



Karibu

TSM Tracker Q2 2024/25 Report

Prepared by: Acuity Research & Practice



Introduction

Karibu Community Homes was created in April 2024 following the merger of Westway and Inquilab Housing Associations. Acuity had worked with both organisations previously and has been re-commissioned to undertake a programme of independent satisfaction surveys of the 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 second of these surveys, reported as Q2 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 and are required to be submitted and published annually.

Every quarter, tenants are telephoned and invited to take part in a telephone interview. For Q2 the survey is designed to collect the views of approximately 107 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 107 completed interviews for Q2 2024/25 - plus eight incomplete interviews, which are 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 – 66% of tenants did give permission to share their responses with their details attached and 92% 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, 115 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within $\pm 8.87\%$ for the quarter and $\pm 4.35\%$ annually; within the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base number are also shown on the charts as n=...

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Improvements

Trends

Summary

Demographics

50% 

Overall Satisfaction

For Q2 of 24/25, overall satisfaction sits at 50%, a 9 percentage point (p.p) increase since Q1.

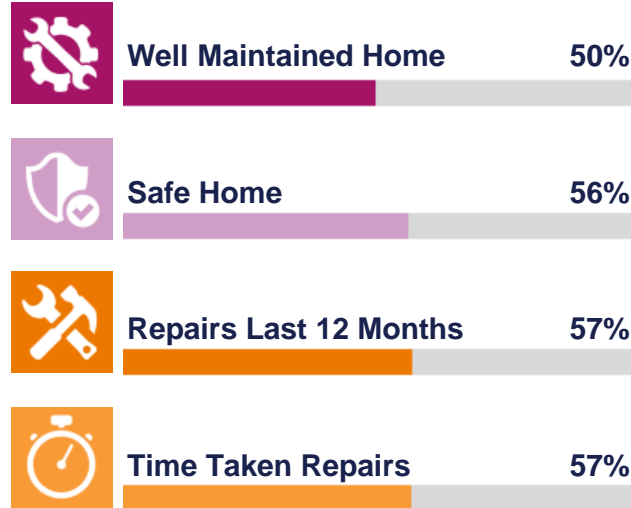
Three measures score higher than 60% satisfaction, these include the maintenance of the communal areas, Karibu's approach to dealing with anti-social behaviour, and treating their tenants fairly and with respect (all 61%).

The lowest ratings are seen in Karibu's positive contribution to the neighbourhood (45%), and the handling of complaints, at 35% satisfaction.

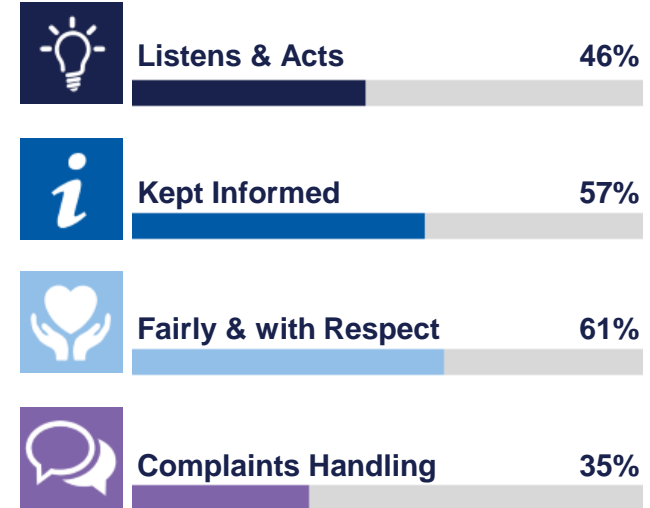
Throughout the report, results prior to this are compared to historic Inquilab scores but from the last quarter (Q1 24/25) onwards, scores are from the new Karibu tenants - a mixture of tenants from both Inquilab and Westway.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



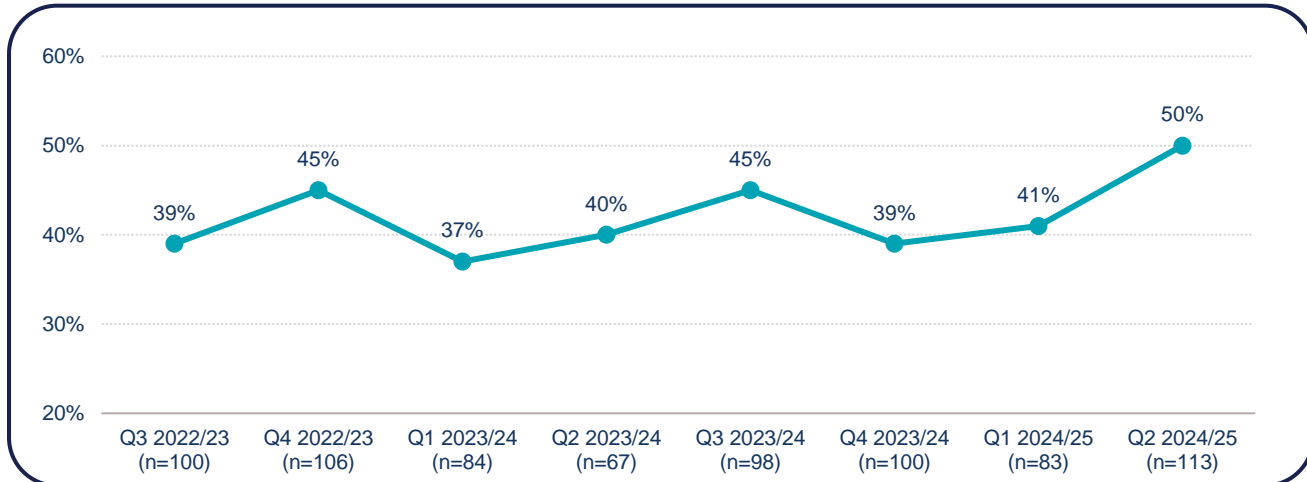
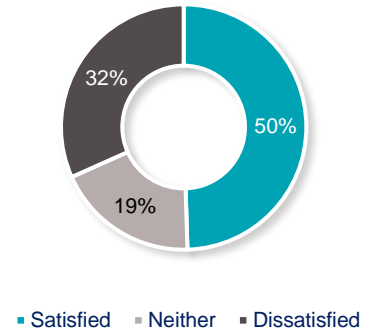
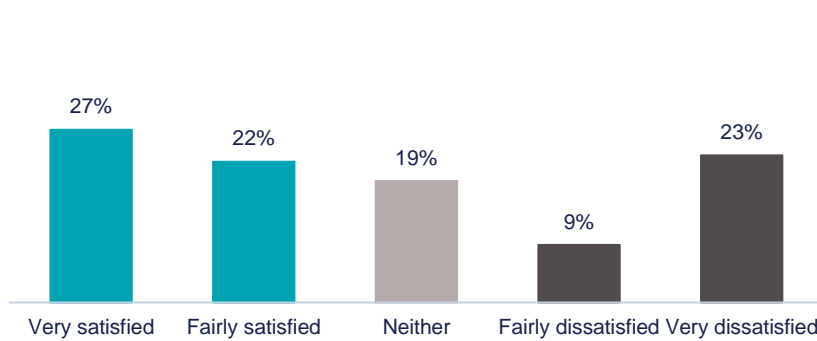
Overall Satisfaction

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.

Half of Karibu's tenants are satisfied with the overall service provided (50%), with more very satisfied (27%) than fairly satisfied (22%). However, a quarter of tenants are very dissatisfied (23%), with a total of 32% either fairly or very dissatisfied. Some 19% are neutral and could be swayed either way.

Satisfaction has fluctuated throughout the past several quarters, with Q2 receiving the highest overall satisfaction score in the last few years. This measure has gone up by 9p.p since Q1.

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





Keeping Properties in Good Repair



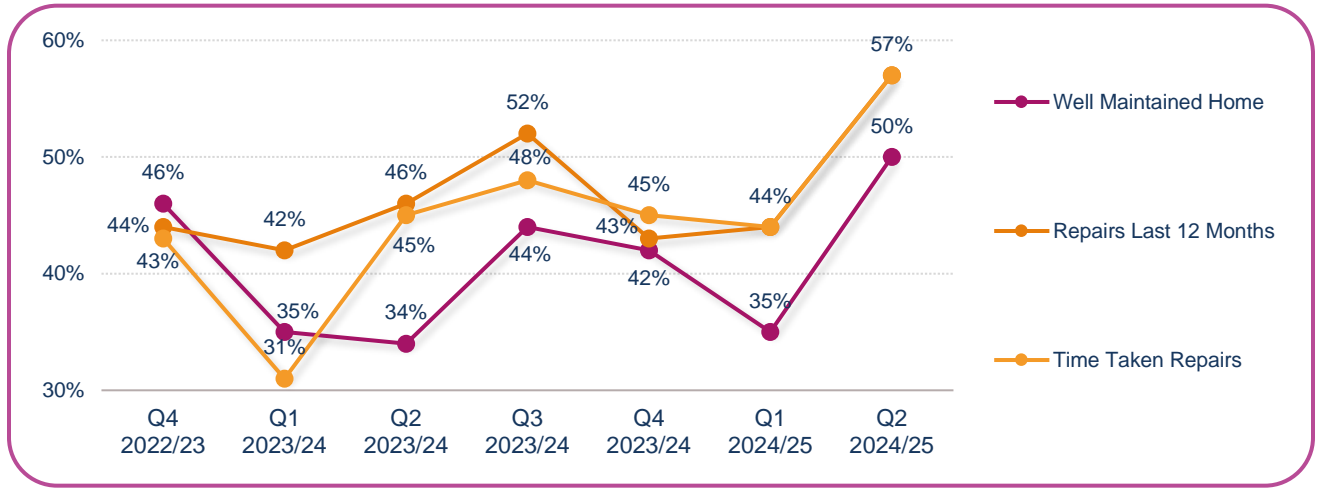
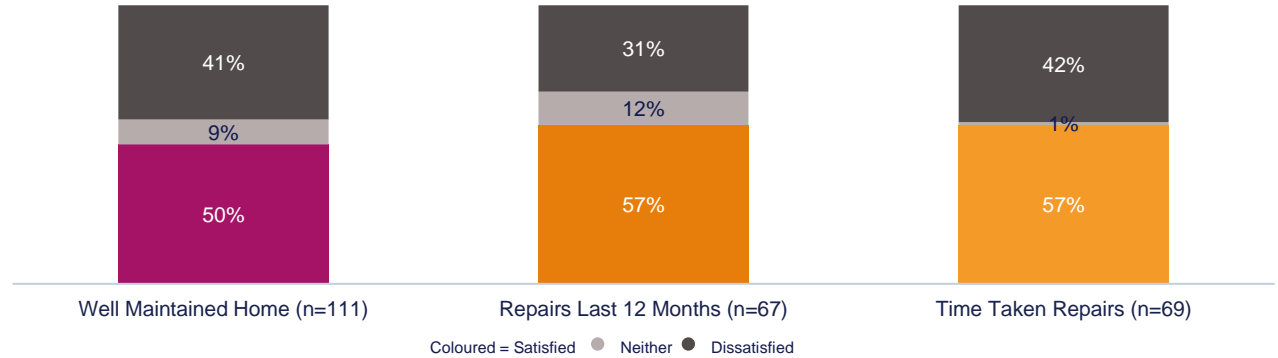
Keeping Properties in Good Repair

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

Half of Karibu tenants are satisfied that their home is well-maintained (50%), an increase of 15p.p since last quarter. Although four out of ten tenants are dissatisfied (41%).

Some 60% of tenants had a repair carried out on their home in the last 12 months. Of these, 57% are satisfied with the repairs service over this period; however, almost a third are dissatisfied (31%).

The same percentage of tenants are satisfied with the time taken to complete their most recent repair (57%). Both these measures have gone up by 13p.p which demonstrates that Karibu are making positive changes to their repairs service.





Maintaining Building Safety

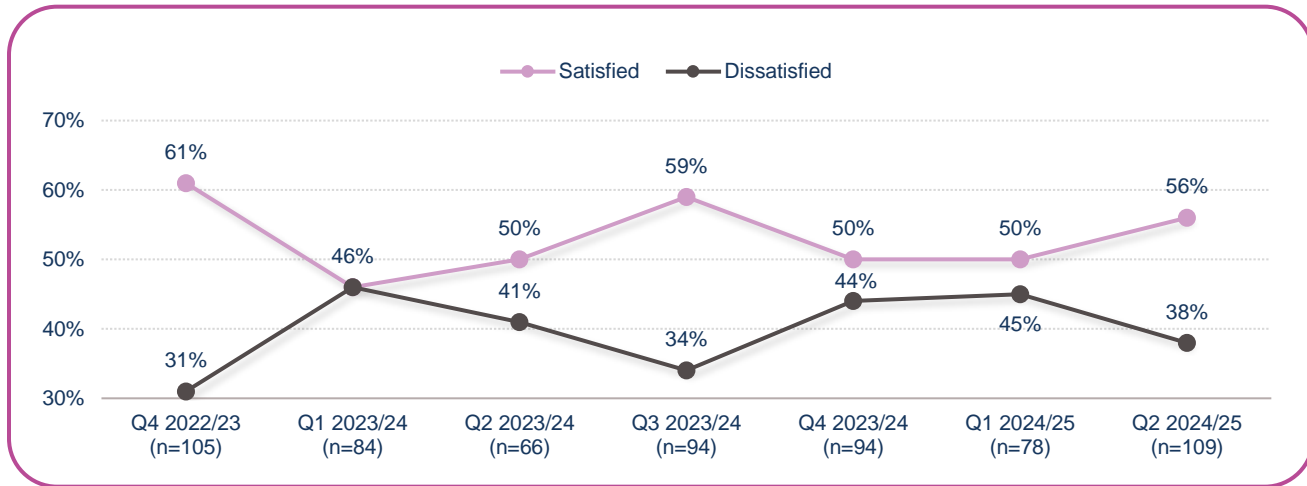
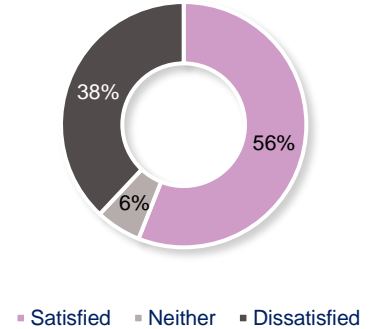
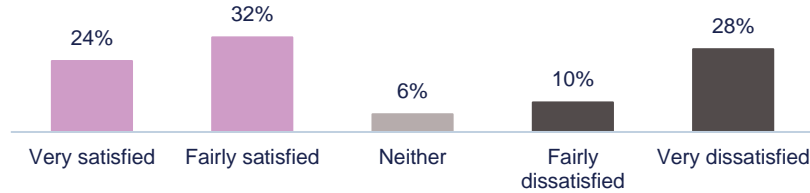


Maintaining Building Safety

Some 56% of tenants are satisfied with the safety of their home. This has increased by 6p.p since the previous quarter. However, more tenants are fairly satisfied (32%) than very satisfied (24%) with this measure and ideally this should be the other way around.

Almost four out of ten tenants are dissatisfied with the safety of their home (38%). With 28% of tenants very dissatisfied compared with 10% of tenants fairly dissatisfied. Dissatisfaction has decreased this quarter by 7p.p.

Tenants were then asked to explain further why they had responded the way they had and their responses are shown overleaf but it is clear that tenants take a wider view about the safety of their home than just its structure or condition.





Comments - Safe Home

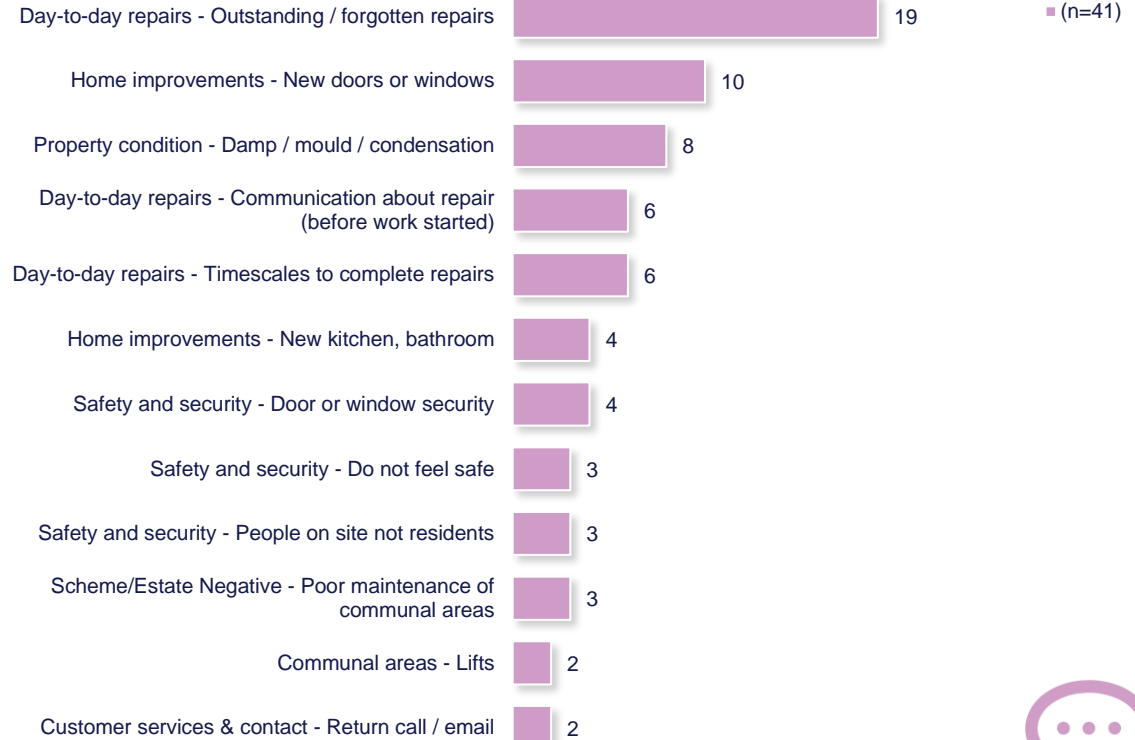
For Q2, a new open question was added to find out why tenants are dissatisfied with the safety of their home. For this quarter 41 tenants made comments.

The most frequent theme focused on outstanding repairs, which was mentioned by 19 tenants. One tenants said, "*I have repairs in the kitchen that has never been done, the kitchen is so cold, rats and mice get in.*"

Other tenants said that home improvements are needed, especially new doors or windows.

Some eight tenants mentioned they had issues of damp and mould in their property. These should be investigated urgently to prevent health issues developing and to maintain the integrity of the property.

Tenants also mentioned issues around communication around repairs and the timescale to complete repairs.





Responsible Neighbourhood Management

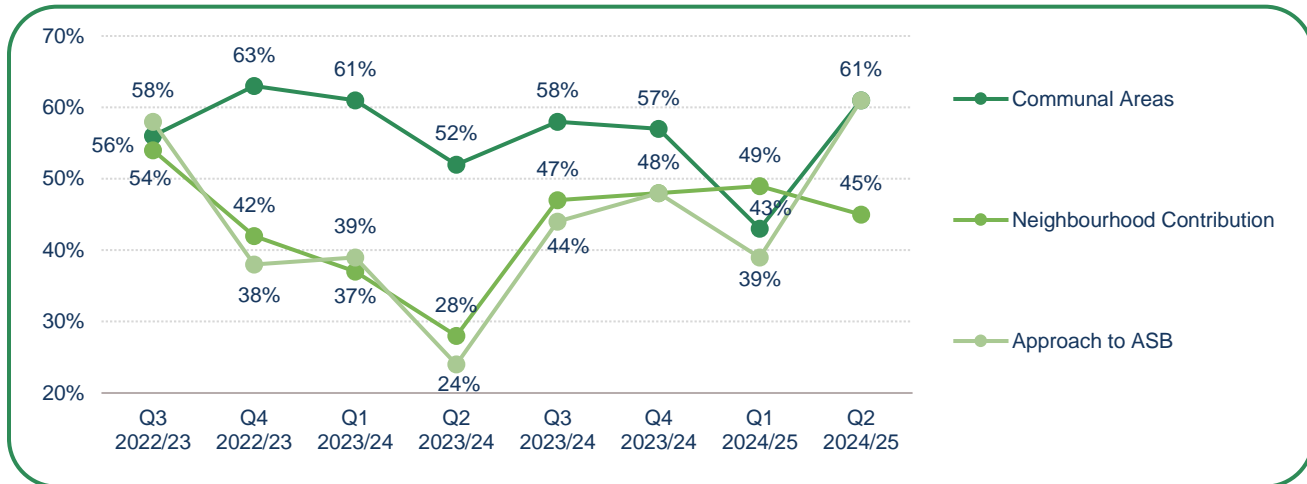
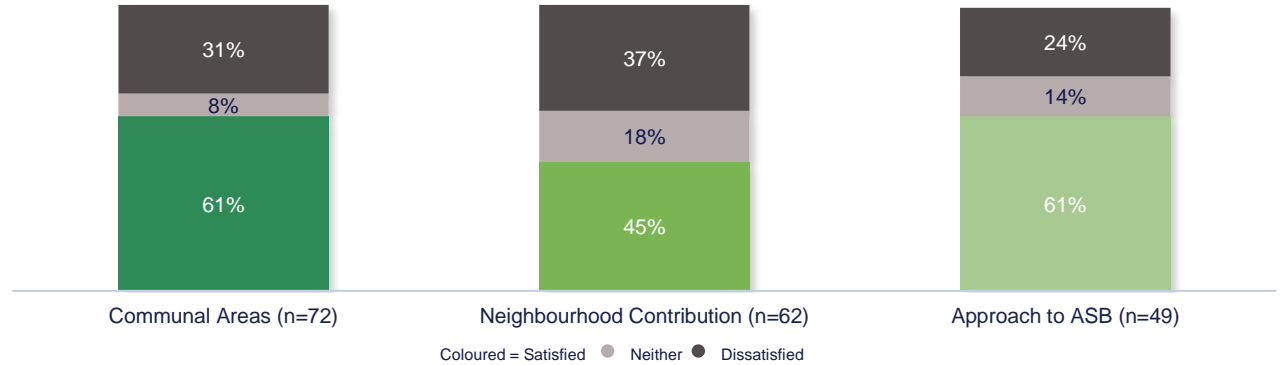
Responsible Neighbourhood Management



Around two-thirds of tenants said they live in a property with communal areas that Karibu is responsible for maintaining (63%). Of these tenants, 61% are satisfied with the maintenance of these areas. Satisfaction has gone up by 18p.p this quarter, again demonstrating the positive changes made by Karibu.

Satisfaction with Karibu's approach to dealing with anti-social behaviour has also seen a large increase, up by 22p.p this quarter. Although, 24% of tenants remain dissatisfied with this measure.

Some 45% of tenants are satisfied with the positive contribution to the neighbourhood made by Karibu. This measure has dropped by 4p.p this quarter. While 37% of tenants are dissatisfied with the neighbourhood contribution, with 18% neither satisfied nor dissatisfied.





Respectful & Helpful Engagement



Respectful & Helpful Engagement

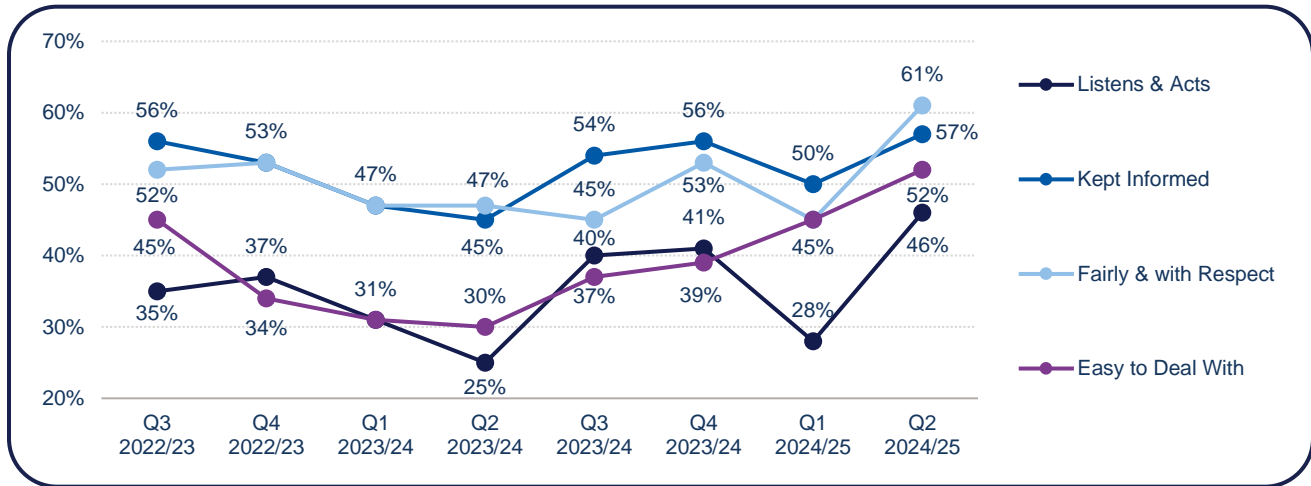
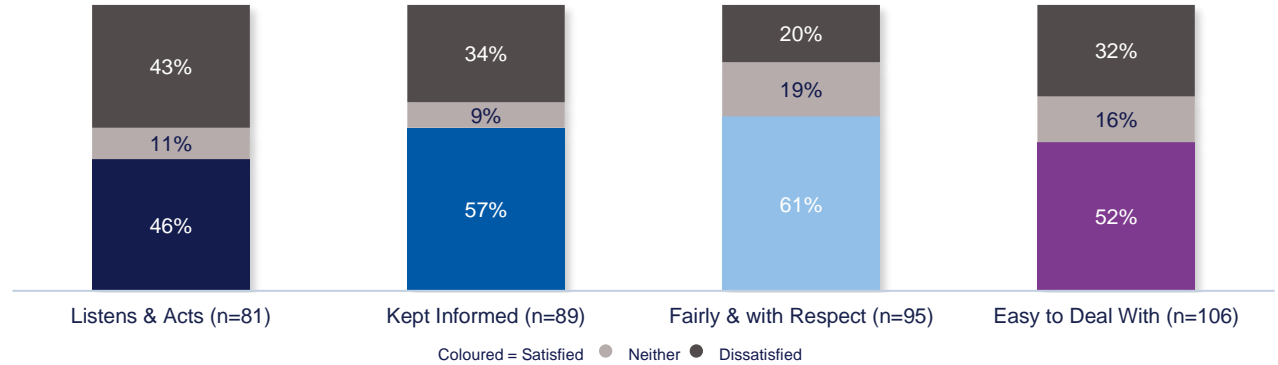
Some 46% of tenants are satisfied that Karibu listens to their views and acts upon them. This measure has increased considerably since Q1, up 18p.p. Whilst almost as many tenants (43%) are dissatisfied with this measure.

Six out of ten tenants are satisfied that Karibu treats them fairly and with respect (61%). Satisfaction has increased by 16p.p this quarter. While a fifth of tenants remain dissatisfied (20%).

Half of tenants surveyed this quarter feel that Karibu is easy to deal with (52%), this has increased by 7p.p since the previous quarter. However, a third of tenants disagree that Karibu is easy to deal with (32%).

Some 57% of tenants are satisfied that Karibu keeps them informed about things that matter to them. This measure has also increased in satisfaction this quarter, up 7p.p.

All these changes are positive and suggest that engagement between the tenants and Karibu is improving over time, although there is still plenty of room for further improvement.





Comments - Easy to Deal With

Tenants who stated that they do not find Karibu easy to deal with were asked why, and 48 gave responses.

Customer service and contact received the most comments, especially not returning emails and calls when promised. Many tenants stated that multiple attempts had been made to contact Karibu but these calls and emails would not get responses. One tenant said, "I contacted many times and they didn't pick up the phone or contact me back. I left a message for them and still nothing."

Another tenant said, "A bit difficult because no one gets back to you having to chase at least 3 times."

Other issues raised by tenants focus on outstanding/forgotten repairs and accessibility issues.





Effective Handling of Complaints



Effective Handling of Complaints

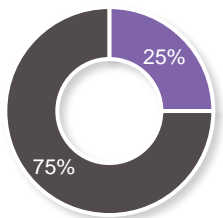
A quarter of tenants surveyed in Q2 said they had made a complaint in the 12 months. Of these, 35% are satisfied with the complaints handling by Karibu and this has increased by 22p.p since Q1.

Dissatisfaction has dropped this quarter, down 16p.p to 54% of tenants dissatisfied with the complaints handling, although despite these positive changes, there are still more dissatisfied than satisfied.

The handling of complaints is often the lowest performing metric for social landlords in this kind of survey, and this is also the case for Karibu.

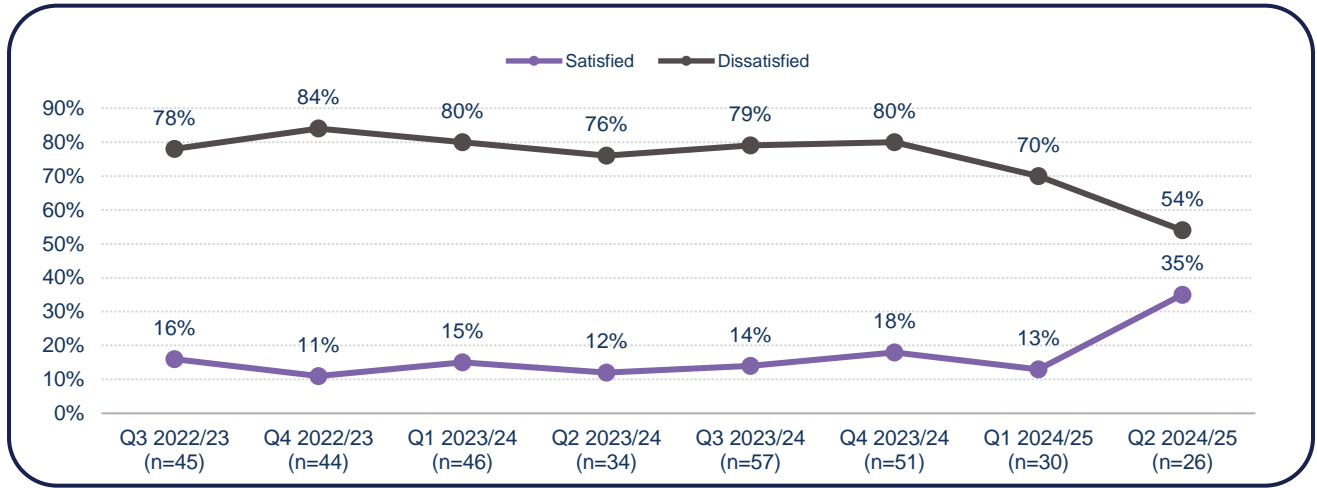
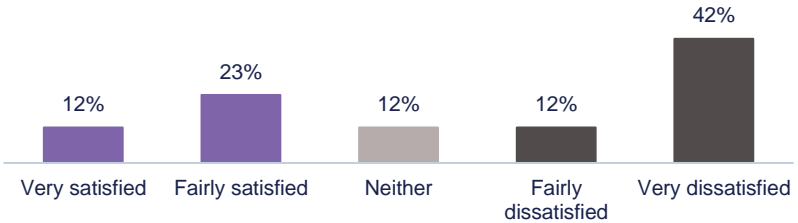
The additional questions Karibu has included in the survey help to narrow down specific areas of improvement for complaints, as seen overleaf.

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 24 gave responses.

Nothing stands out as the main cause for concern. The most frequent theme, however, focuses on outstanding repairs and time taken to resolve the enquiry. For example, "*They take a long time to find out what was happening and the repairs are still not done.*"

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

The comments can be read in full on your dashboard.





Complaints Trial

Of the 25% who made a complaint this quarter, most complaints centre around the repairs service (63%), followed by fewer complaints around the condition of the property (15%) and anti-social behaviour (7%). Damp and mould are also the cause of 4% of complaints in Q2.

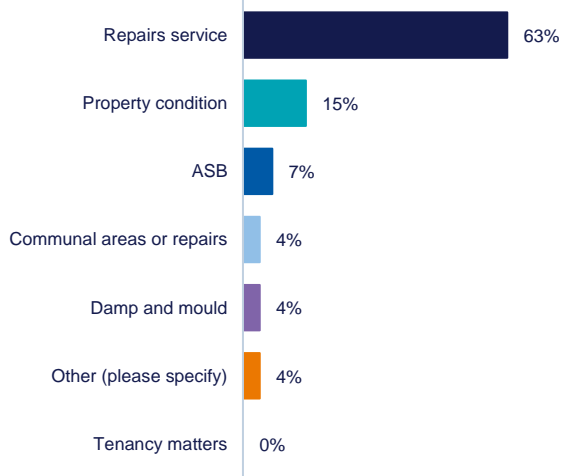
When asked what they would like to see improved, tenants were most likely to suggest improved communication and being kept up to date on the progress of their complaint (28%). Some tenants would like Karibu to be more proactive (25%) and make it easier to make a complaint (20%).

Communication is clearly a key theme in this measure, as over half of tenants with complaints (58%) do not know what stage their complaint is in the complaints process and, perhaps, shows that some of these will be service requests so will not go through the formal process.

Improvement Suggestions



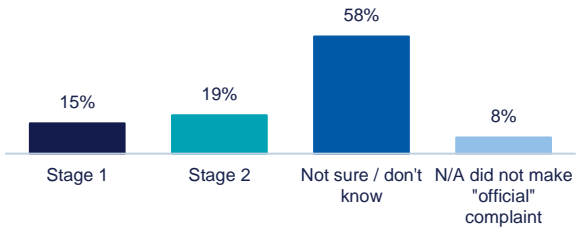
Reason for Complaint



What went well?

- They listened but after that that was it so I am not really satisfied.*
- They did not do anything well.*
- The way he listened and spoke to her. The email reply was good.*
- The lady who dealt with it was empathetic and she listened to me and knew what was happening.*
- That someone spoke to me and was told they had a plan but no action has been taken.*
- Some called James said Ray will give me a call back in June 16 and no one called me till date*
- Nothing. Nobody chased up or resolved anything.*

Stage?





Improvements



Improvement Suggestions

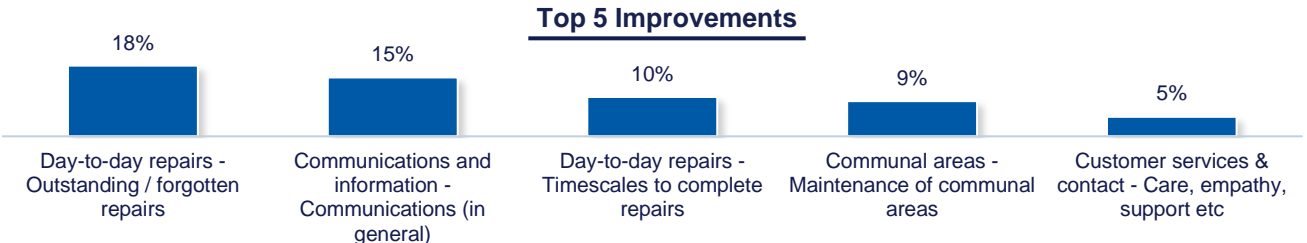
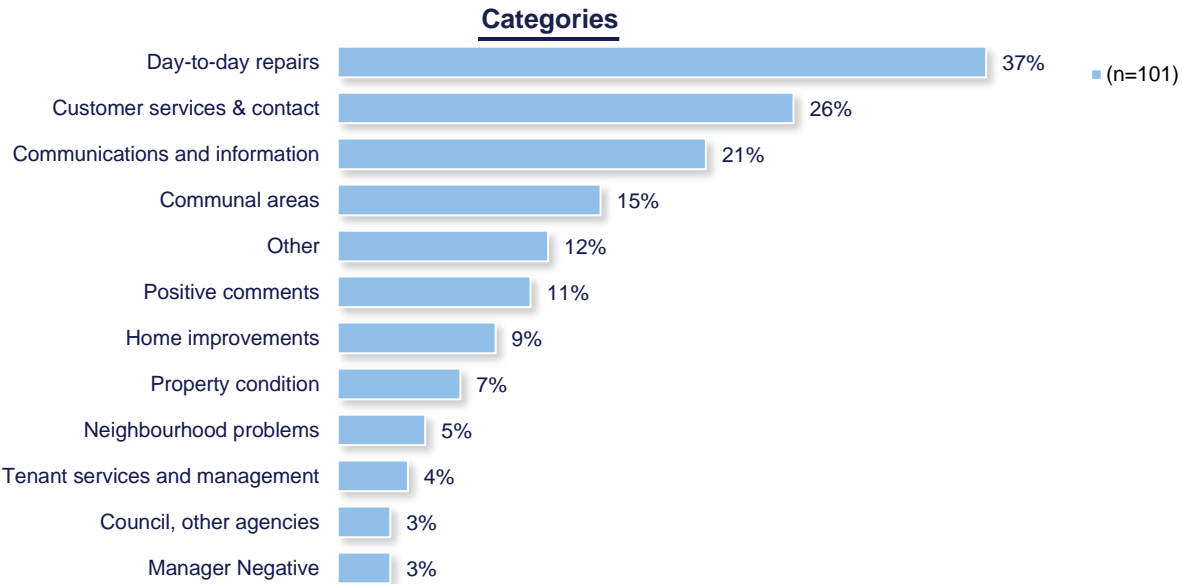
When asked what improvements tenants would like to see Karibu make, 101 gave comments.

Of those who made suggestions, a third of tenants mention that day-to-day repairs need improvement. There is a main focus on outstanding repairs and the timescale to complete repairs.

Other tenants mention the customer services and communications, focusing on an improvement to communication in general. For example, *"Improve communication keep us updated about the futures plans of the building."*

One in seven tenants would like to see improvements to communal areas, mainly the maintenance of these areas.

However, 11% of comments are positive about the services provided by Karibu.





Trends



Trends Over Time

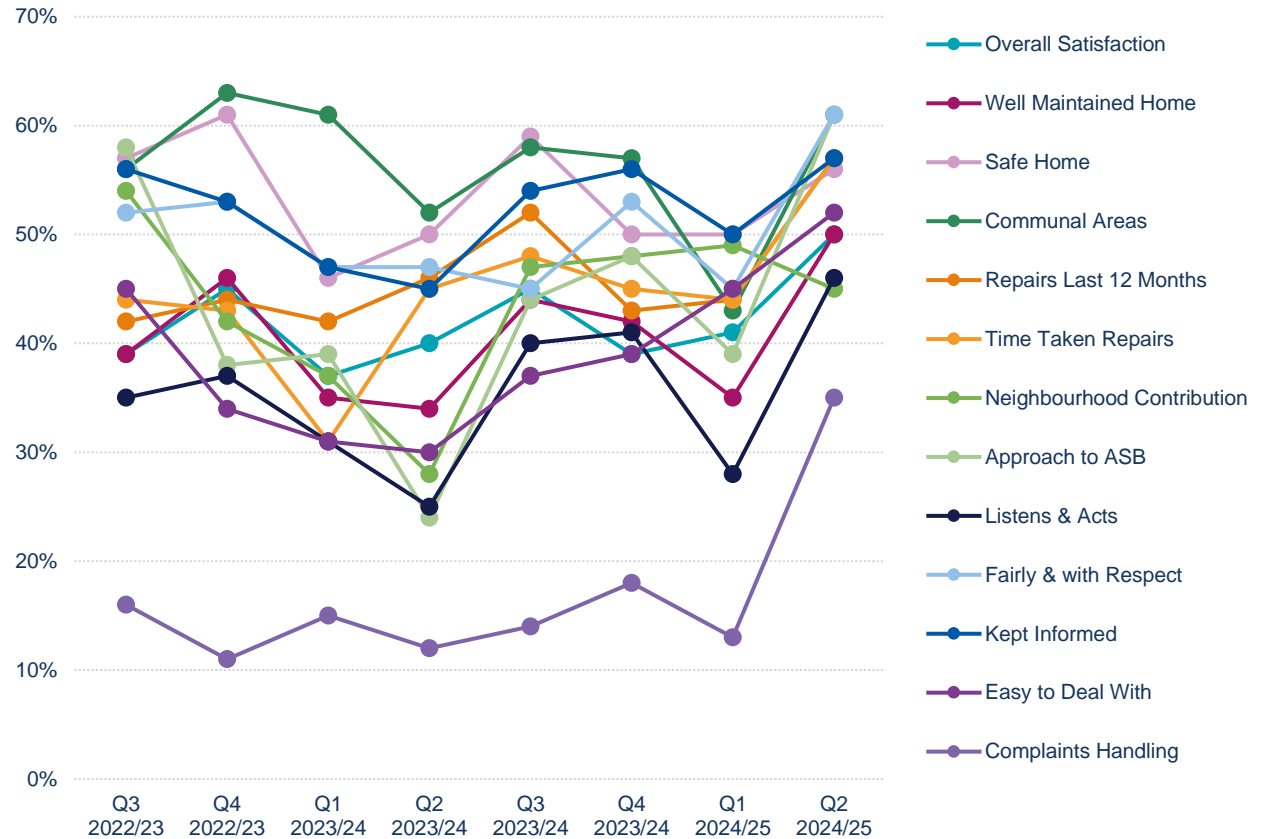
As has been shown throughout this report, satisfaction has increased for all but one measure, that being the neighbourhood contribution made by Karibu.

As the graph shows, some of the measures have seen large increases this quarter. The largest can be observed for Karibu's approach to handling ASB and complaints handling, both up 22p.p.

The neighbourhood contribution from Karibu is the only measure which dropped since Q1, down 4p.p.

Overall satisfaction increased by 9p.p this quarter, with half of tenants satisfied with the overall service provided by Karibu.

To be statistically significant changes need to exceed the combined margins of error for the last two surveys, in this case around 18p.p. Therefore the changes in satisfaction for the handling of both ASB and complaints does exceed this threshold. However, smaller changes can indicate a direction of travel, which is Q2 is generally positive.



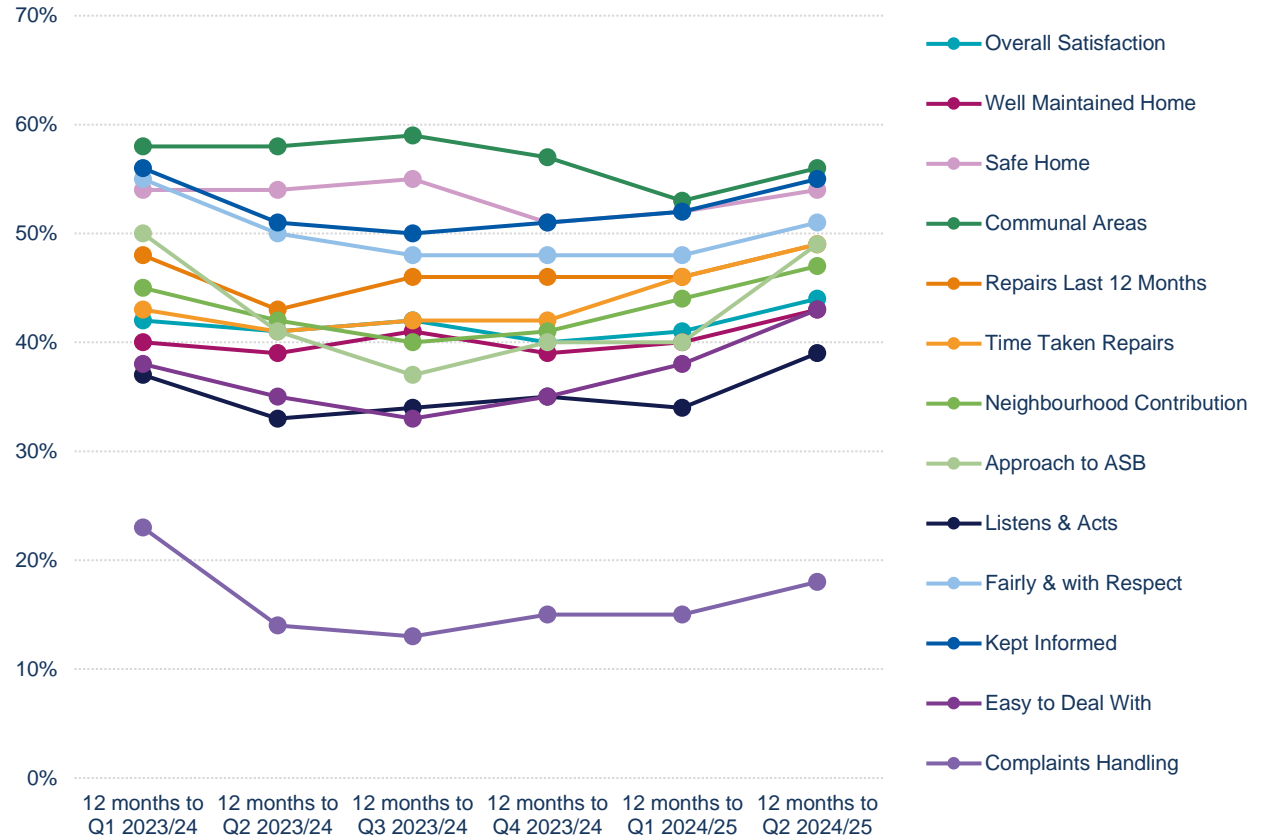


12 Month Rolling Averages

This chart shows the 12-month rolling averages which tend to reduce the affects of quarterly fluctuations to give more of an underlying level of satisfaction, although these averages are as much affected by those scores dropping off as those adding on.

Trends seem fairly consistent across most metrics for Karibu's rolling averages with increased trajectory across the measures.

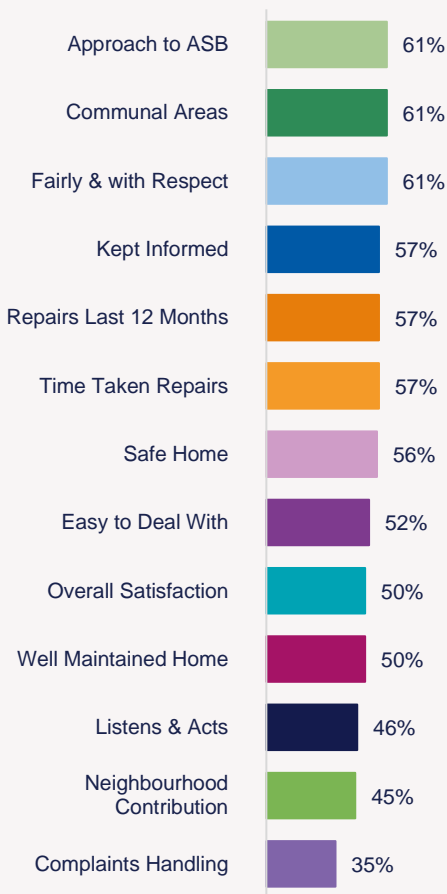
The most volatile increase can be seen for approach to ASB which has seen an increase of 9p.p.





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 second of those surveys (Q2 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 (Q2) 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.

Satisfaction with the overall service provided by Karibu is 50%, a 9 percentage point (p.p) increase since the last quarter. The highest levels of satisfaction can be observed for Karibu's approach to ASB, maintenance to communal areas, and treating their tenants fairly and with respect; all at 61% satisfaction.

The lowest scores for Karibu can be seen for their neighbourhood contribution (45%), how satisfied tenants are that they are listened to and their views acted upon (46%), and the lowest scoring measure this quarter, is complaints handling (35%).

Satisfaction has increased compared with Q1 24/25. All the measures increased this quarter apart from one, neighbourhood contribution, which dropped by 4p.p. Most of the measures received large increases including 22p.p increases for complaints handling and Karibu's approach to ASB. The maintenance of communal areas and how satisfied tenants are they are listened to and their views acted upon both increased by 18p.p each.

Furthermore, when asked about possible improvements to the services provided by Karibu, day-to-day repairs received the most mentions, including the timescales to complete repairs and dealing with outstanding repairs. Some tenants would like communication and customer service improved with tenants mentioning that issues of calls and emails not being returned persist.



Recommendations

Karibu was formed in 2024 as a merger between housing associations Inquilab and Westway, both based in west London, 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.

Customer contact

Some tenants clearly have problems getting in touch with Karibu when they have an issue to discuss or repair to report, with some also critical that calls and emails are not returned when promised, this often-causing tenants to have to report the problems a number of times. As a result, relatively few feel that Karibu listens to their views and acts upon them, 43% being dissatisfied with this aspect of service. In addition, when tenants do get in touch with Karibu, some say the staff don't listen to their concerns carefully enough or show them the care and support they would expect. Giving sufficient time to all when call volumes are high can be difficult but if Karibu can be aware of these concerns, it may be possible to listen better and make sure tenants feel heard. Regular updates can keep tenant informed about the progression of the enquiry and help manage expectation.

Handling of complaints

The handling of complaints received the lowest satisfaction level within the survey with just 35% satisfied and 54% dissatisfied. Whilst this measure consistently scores low in other similar surveys, and there is still an issue of 'what is a complaint?', tenants still need to be made fully aware of the complaints process and what they can expect in terms of the standards of service. Some 58% of tenants are not currently aware of the stage of their complaint. Communication is key, setting out the process and likely response and the possible timescales involved in resolving issues. Furthermore, tenants want to be constantly updated on the progress of their complaints, even when there is little happening.



Demographics



Tenure

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

Fewer than ten responses were received across some tenure types, reducing the accuracy of the results shown. It appears that those in Assured-General tenancy have the highest overall satisfaction and high satisfaction across many other metrics.

Tenants with Assured-Shorthold tenancies are the least satisfied with the overall service provided by Karibu.

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

	All Residents	Affordable Rent	Assured - Affordable	Assured - General	Assured - Shorthold	Assured Tenancy	Intermediate Rent	Starter Tenancy
Overall Satisfaction	50%	0% *	50%	53%	100% *	40%	50% *	75% *
Well Maintained Home	50%	0% *	50%	51%	100% *	47%	50% *	50% *
Safe Home	56%	0% *	40%	60%	100% *	55%	50% *	50% *
Repairs Last 12 Months	57%	0% *	50% *	60%	100% *	57%	- *	0% *
Time Taken Repairs	57%	0% *	75% *	55%	100% *	50%	- *	100% *
Communal Areas	62%	100% *	63% *	63%	100% *	56%	50% *	100% *
Neighbourhood Contribution	45%	0% *	67% *	41%	100% *	43%	50% *	100% *
Approach to ASB	61%	- *	60% *	65%	- *	58%	0% *	- *
Listens & Acts	46%	0% *	43% *	47%	100% *	43%	50% *	50% *
Kept Informed	58%	0% *	63% *	58%	100% *	63%	0% *	50% *
Fairly & with Respect	61%	0% *	44% *	63%	100% *	61%	50% *	100% *
Easy to Deal With	52%	0% *	50%	56%	50% *	50%	50% *	33% *
Complaints Handling	35%	0% *	40% *	31%	- *	40% *	50% *	- *

*Base below 10



Age Group

Results are also split by age group.

It is generally seen in surveys of this kind that satisfaction increases with age. This comparison is hard to make as many age groups do not receive ten responses, with 82 tenants surveyed this quarter with an unknown age.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	Unknown
Overall Satisfaction	50%	0% *	67% *	50% *	44% *	0% *	0% *	50% *	100% *	53%
Well Maintained Home	50%	0% *	67% *	75% *	56% *	0% *	33% *	50% *	50% *	50%
Safe Home	56%	0% *	33% *	75% *	78% *	33% *	67% *	75% *	0% *	56%
Repairs Last 12 Months	57%	0% *	33% *	100% *	80% *	0% *	0% *	100% *	- *	57%
Time Taken Repairs	57%	0% *	33% *	50% *	60% *	0% *	50% *	100% *	- *	58%
Communal Areas	61%	50% *	80% *	100% *	50% *	33% *	33% *	75% *	0% *	62%
Neighbourhood Contribution	45%	0% *	50% *	100% *	60% *	0% *	0% *	67% *	- *	46%
Approach to ASB	61%	0% *	33% *	- *	100% *	- *	0% *	100% *	- *	62%
Listens & Acts	46%	0% *	20% *	100% *	88% *	0% *	0% *	33% *	0% *	46%
Kept Informed	57%	0% *	80% *	100% *	75% *	0% *	0% *	100% *	0% *	56%
Fairly & with Respect	61%	0% *	67% *	100% *	75% *	0% *	33% *	75% *	0% *	62%
Easy to Deal With	52%	0% *	67% *	100% *	33% *	0% *	33% *	75% *	50% *	53%
Complaints Handling	35%	- *	0% *	- *	100% *	0% *	- *	100% *	0% *	35%

*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, those tenants in tenancies of 1-3 years and over 20 years are the most satisfied with the overall service.

Tenants in a tenancy of 1-3 years are more satisfied with five of the remaining measures.

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years	Unknown
Overall Satisfaction	50%	50% *	75%	33% *	50%	29%	79%	42%
Well Maintained Home	50%	33% *	73%	67% *	36%	36%	68%	48%
Safe Home	56%	33% *	82%	67% *	36%	44%	74%	56%
Repairs Last 12 Months	57%	0% *	86% *	100% *	33% *	47%	71%	56%
Time Taken Repairs	57%	67% *	71% *	0% *	78% *	50%	57%	50%
Communal Areas	61%	100% *	75% *	0% *	63% *	53%	63% *	59%
Neighbourhood Contribution	45%	100% *	75% *	0% *	50% *	25%	60%	44%
Approach to ASB	61%	0% *	100% *	100% *	67% *	43%	70%	58%
Listens & Acts	46%	33% *	88% *	0% *	38% *	30%	60%	44%
Kept Informed	57%	0% *	80%	67% *	63% *	41%	65%	62%
Fairly & with Respect	61%	75% *	90%	33% *	50% *	48%	71%	60%
Easy to Deal With	52%	20% *	82%	33% *	64%	38%	63%	48%
Complaints Handling	35%	50% *	50% *	0% *	50% *	17% *	40% *	33% *

*Base below 10



Legacy

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

Tenants who used to be served by Inquilab are the more satisfied with the overall service provided by Karibu, 53% compared to 42%.

Those who used to be served by Inquilab are more satisfied with nine of the remaining measures, including both repair service questions.

	All Residents	Inquilab	Westway
Overall Satisfaction	50%	53%	42%
Well Maintained Home	50%	50%	48%
Safe Home	56%	56%	56%
Repairs Last 12 Months	57%	57%	56%
Time Taken Repairs	57%	58%	50%
Communal Areas	61%	62%	59%
Neighbourhood Contribution	45%	46%	44%
Approach to ASB	61%	62%	58%
Listens & Acts	46%	46%	44%
Kept Informed	57%	56%	62%
Fairly & with Respect	61%	62%	60%
Easy to Deal With	52%	53%	48%
Complaints Handling	35%	35%	33% *

*Base below 10



Area

Splitting the results by area shows that Hounslow has the highest overall satisfaction (64%) in Q2, with Ealing showing the lowest overall satisfaction at 37%.

Hounslow has the highest levels of satisfaction for the repairs department, 80% for repairs in the last 12 months and 82% for the time taken to complete repairs. Compared to only 16% of tenants in Ealing satisfied with the time taken for their most recent repair.

Some areas have been removed from this table due to not gaining ten responses from that area.

	All Residents	Brent	Ealing	Hillingdon	Hounslow
Overall Satisfaction	47%	42%	37%	52%	64%
Well Maintained Home	47%	33%	37%	58%	62%
Safe Home	52%	42%	47%	63%	54%
Repairs Last 12 Months	56%	70%	47%	44%	80%
Time Taken Repairs	53%	60%	16%	68%	82%
Communal Areas	63%	55%	60%	55%	89% *
Neighbourhood Contribution	40%	33% *	26%	44%	83% *
Approach to ASB	54%	29% *	44%	67%	100% *
Listens & Acts	43%	44% *	23%	56%	67% *
Kept Informed	53%	45%	41%	67%	70%
Fairly & with Respect	59%	70%	42%	75%	60%
Easy to Deal With	49%	33%	39%	61%	62%
Complaints Handling	33%	100% *	0% *	33% *	50% *

*Base below 10



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

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