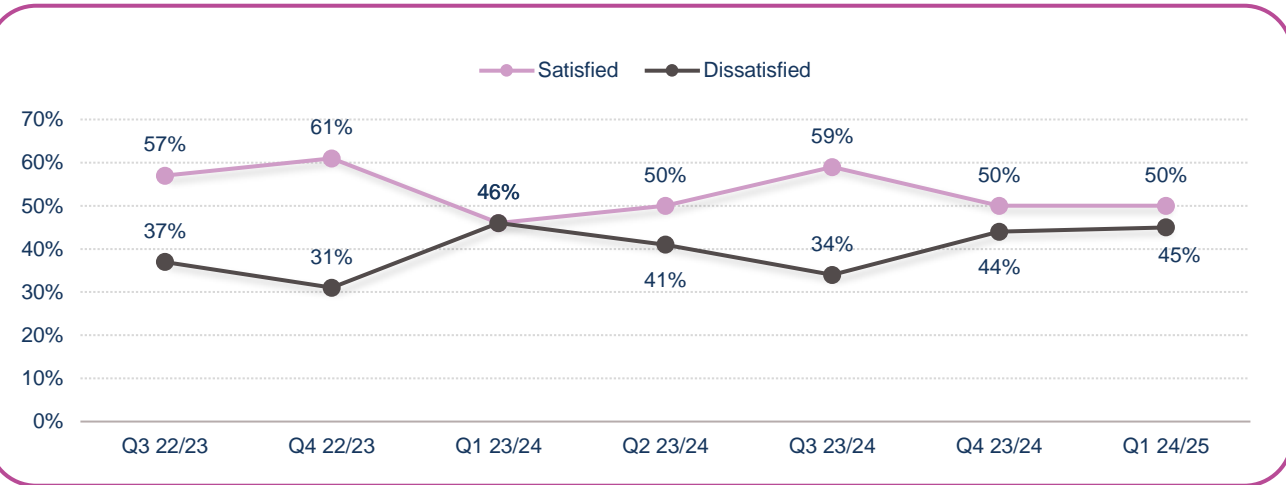
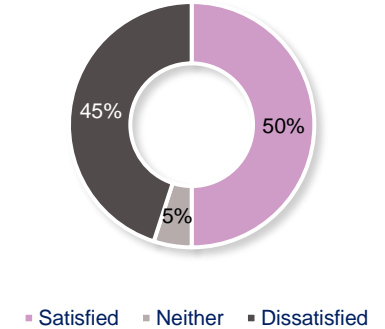
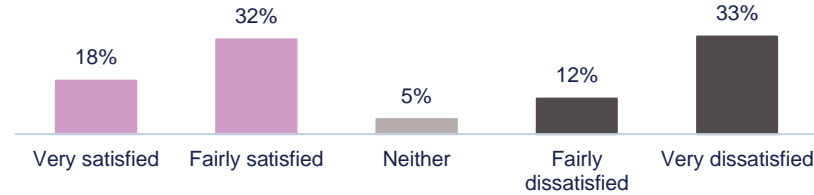


Maintaining Building Safety

Safety of the home is one of the highest performing metrics of the survey in Q1, at 50% satisfaction. Dissatisfaction, however, sees similar rates of 45%, with one in three (33%) very dissatisfied. Both levels are very consistent with last quarter.

Generally, satisfaction has only exceeded 60% once with the safety of homes, in Q4 of 2022/23, and came close to 60% in Q3 of last year, 2023/24, at 59%. These higher levels have not been seen since.

Like other social landlords, Karibu may wish to include additional open ended questions in this area, to pinpoint tenants main concerns and areas for improvement around the safety of the home.





Responsible Neighbourhood Management

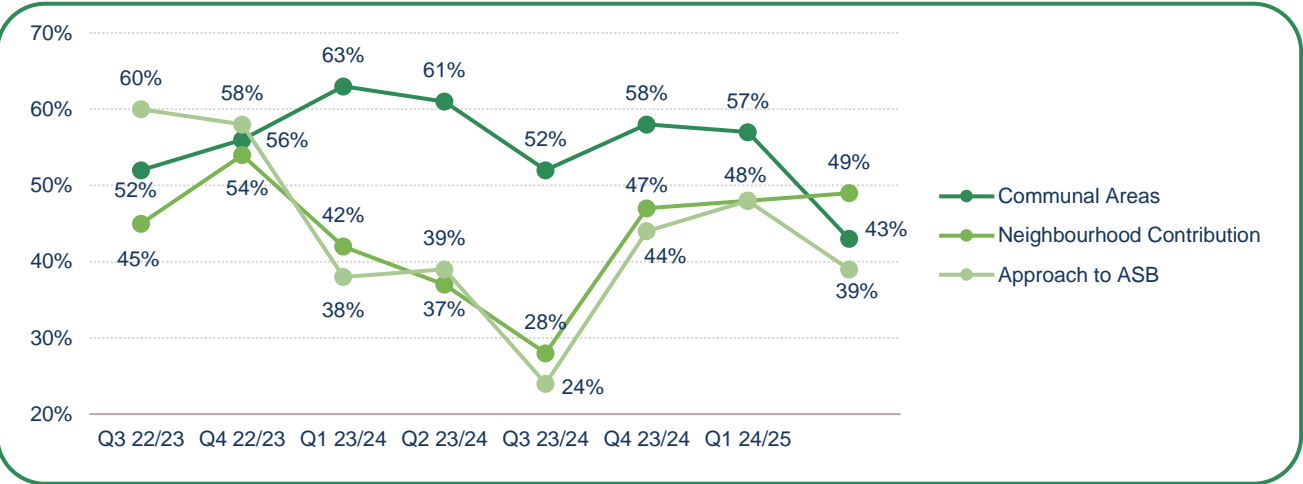
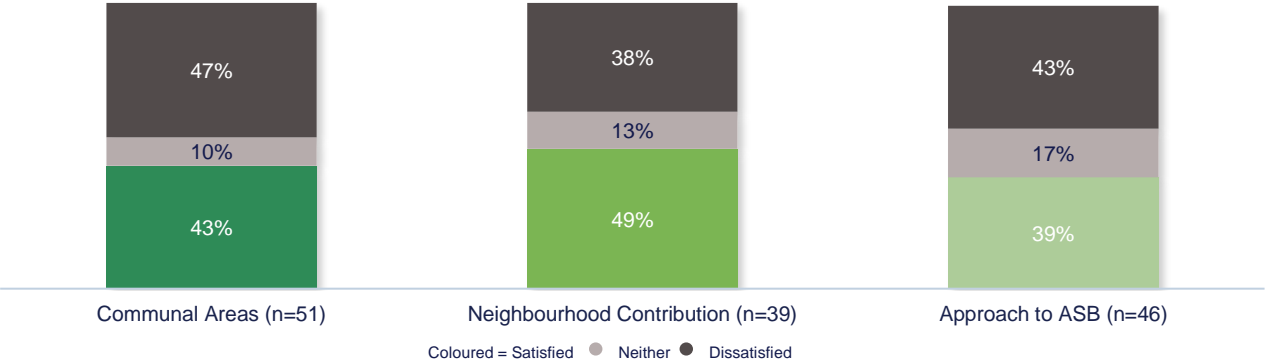
Responsible Neighbourhood Management



Neighbourhood contribution is the third highest performing metric in the survey, with around half of tenants (49%) satisfied. This has steadily increased since Q2 of last year and now has one of the highest scores this metric has seen since 2022/23. A large 38%, however, remain dissatisfied.

Communal areas, on the other hand, has seen a decrease in satisfaction of 14 p.p. since last quarter, whilst dissatisfaction has increased by 16 p.p. This is the lowest score this metric has ever received since 2022/23. This may be a one off result, perhaps caused by adding previous Westway stock into the analysis for Q1 24/24 onwards, or other post-merger factors. Whether the trend continues going forward remains to be seen.

Karibu's approach to ASB has also declined by 9p.p in satisfaction in Q1.





Respectful & Helpful Engagement



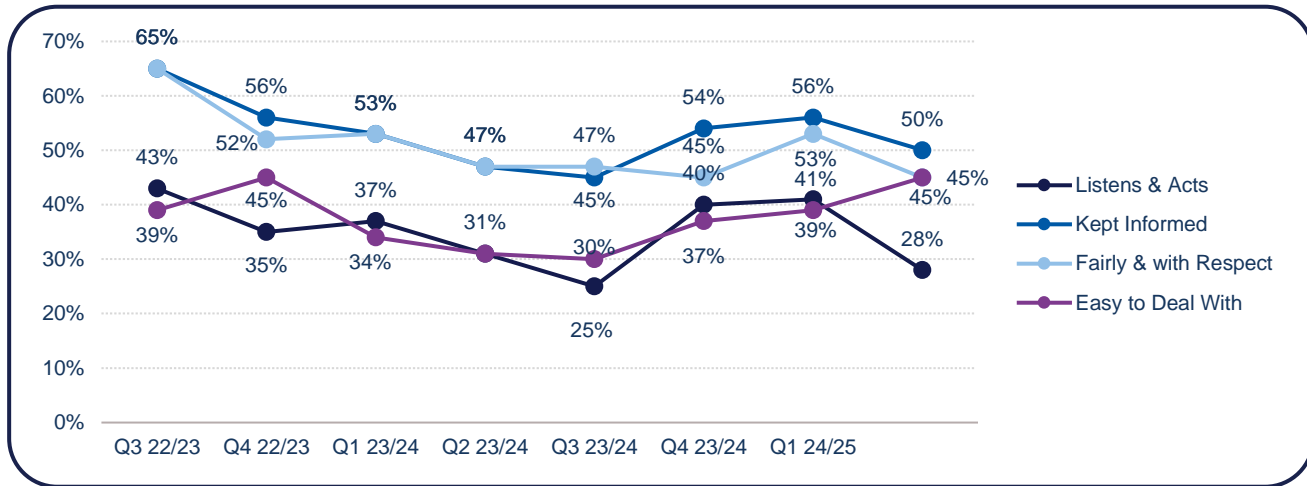
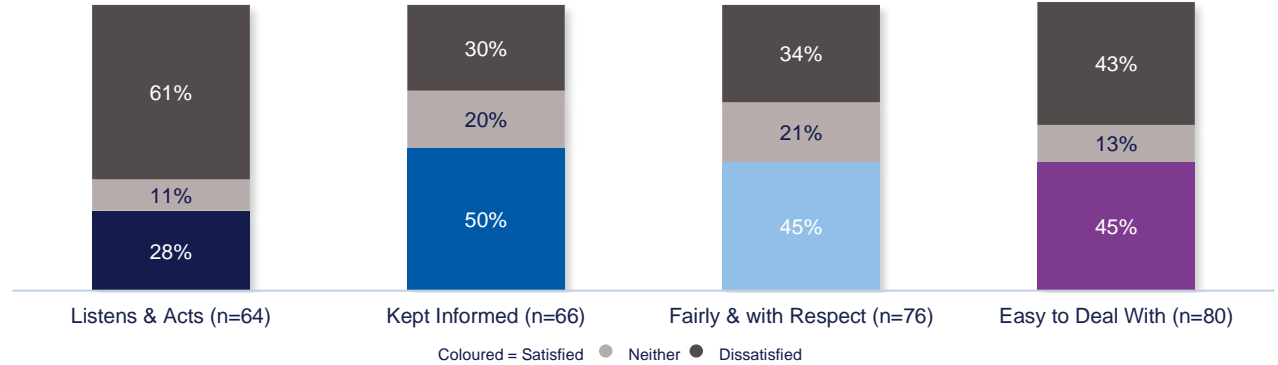
Respectful & Helpful Engagement

How Karibu listens to tenants' views and acts upon them is one of the lowest scoring metrics in the survey for Q1. This measure has fluctuated over time, reaching around 40% at the end of last year. At 28% in Q1, this metric has declined by 12 p.p since last quarter. A large 61% remain dissatisfied in this area.

Like some other metrics, these large declines in satisfaction may be caused by one off, post-merger factors. Whether declines continue throughout the year or stabilise remain to be seen.

In contrast, the way tenants are kept informed on things that matter to them is one of the highest performing metrics in Q1 of this year, at 50% satisfaction, though scores have declined by 6p.p since Q4 23/24.

Some 45% of tenants feel that Karibu is easy to deal with, and this is one of the few increases in satisfaction seen this quarter, by 6p.p - whilst dissatisfaction has decreased by 8p.p.



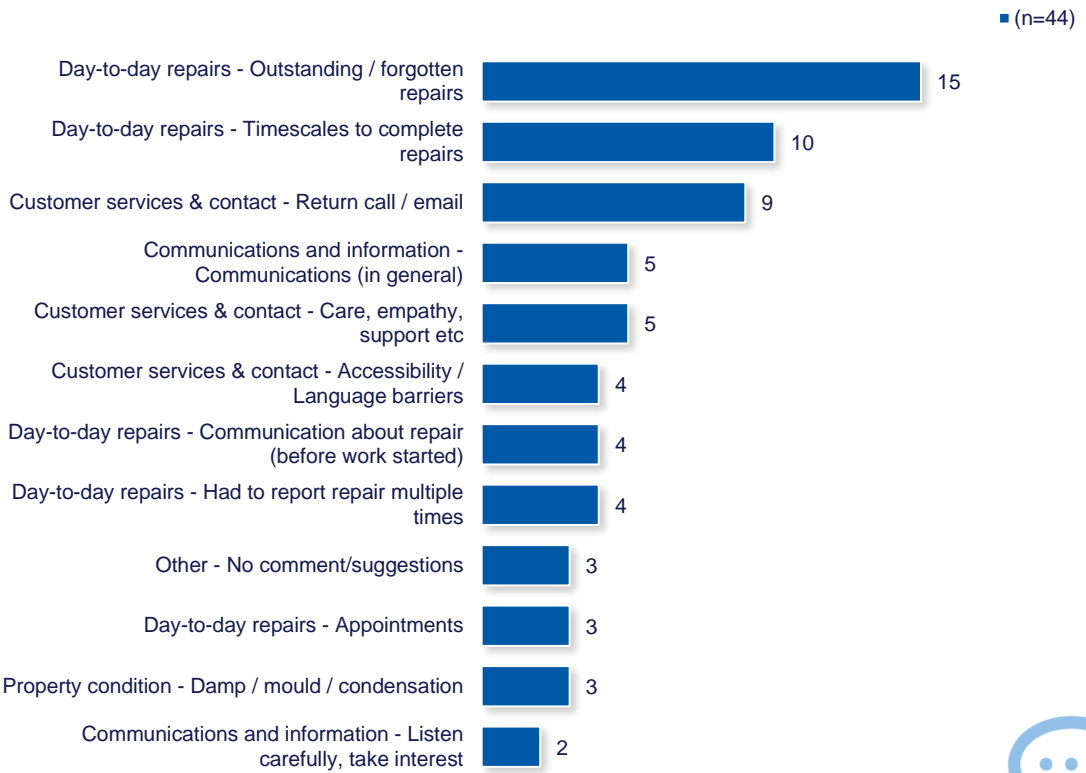


Comments - Easy to Deal With

Tenants who stated that they do not find Karibu easy to deal with were asked why, and 44 gave responses.

It is common in surveys of this kind that repairs appear frequently in tenant comments across different measures, and this is the case here. Outstanding repairs, and timescales to complete repairs, are the two most common themes. One tenant said, *"They promise things and don't turn up, no contact, they send 'cowboys' in to do the jobs, staff are no good, they can be quite rude"*

Communications from Karibu are also mentioned, as well as customer services and contact issues. One tenant said, *"I have been trying to get in touch with them and I have been totally ignored for over a year" and that, "They don't respond to emails or pick up messages. They aren't communicative with the information we need around certain issues. Communication is as real issue with them"*





Effective Handling of Complaints



Effective Handling of Complaints

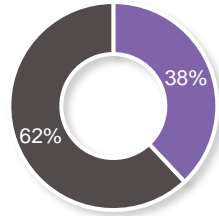
The handling of complaints is often the lowest performing metric for social landlords in these kinds of surveys. Karibu does not, however, compare well to the scores of other social landlords in this area.

Satisfaction scores have remained below 20% since mid 2022/23.

Although dissatisfaction remains high at 70%, this is the lowest it has ever been since Q3 of 2022/23, which could be promising.

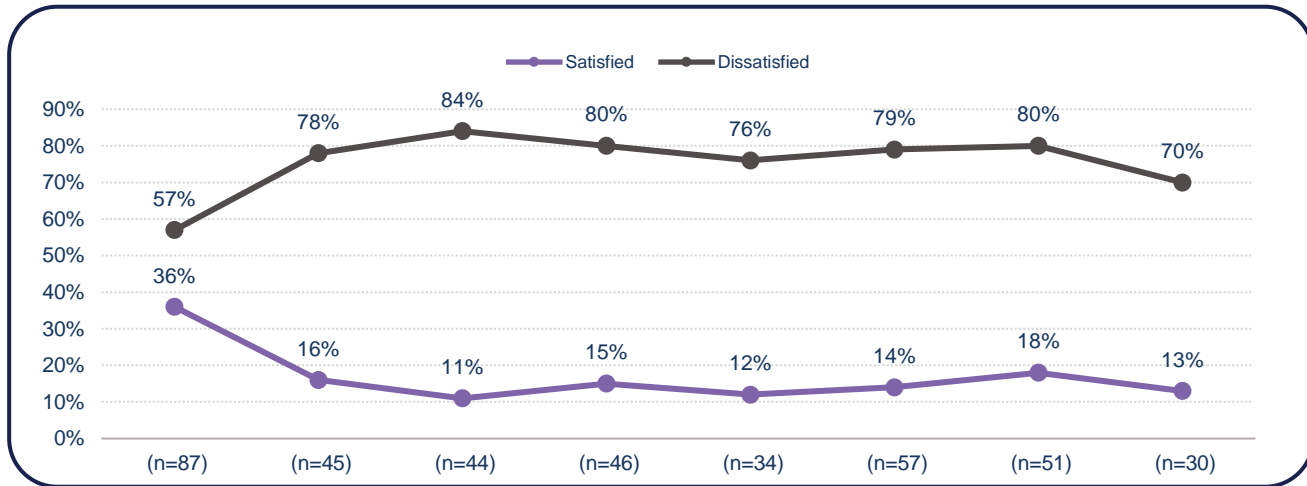
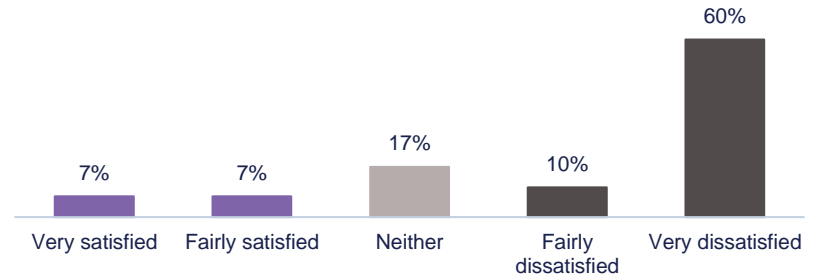
The additional questions Karibu has included in the survey help narrow down specific areas of improvement for complaints, seen overleaf.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





Comments - Complaints

Tenants who stated that they are not satisfied with Karibu's complaints service were asked to explain why and just 30 gave responses.

Nothing stands out as the main cause for concern. The most frequent theme, however, lies in customer service and contact, including complaints not being resolved, a lack of empathy and care from staff, and some not receiving email and call backs when promised.

Keeping tenants updated on the progress of their complaints may ease dissatisfaction in this area.

Examples of tenant comments in this area can be found overleaf, and in the accompanying data files.





Complaints Trial

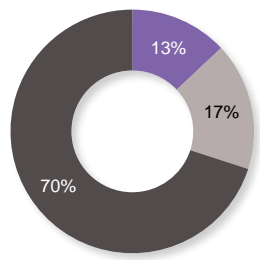
Of all the tenants surveyed, 38% said that they had made a complaint in the last 12 months.

Of these, just under one in three (29%) said that their complaint has not yet been acknowledged, creating an opportunity for greater communication in this area.

Again, a lack of response around complaints is a key theme in complaints handling for tenants. This suggests that increased communications may help ease dissatisfaction, even if complaints themselves cannot be handled right away.

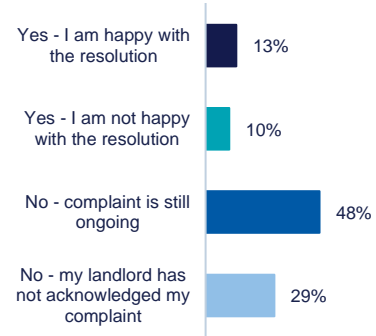
Shown in the bottom right are the most frequently mentioned words in tenant complaints. Waiting for thier landlord to "respond" is key, alongside "time" taken and "surveyors" sent to homes.

Satisfaction with Complaints



■ Satisfied ■ Neither ■ Dissatisfied

Is complaint resolved?



Reason for score?

We complained as a community about the lack of maintenance on the communal gardens even though we pay service charges. This was over 4 years ago and there has been no response and no action

They took too long to respond to my email regarding my complaint. Things were resolved but not 100%

they just keep run around with me

They haven't taken the complaint seriously and it has not been resolved.

They have not addressed any of my complaints.

They don't respond to you

They don't reply and I don't know who to make a complaint to.

They don't keep you updated





Complaints Trial

Of the 38% who made a complaint this quarter, most complaints centre around the repairs service (42%), followed by fewer complaints around the condition of the property (13%) and anti-social behaviour (13%). Damp and mould are also the cause of 13% of complaints in Q1.

When asked what they would like to see improved, tenants were most likely to suggest improved communication and being kept up to date on the progress of their complaint (56%). Just over half also want Karibu to listen more during customer contact (52%), be more proactive (52%), and acknowledge complaints (52%).

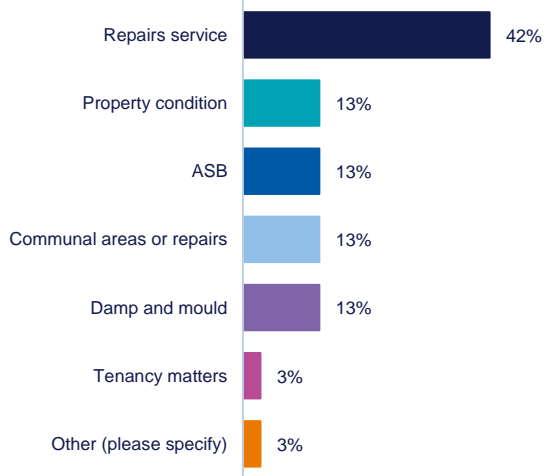
Communication is clearly a key theme in this metric, as over three quarters of tenants with complaints (77%) do not know what stage their complaint is in the complaints process.

Clear communication around how to make a complaint may also ease dissatisfaction.

Improvement Suggestions



Reason for Complaint



What went well?

When they have actually acknowledge it, my toilet was leaking and I sent a message on the app and they never had a look at the leak and then they closed it themselves. I ended up having to pay to get a new toilet and all the plumbing parts and have it fitted and replaced all the flooring because the leak got that bad it was dripping through the kitchen ceiling.

They mended the shower but the heating problem hasn't been resolved.

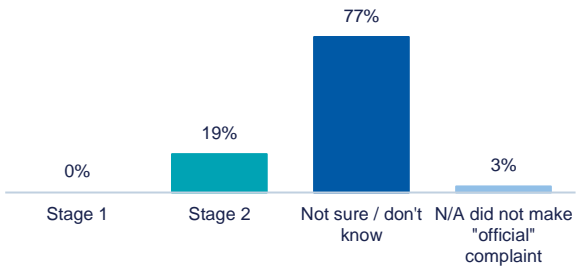
They acknowledged that there was an issue

Someone did come and take a look at the situation but nothing since

Nothing. Inquilab are incompetent.

Nothing, never heard from them since January 2024

Stage?





Improvements



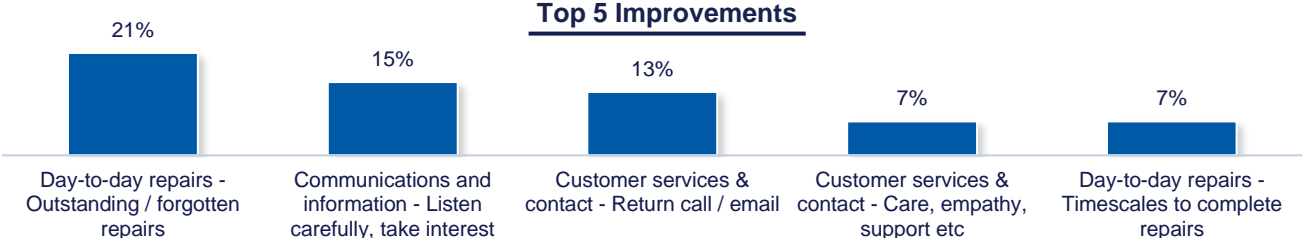
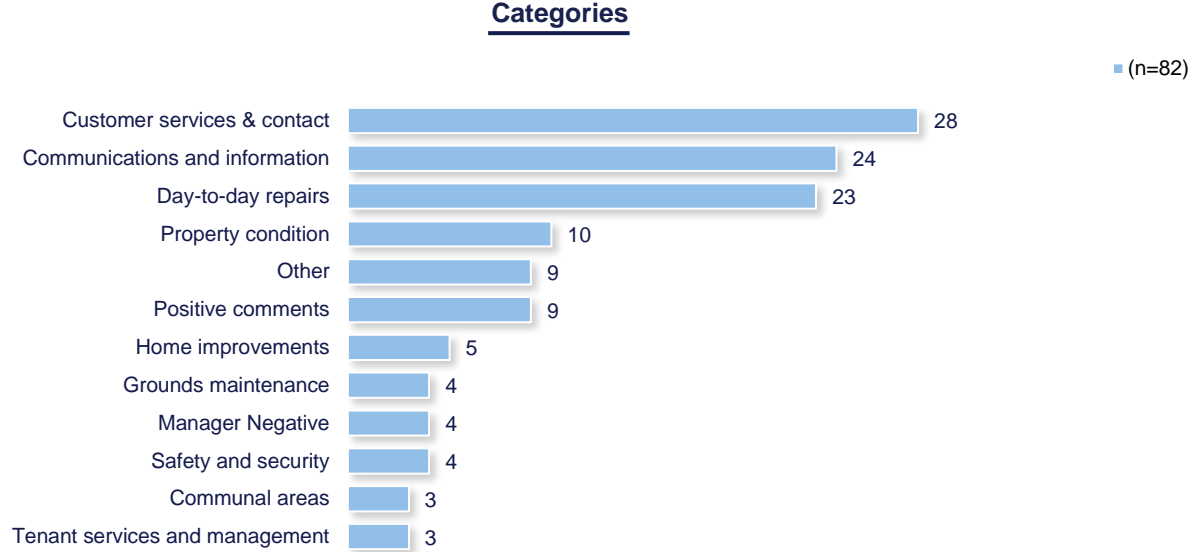
Improvement Suggestions

When asked what improvements tenants would like to see Karibu make, 82 gave comments.

As seen previously, the most common themes are customer services and contact, as well as communications from Karibu. Tenants want to be listened to carefully, and have calls returned when promised.

Repairs are also a key theme, with outstanding repairs appearing most often in tenant comments (21%).

Some tenants gave positive comments (9), and others did not have any improvement suggestions for Karibu (also 9).





Trends

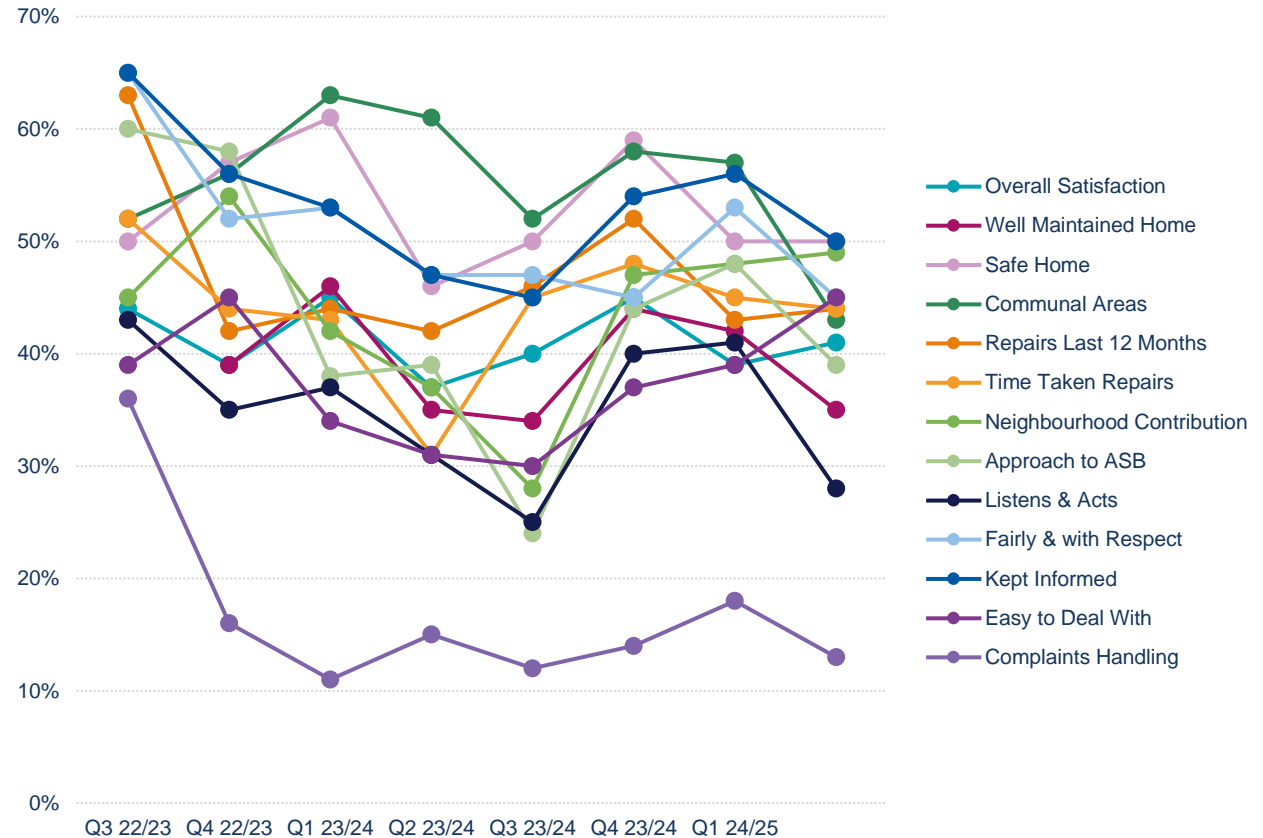


Trends Over Time

As has been shown throughout this report, satisfaction has decreased for a number of measures compared with the survey in Q4. Satisfaction with the overall service provided by Karibu is up by 2p.p.

This is the first survey for Karibu since it's merger. Any results prior to Q1 24/25 are for Inquilab stock only. Results for this quarter (Q1) onwards combine both old Inquilab and Westway tenants that make up the new Karibu's residents. This change may impact analysis for this quarter.

With this in mind, notable changes this quarter include well maintained home (down 7p.p), communal areas (down 14 p.p), and listens and acts (down 12 p.p).



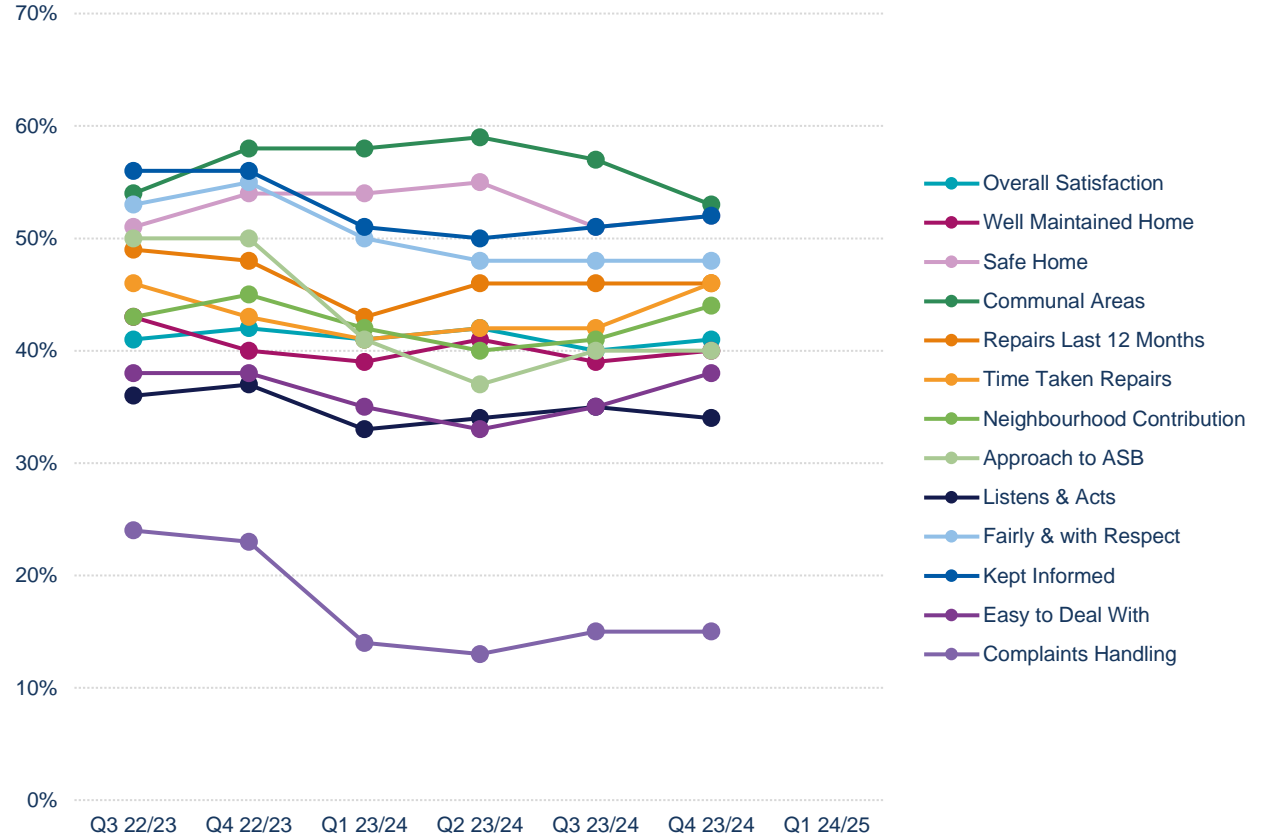


12 Month Rolling Averages

As the surveys progress throughout the year, the year-to-date averages will also be calculated which give a more accurate view and are not so subject to the fluctuations between quarters. In addition, they will help Karibu assess if it is on track to meet any year-end targets.

Trends seem fairly consistent across most metrics for Karibu's year to date averages. Complaints handling, on the other hand, saw large decreases in satisfaction even before the current merger took place.

As the surveys progress throughout the year, it will become clearer whether these trends will continue, and how much the Karibu merger has impacted the results.





Summary

Satisfaction with Measures



Summary



Following the merger between Inquilab and Westway, Karibu have embarked on a series of quarterly tracker services using the required TSM questions; this being the first of those surveys (Q1 24/25) for Karibu. Tenant satisfaction with their homes and the services provided pre-merger was moderate, and this continues to be the case in the early days of Karibu.

Any results prior to Q1 24/25 are for Inquilab stock only. Results for this quarter (Q1) onwards combine both the old-Inquilab and Westway tenants that make up the new Karibu's stock. This change may impact analysis for this quarter.

With this in mind, satisfaction with the overall service provided by Karibu is just 41%, a 2 percentage point (p.p) increase since last quarter. Higher levels of satisfaction for Karibu are seen in how tenants feel they have a safe home (50%), are kept informed on things that matter to them (50%), and Karibu's positive neighbourhood contribution (49%). Even the highest performing metrics score moderately, with no metrics surpassing 50% satisfaction. This does not perform particularly well when compared to other social landlords. The new merger is a positive opportunity for improvements in key areas for Karibu and its tenants.

The lowest scores for Karibu are below 40%, including it's approach to ASB (39%), how well maintained homes are (35%), how Karibu listens to tenants views and acts upon them (28%), and complaints handling, at just 13%. Complaints handling is often the lowest performing metric in surveys of this kind; however this is by quite a margin in Karibu's case.

Satisfaction has generally decreased compared with Q4 23/24. Whether this trend continues in following post-merger reports remains to be seen. With this in mind, satisfaction with both fairly and respect and how well maintained homes are have declined by 7 and 8p.p respectively since last quarter, whilst approach to ASB is down 9p.p. Communal areas are down by a larger 14 p.p, whilst listens and acts is down by 12 p.p. Other metrics are more consistent, such as overall satisfaction (a 2p.p change) and repairs in the last 12 months (a 0p.p change).

There are also some tenants struggling with their household bills, while others have issues with damp and mould in their homes, which need to be dealt with.

Furthermore, when asked about possible improvements to the services provided by Karibu, communications from Karibu and from customer services were key, alongside complaints acknowledgement and handling, and better maintenance of homes. Again, the new merger is a good opportunity to implement positive change.



Recommendations

Karibu was formed in 2024 as a merger between housing associations Inquilab and Westway, creating the largest BME Registered Provider in the UK.

They wish to provide good value, affordable housing and support solutions for BME tenants in the UK, with resident voices at the heart of their decision making.

This survey suggests that Karibu has inherited moderate satisfaction levels since the merger.

There are always areas that can be improved and the recommendations opposite give some suggestions that Karibu may wish to follow up on.

Repairs service

The repairs and maintenance service is often highly linked to satisfaction across multiple metrics, including overall satisfaction, in surveys of this kind. Satisfaction with well maintained homes for tenants has decreased for two consecutive quarters, by a total of 9 percentage points (p.p) since Q3 23/24. Previous surveys from 2022/23 to now show that satisfaction has never exceeded 50% in this area, fluctuating between around 35-45%. Dissatisfaction is also high across being 50% or over for repairs in the last 12 months, time taken on repairs, and well maintained home.

The good news is that tenants comments across many metrics mention repairs. These give insight into specific areas of improvement, and are worth reading for greater understanding and context. Communication is a key concern for tenants, with many failing to have calls and emails returned when promised, and others having missed or cancelled appointments without tenants being informed. Quality of repairs work is also an issue for tenants, with some dissatisfied with contractor work. The most common theme in tenant improvement suggestions is for outstanding or forgotten repairs in Q1. Although many social landlords are facing delays and rising costs, particularly post-pandemic, frequent, accurate and reliable communications may decrease satisfaction in this area, and prevent tenants from feeling forgotten or ignored. Simultaneously, urgent and outstanding repairs should be prioritised.

Handling of complaints

Similar to repairs, communication is a key issue in complaints handling. As the lowest performing metric in the survey, and by quite a margin, this is a key focus area of improvement. Almost one in three (29%) say that their complaint has not yet been acknowledged, and three quarters (77%) are unaware of which stage of the complaints process their request is currently in. Some 52% simply want their complaint to be acknowledged, and 56% wish to be kept updated on the progress of their complaint. Even if complaints take time to resolve, and the outcome may not also be what tenants wish for, communications appear to be the key improvement in this area.



Demographics



Tenure

Karibu offer a number of different tenure types, and the results have been split by the main offered tenures opposite.

Fewer than 10 responses were received across most tenure types, reducing the accuracy of the results shown. It appears that those in Intermediate Rent have the highest overall satisfaction and high satisfaction across many other metrics.

Whilst affordable rent has only moderate overall satisfaction, they do score highly across most other metrics.

Assured - affordable and Assured-general appear to have the lowest satisfaction across the board.

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

	All Residents	Affordable Rent	Assured Affordable	Assured General	Assured Short hold	Assured Tenancy	Intermediate Rent	Secure Tenancy
Overall Satisfaction	42%	50% *	29% *	42%	0% *	39%	100% *	100% *
Well Maintained Home	36%	50% *	43% *	29%	0% *	45%	50% *	100% *
Safe Home	51%	100% *	25% *	50%	100% *	50%	50% *	100% *
Repairs Last 12 Months	45%	0% *	25% *	39%	- *	56%	50% *	100% *
Time Taken Repairs	45%	100% *	25% *	43%	- *	38%	100% *	100% *
Communal Areas	44%	100% *	50% *	33%	0% *	53%	- *	100% *
Neighbourhood Contribution	50%	100% *	100% *	36%	0% *	67% *	50% *	100% *
Approach to ASB	40%	100% *	29% *	29%	0% *	54%	100% *	- *
Listens & Acts	29%	100% *	33% *	23%	0% *	31%	100% *	0% *
Kept Informed	52%	100% *	50% *	50%	0% *	50%	100% *	0% *
Fairly & with Respect	46%	100% *	43% *	36%	100% *	50%	100% *	100% *
Easy to Deal With	46%	100% *	29% *	42%	0% *	50%	100% *	100% *
Complaints Handling	14%	- *	0% *	11%	- *	25% *	- *	- *

*Base below 10



Age Group

Results were also split by age group.

It is generally seen in surveys of this kind that satisfaction increases with age. This appears to be the case with Karibu to a degree, however low response rates by age group do impact the accuracy of these findings.

It is generally uncommon for 35-44 year olds to be the most satisfied group for social landlords, but this appears to be the case in Q1 for Karibu. However, trends may fluctuate greatly from quarter to quarter due to the low number of responses.

	All Residents	25-34	35-44	45-54	55-59	60-64	65-74	75-84	unknown
Overall Satisfaction	41%	29% *	75% *	29% *	0% *	33% *	0% *	67% *	42%
Well Maintained Home	35%	33% *	75% *	43% *	0% *	33% *	0% *	67% *	32%
Safe Home	50%	33% *	75% *	71% *	0% *	33% *	100% *	67% *	47%
Repairs Last 12 Months	44%	25% *	50% *	60% *	- *	50% *	0% *	100% *	39%
Time Taken Repairs	44%	25% *	50% *	20% *	- *	50% *	100% *	67% *	45%
Communal Areas	43%	0% *	50% *	43% *	100% *	67% *	100% *	67% *	38%
Neighbourhood Contribution	49%	50% *	100% *	50% *	- *	0% *	- *	100% *	43%
Approach to ASB	39%	- *	100% *	50% *	0% *	33% *	100% *	50% *	32%
Listens & Acts	28%	40% *	50% *	40% *	0% *	33% *	100% *	0% *	24%
Kept Informed	50%	33% *	100% *	60% *	- *	0% *	100% *	100% *	49%
Fairly & with Respect	45%	33% *	100% *	57% *	100% *	0% *	100% *	67% *	39%
Easy to Deal With	45%	33% *	100% *	43% *	0% *	33% *	100% *	67% *	42%
Complaints Handling	13%	0% *	100% *	0% *	- *	33% *	- *	- *	9%

*Base below 10



Length of Tenancy

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

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

This appears to be the case with Karibu to a degree, with the shortest tenancies of under a year being the most satisfied. Satisfaction fluctuates across tenancy length but is not significantly higher for the longest tenancies of 11-20 and 20 years +, going against general sector trends in Q1.

	All Residents	A <1 year	B 1 – 3 years	C 6 – 10 years	E 11 – 20 years	F over 20 years	Unknown
Overall Satisfaction	41%	100% *	40%	30%	36%	50%	38%
Well Maintained Home	35%	67% *	20%	30%	36%	25%	44%
Safe Home	50%	50% *	33% *	44% *	55%	45%	56%
Repairs Last 12 Months	44%	100% *	43% *	25% *	27%	33% *	53%
Time Taken Repairs	44%	100% *	57% *	0% *	45%	33% *	41%
Communal Areas	43%	100% *	20% *	33% *	50%	17% *	53%
Neighbourhood Contribution	49%	100% *	43% *	33% *	44% *	29% *	64%
Approach to ASB	39%	100% *	33% *	0% *	46%	0% *	53%
Listens & Acts	28%	67% *	0% *	22% *	25%	33% *	37%
Kept Informed	50%	100% *	10%	44% *	71%	44% *	53%
Fairly & with Respect	45%	100% *	44% *	30%	39%	27%	56%
Easy to Deal With	45%	67% *	30%	20%	55%	42%	52%
Complaints Handling	13%	- *	25% *	0% *	10%	0% *	25% *

*Base below 10



Legacy

Results were then compared for tenants previously served by Inquilab and those previously served by Westway - before the merger into Karibu.

Whilst Inquilab tenants have higher overall satisfaction (42%) than Westway, they are less satisfied with repairs in the last 12 months by a large 14 p.p. Communal areas, neighbourhood contribution and approach to ASB are also notably lower for Inquilab.

In fact, Westway scores higher on most metrics, despite having slightly lower overall satisfaction (38%). This may suggest that adding Westway tenants into the analysis this quarter is unlikely to be the cause for decreases in satisfaction. Whether trends continue throughout the year will be revealed in future quarters.

	All Residents	Inquilab	Westway
Overall Satisfaction	41%	42%	38%
Well Maintained Home	35%	32%	44%
Safe Home	50%	47%	56%
Repairs Last 12 Months	44%	39%	53%
Time Taken Repairs	44%	45%	41%
Communal Areas	43%	38%	53%
Neighbourhood Contribution	49%	43%	64%
Approach to ASB	39%	32%	53%
Listens & Acts	28%	24%	37%
Kept Informed	50%	49%	53%
Fairly & with Respect	45%	39%	56%
Easy to Deal With	45%	42%	52%
Complaints Handling	13%	9%	25% *

*Base below 10



Area

Splitting the results by area shows that Brent has the highest overall satisfaction (50%) in Q1, with Hounslow showing the lowest overall satisfaction at 30%.

Ealing shows the highest individual score of 64% for neighbourhood contribution, followed by 60% for easy to deal with for Brent.

Some of the lowest scores include just 10% satisfaction for Hounslow fairly and with respect, 13% for Hillingdon's well maintained homes, and 17% for Hillingdon listens and acts.

	All Residents	Brent	Ealing	Hillingdon	Hounslow
Overall Satisfaction	39%	50%	39%	38%	30%
Well Maintained Home	31%	30%	45%	13%	30%
Safe Home	51%	40%	55%	47%	60%
Repairs Last 12 Months	42%	44% *	50%	33% *	33% *
Time Taken Repairs	45%	33% *	58%	33% *	50% *
Communal Areas	42%	43% *	44%	25% *	60% *
Neighbourhood Contribution	46%	50% *	64%	33% *	0% *
Approach to ASB	31%	33% *	38%	22% *	25% *
Listens & Acts	24%	33% *	32%	17%	11% *
Kept Informed	46%	57% *	45%	46%	38% *
Fairly & with Respect	41%	50%	48%	46%	10%
Easy to Deal With	40%	60%	45%	33%	20%
Complaints Handling	15%	0% *	29% *	17% *	0% *

*Base below 10



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

For further information on this report please contact:
Hannah Kew: hannah.kew@arap.co.uk

Acuity
Tel: 01273 287114
Email: acuity@arap.co.uk
Address: PO Box 395, Umberleigh, EX32 2HL



Certificate No:359292021

