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# Karibu Community Homes TSM Survey Baseline

Combined Baseline Report  
May 2024

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# Introduction

Karibu Community Homes was formed on 1 April 2024 with the merger of Westway and Inquilab Housing Associations. Inquilab is the larger of the two Association with around 1,350 properties, whilst Westway has around 510. Karibu means ‘welcome’ in Swahili, and this is now the largest BME registered provider in the UK, managing over 1,900 properties.

Acuity has been working with both Westway and Inquilab for some time and has been asked to provide a report based on the combined results from the last surveys for each organisation.

The surveys were designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and are due to be reported for the first time later this year.

This report is based on the last survey completed by Acuity for Westway in Q4 22/23 and the combined quarterly surveys undertaken for Inquilab during 2023/24. The results are based on 219 responses from former Westway residents and 349 from former Inquilab residents. The data has been weighted by landlord to ensure it is representative of the resident population of Karibu as a whole. This report will act as a baseline for the new organisation to compare future surveys against.

The surveys were conducted by telephone interview but also included an option to complete the survey online or by postal questionnaire. The responses are, therefore, made up of 368 telephone interviews, 83 online and 97 by post. This report is based on the 568 responses from both former landlords. In addition, the surveys included all tenure types, which are shown at the end of the report, although very few were not LCRA tenants.

The survey is confidential, and the results are sent back to Karibu Community Homes anonymised unless residents give their permission to be identified – 69% of residents did give permission to share their name and 92% of these residents are happy for Karibu Community Homes to contact them to discuss any issues they raised.

The aim of this survey is to provide data on residents’ satisfaction, which will allow Karibu Community Homes to:

- Provide information on residents’ perceptions of current services
- Compare the results between the two former Associations
- Compare the results with other landlords (where appropriate)
- To act as a baseline for the new organisation to compare future surveys against.

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 Community Homes, 568 responses were received from a total of 1,900 properties. This response is high enough to conclude that the findings are accurate to within  $\pm 3.44\%$ , so well within the recommended 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.



**46%**

## Overall Satisfaction

The combined overall satisfaction for the new Karibu Housing Association is 46% and all the remaining measures, apart from one, fall between 40% and 56%.

The highest level of satisfaction is for the cleaning and maintenance of the communal areas (56%), followed by keeping residents informed about things that matter to them (55%), treating residents with respect and the provision of a safe home (both 53%).

However, six of the measures fall below 50%, with the lowest satisfaction levels for listening to views and acting upon them (40%) and the handling of complaints, where just 19% of residents are satisfied.

The survey will also split down the results into different subgroups to see how these affect overall satisfaction and will compare the results from the former Westway and Inquilab Housing Associations.

# Key Metrics Summary



**44%** Well maintained home



**47%** Anti-social behaviour



**53%** Safe home



**42%** Easy to deal with



**51%** Repairs - Last 12 months



**40%** Listens & Acts



**48%** Time taken - Last repair



**55%** Keeps you informed



**56%** Communal areas clean & well maintained



**53%** Treats fairly & with respect



**44%** Positive contribution to neighbourhood



**19%** Complaints handling



# Overall Satisfaction



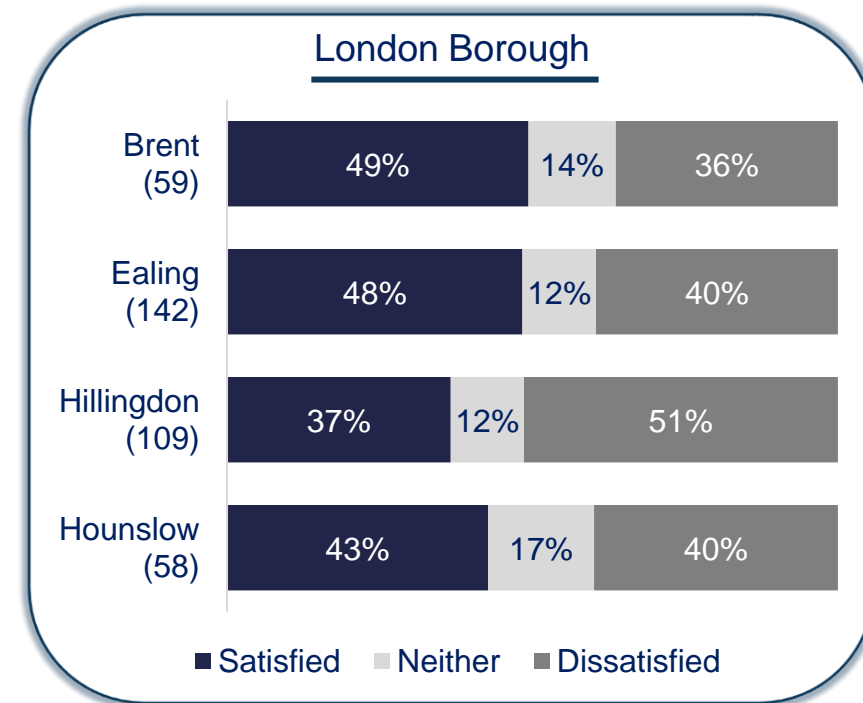
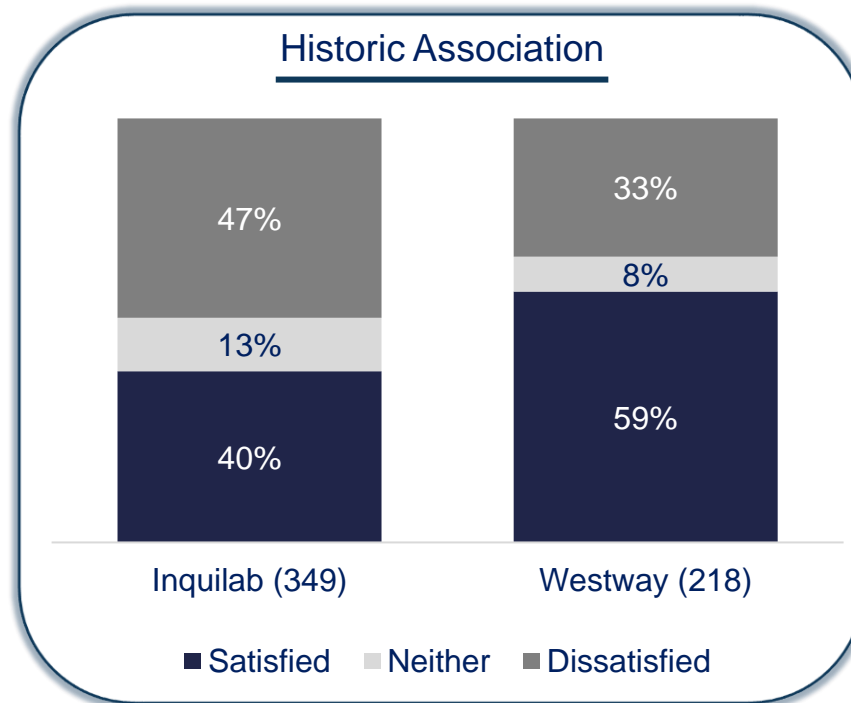
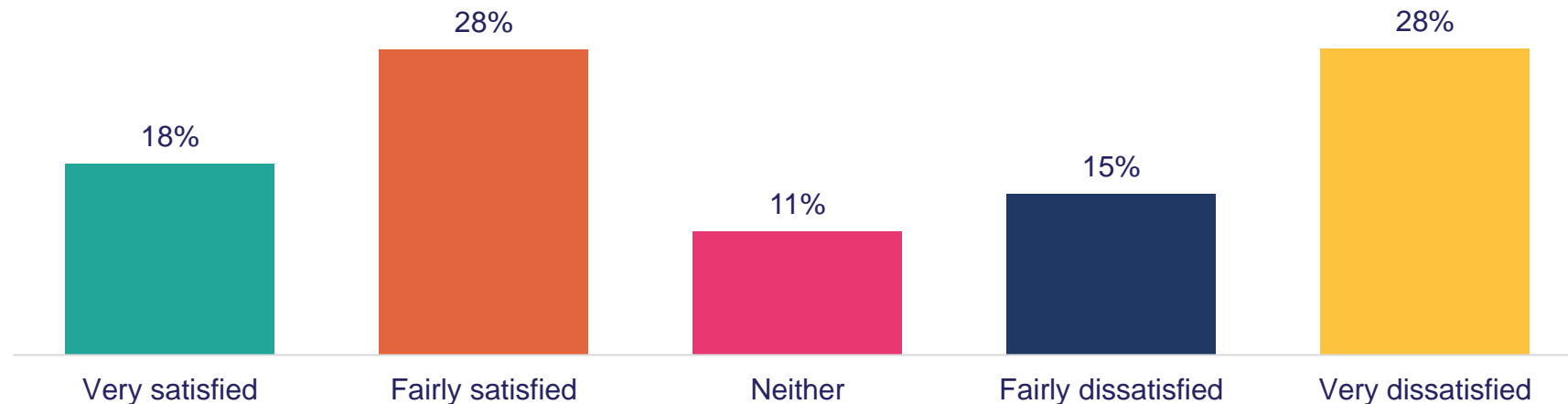
# Overall Satisfaction

Firstly, residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by your landlord?” This is the key metric in any resident perception survey.

Less than half the residents are satisfied (46%), with fewer very satisfied (18%) than fairly satisfied (28%); ideally, this should be the other way around. There are 43% of residents dissatisfied, with the remaining 11% neither satisfied nor dissatisfied.

Residents from the former Westway Housing Association are more positive than those from Inquilab; with 59% and 40% respectively satisfied. In fact, more former Inquilab residents are dissatisfied with the overall service than are satisfied.

The bottom right chart shows the results for London Boroughs where Karibu has properties, although this only includes those where 50 or more residents responded. Of these, satisfaction is fairly similar, the most satisfied being those in Brent and Ealing. The exception is Hillingdon where just 37% of residents are satisfied. This area correspondingly has the most dissatisfied residents.





# Keeping Properties in Good Repair



# Keeping Properties in Good Repair

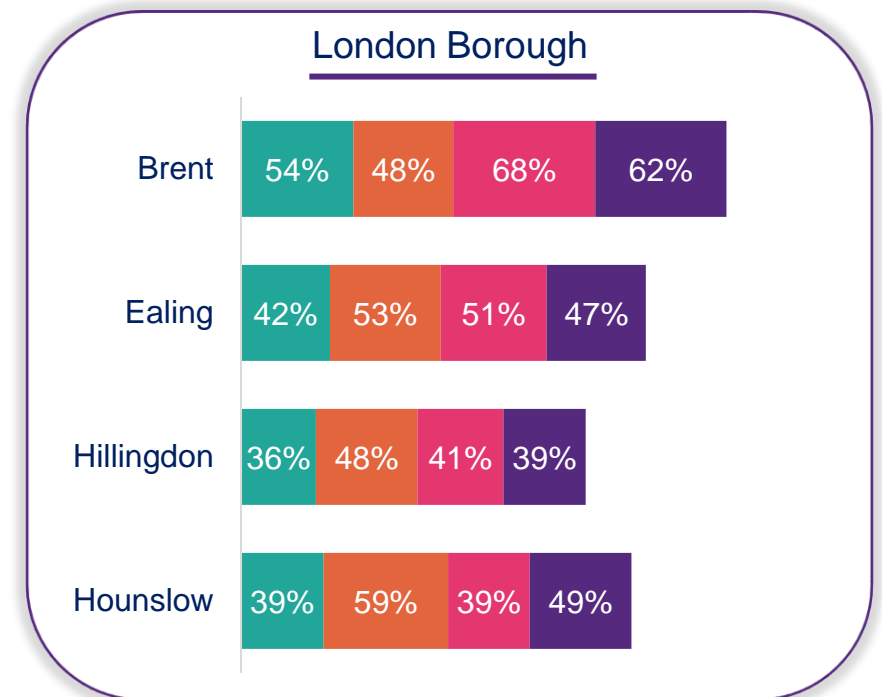
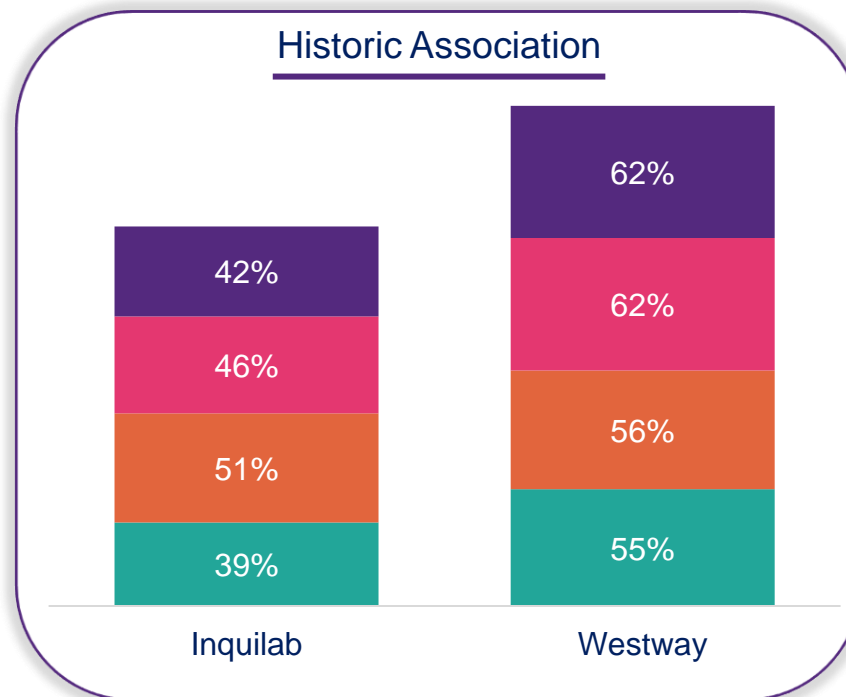
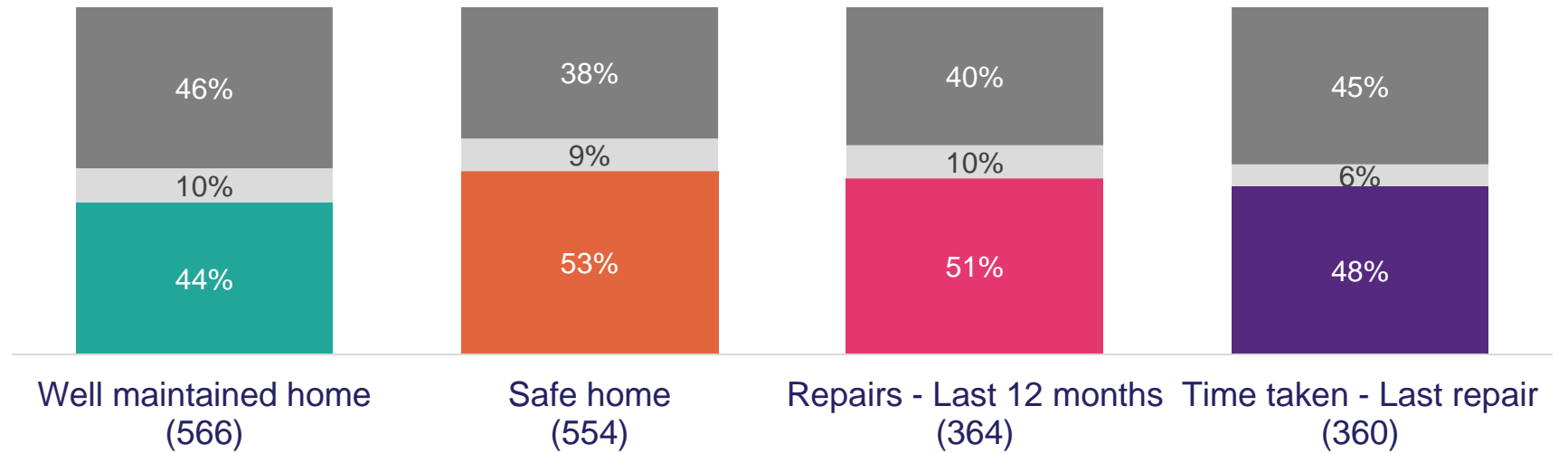
Slightly fewer residents are satisfied with the maintenance of their homes than are dissatisfied; 44% compared with 46%. More residents are satisfied with the safety of their homes (53%), although 38% remain dissatisfied.

Once again, residents formally with Westway are the most satisfied, particularly with the maintenance of the home, where 55% are satisfied compared with just 39% for Inquilab.

Two-thirds of residents said they had a repair carried out in the last 12 months by their landlord. Of these residents, 51% are satisfied with the overall repairs service during that period and 40% are dissatisfied. It is common in surveys of this type that satisfaction with the time taken to complete repairs is lower, and this is the case here, with 48% of residents satisfied and 45% dissatisfied.

There is a considerable difference between the two former landlords, with residents from Westway being 20% more satisfied with the time taken to complete repairs than those from Inquilab.

There is also some difference between the areas, with residents in Brent being the most satisfied and those in Hillingdon the least.







# Responsible Neighbourhood Management



Three-fifths of residents stated that they live in a building with communal areas that Karibu Community Homes is responsible for maintaining (59%). Of these residents, 56% are satisfied with the cleaning and maintenance of their communal areas, with a third dissatisfied. However, on this measure, it is residents from Inquilab who are a little more satisfied (57%) compared with Westway (52%).

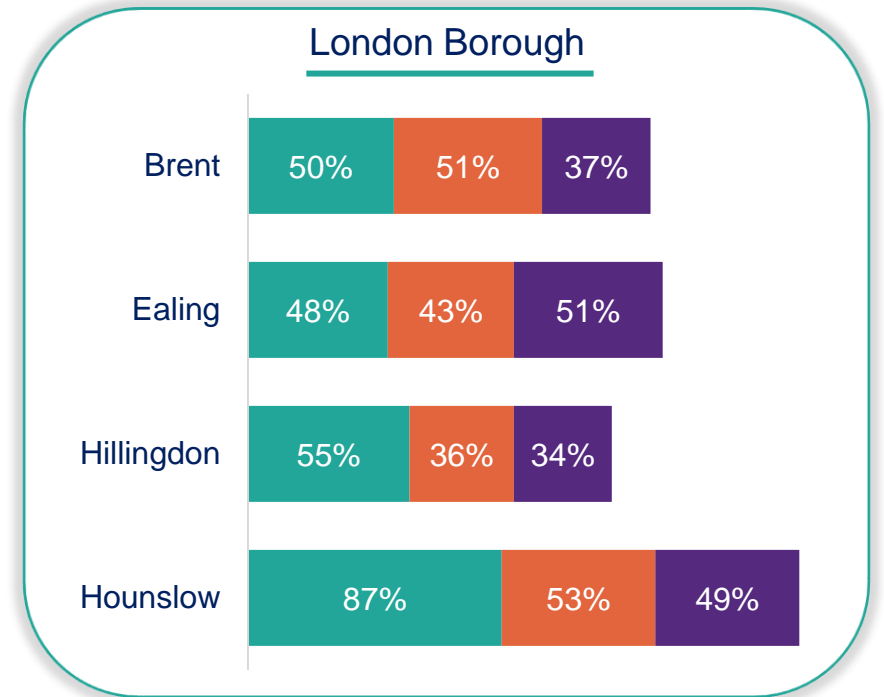
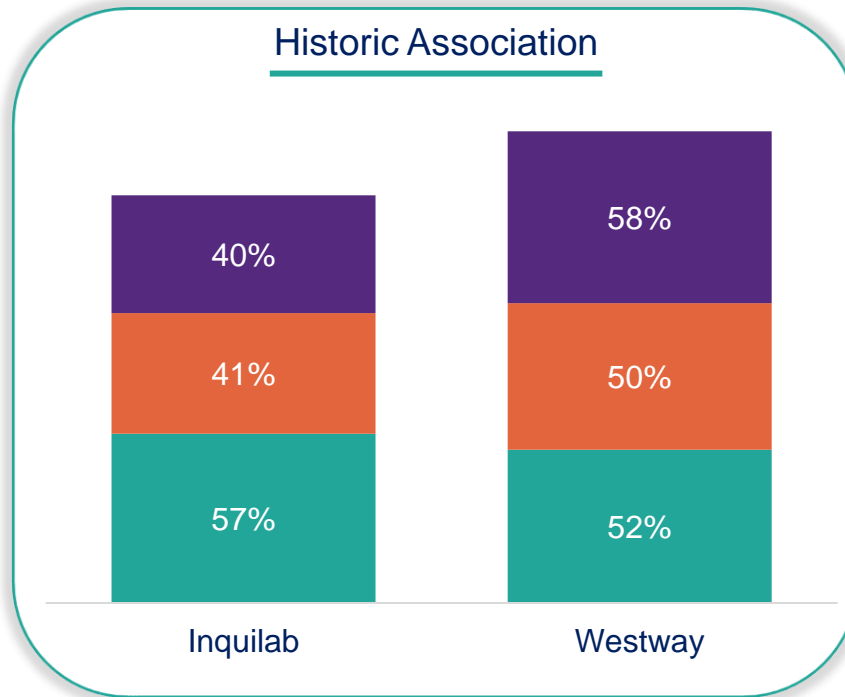
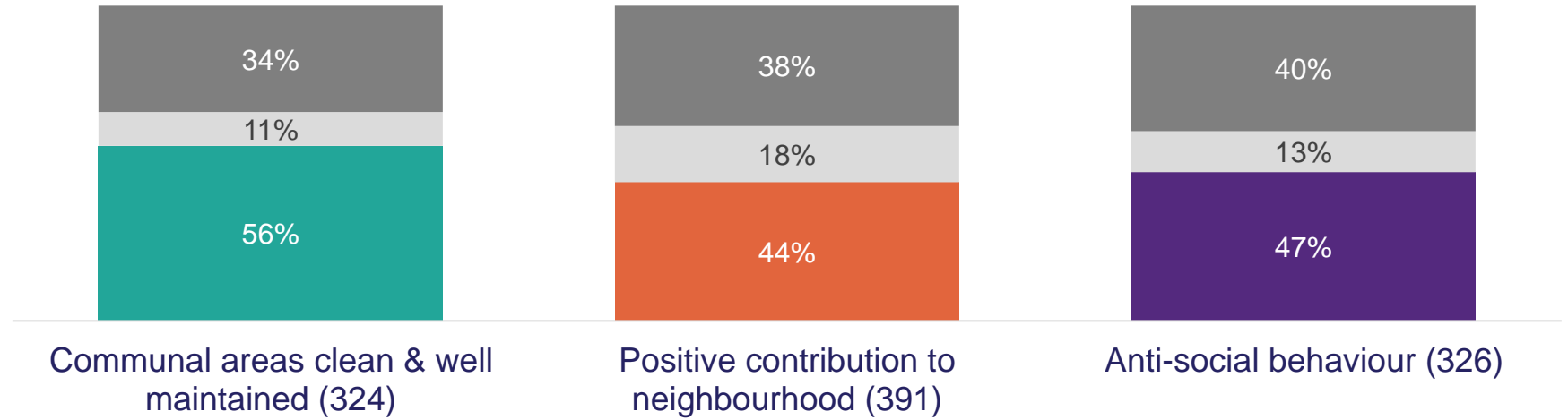
Fewer residents are satisfied with the positive contribution their landlord makes to their neighbourhood (44%). However, 38% are dissatisfied, with 18% neither satisfied nor dissatisfied. This may partly be due to a lack of visibility and awareness; maybe Karibu Community Homes could do more to communicate and promote the impact it has in the area.

A similar percentage of residents are satisfied with the handling of anti-social behaviour (47%), although 40% are dissatisfied.

Residents of Hounslow are the most satisfied with these neighbourhood aspects, although those in Ealing are marginally more satisfied with the handling of anti-social behaviour. Residents in Hillingdon are the least satisfied, aside from with the upkeep of the communal areas.



# Responsible Neighbourhood Management





**Respectful & Helpful Engagement**



# Respectful & Helpful Engagement

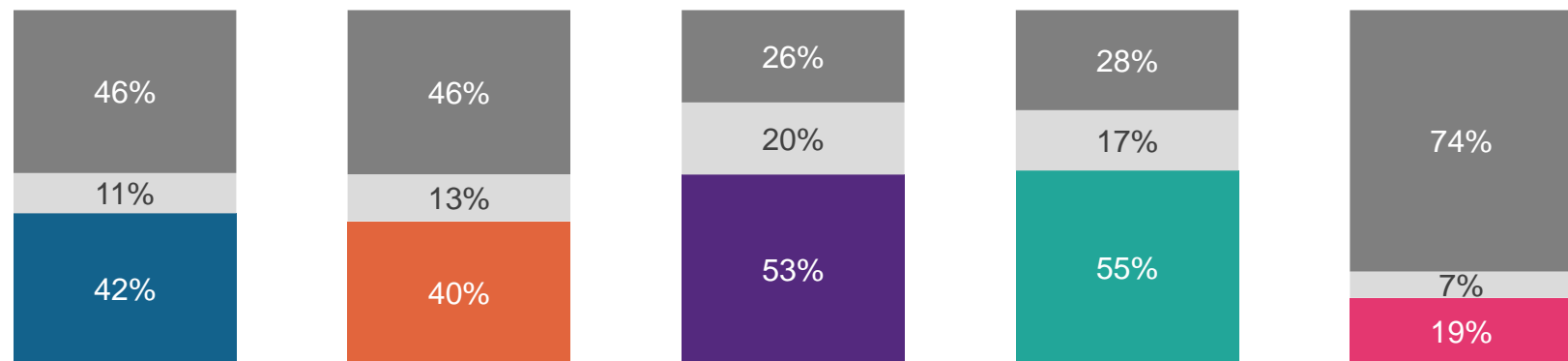
Just four out of ten residents find Karibu Community Homes easy to deal with (42%), with more finding it difficult (46%).

However, more residents feel their landlord keeps them informed about things that matter to them (55%) and treats them fairly and with respect (53%).

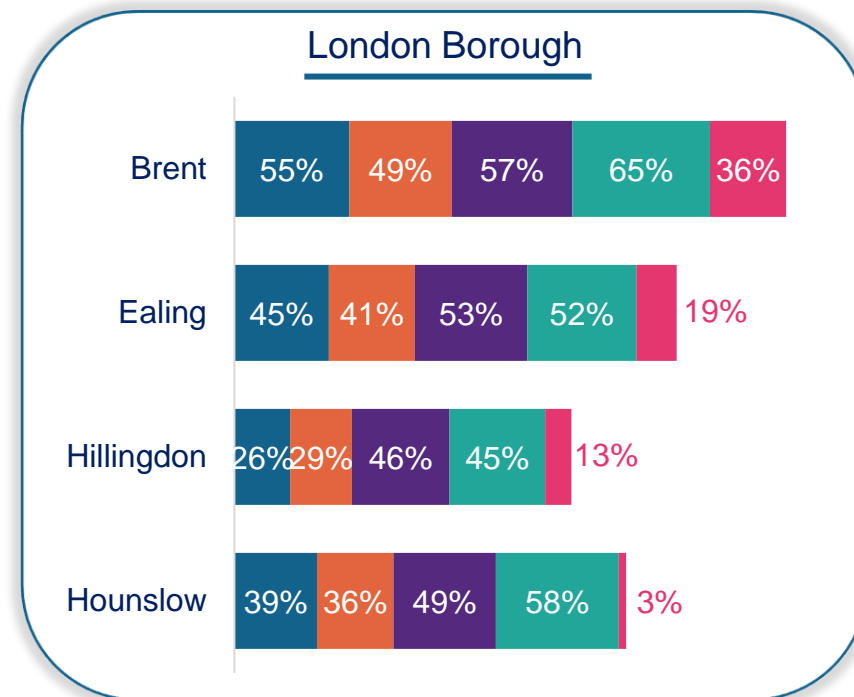
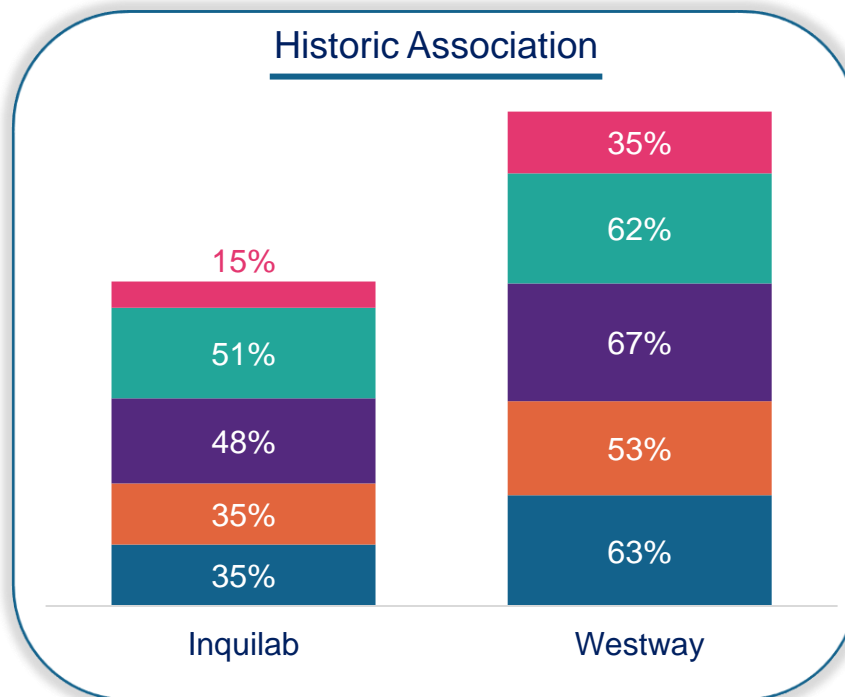
Fewer are satisfied that their views are listened to and acted upon (40%), with more dissatisfied (46%).

Nearly half the residents (47%) said they had made a complaint to their landlord in the last 12 months, although it is not clear how many of these are genuine complaints following a failure of service or service requests yet to be fully addressed. This is an issue recognised by the Housing Ombudsman who is expected to issue guidance on this in due course. Despite this caveat, just 19% of residents are satisfied with the way their complaint was handled and considerably more are dissatisfied (74%).

It is unclear whether this dissatisfaction is linked to the outcome of the complaint, its handling or a combination of both, so some landlords have started to add further questions to tease this out; something Karibu may wish to consider in future surveys.



Easy to deal with (562) Listens & Acts (497) Treats fairly & with respect (525) Keeps you informed (495) Complaints handling (257)





# Improvement Suggestions



# Improvement Suggestions

Residents were asked what one thing their landlord could improve, and 514 residents gave comments.

This includes 8% of residents who gave positive comments about the current services provided, and a further 5% who had no suggestions, perhaps also feeling no improvements are necessary.

Perhaps not surprisingly, the repairs service attracted the most comments, although this was followed closely by customer services and communications.

The ongoing concerns about outstanding repairs and the time taken to complete repairs received the most comments, whilst some residents would like their landlord to listen to them more carefully and treat them with a little more care, empathy and support when they make contact.

The remaining comments cover a wide range of issues, including the condition of residents' properties, the upkeep of the communal areas and safety and security.

Examples of the comments in full are shown on the following page and give further insight into the key areas where residents would like improvements to be made.

## Categories



Number of respondents: 514



# Improvements to Service – Comments

## Day to day repairs

*“Carry out the repair service properly as they do not do them.” (Inquilab).*

*“Communicate time scales for repairs.” (Inquilab).*

*“They need to come and check that the works carried out are done adequately because they don’t follow up.” (Inquilab).*

*“Like act on the repairs more promptly and listen to the tenants, come round more often and take in what we are saying and use better contractors that aren’t going to do cheap work.” (Inquilab).*

*“Learning how to communicate and get the job done properly.” (Westway).*

*“When repairs need doing, to get them done as quick as possible.” (Westway).*

*“It takes too long to do repairs and to update the building’s facilities.” (Westway).*

*“Perhaps they could chase up their suppliers once they have booked in a repair and make sure that the work has been carried out to a high standard and promptly.” (Westway).*

## Customer service & contact

*“It takes a length to get through to anybody on the telephone. When I did speak with them, they left me hanging on the telephone.” (Inquilab).*

*“They need to have someone that’s assigned to each building as a point of contact, everything is automated and it’s not good.” (Inquilab).*

*“I feel like they are understaffed and the staff they have are not trained properly. The level of customer service is atrocious.” (Inquilab).*

*“Answer the phone.” (Inquilab).*

*“Westway needs to build better communication with tenants as they have not been helpful at all.” (Westway).*

*“They need to change their approach to dealing with issues. Stop giving excuses and blaming it on to other departments. Everything is too difficult with them.” (Westway).*

*“Just for them to do what they say they will do.” (Westway).*

## Communications & information

*“They should listen to their residents with concern.” (Inquilab).*

*“Communicate with the residents. Come to the building to see how bad it is.” (Inquilab).*

*“Improve better communication with tenants, and actually meet them sometimes.” (Inquilab).*

*“They need to communicate. They need to take residents’ complaints seriously and take action.” (Inquilab).*

*“Come and visit us more often and listen to our problems.” (Westway).*

*“There should be leaflets/Westway magazines that include contact information to contact for repairs (updated version).” (Westway).*

*“Listen and understanding tenants.” (Westway).*

*“Hold meetings in community centre Lancaster road as we did a long time ago.” (Westway).*

## Other issues

*“Letter to all tenants regarding the bin area, tell tenants to be more considerate. This area can be very messy.” (Inquilab).*

*“Well, they could do, well they won’t decorate your rooms, internal decorations but they don’t do it.” (Inquilab).*

*“Keep the communal areas better maintained.” (Inquilab).*

*“I think they are perfect.” (Inquilab).*

*“Upgrading and maintaining the properties because we’re paying a service charge. If I’m paying a service charge for someone to come and just Hoover, what’s the point? I could do that myself.” (Westway).*

*“Stop all parking on pavements blocking pushchairs and wheelchair users using them. Stop people parking vans and cars parking on allocated spaces for tenants- flat numbers faded.” (Westway).*

*“Maintenance. The lift.” (Westway).*

*“They are already very helpful; I like it as it is.” (Westway).*



# Understanding Satisfaction





# Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

Satisfaction ranges from 19% to 56%, whilst dissatisfaction ranges from 26% to 74%.

There are four measures where more residents are dissatisfied than satisfied, so clearly, Karibu has some way to go in terms of improving satisfaction. These measures are the handling of complaints, how residents' views are listened to and acted upon, the home being well maintained and the landlord being easy to deal with.

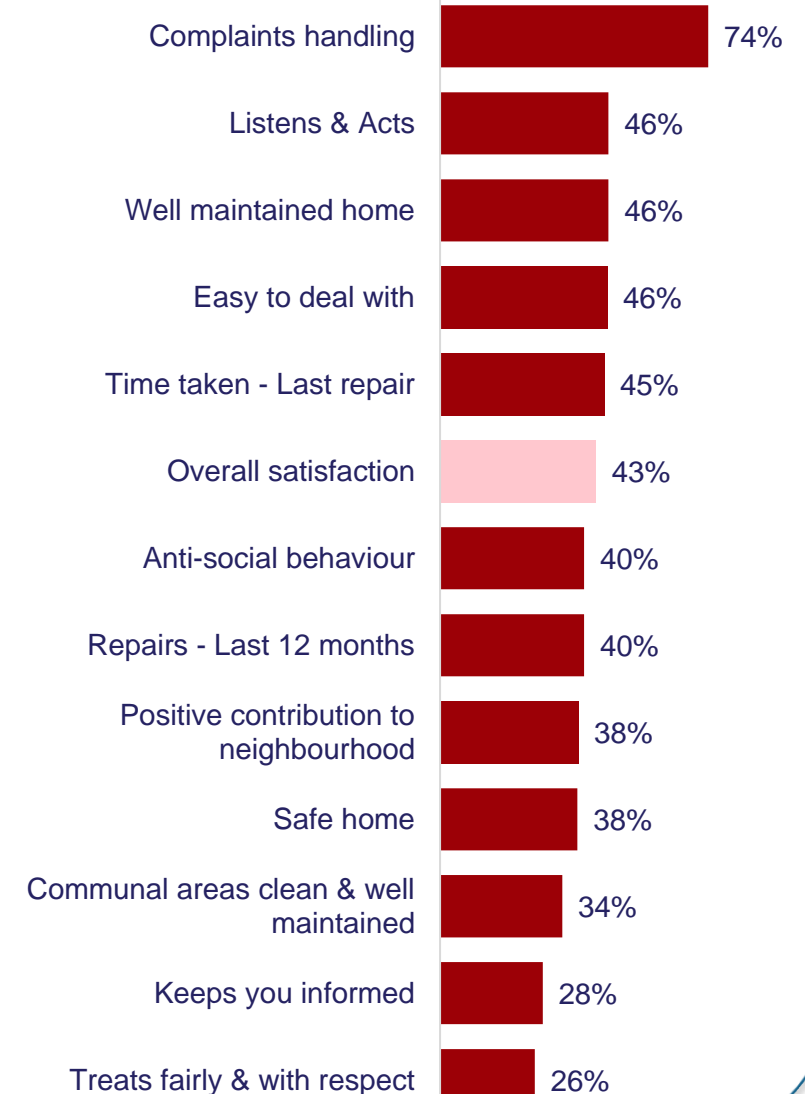
Overall satisfaction is at 46% with almost as many residents dissatisfied (43%).

This represents a high level of dissatisfaction and will be one of the challenges facing Karibu Housing Association following the merger.

## Satisfaction with measures



## Dissatisfaction with measures



# Key Driver Analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for residents' overall satisfaction.

When combining all the results from the Inquilab and Westway surveys, the most important driver for residents' satisfaction with the overall service is that Karibu Community Homes provides a well maintained home, followed by how residents are kept informed about things that matter to them. Treating residents fairly, the overall repairs service in the last 12 months and the provision of a safe home are also important, but not as influential.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided by Karibu.

## Key Driver Analysis – Overall Satisfaction



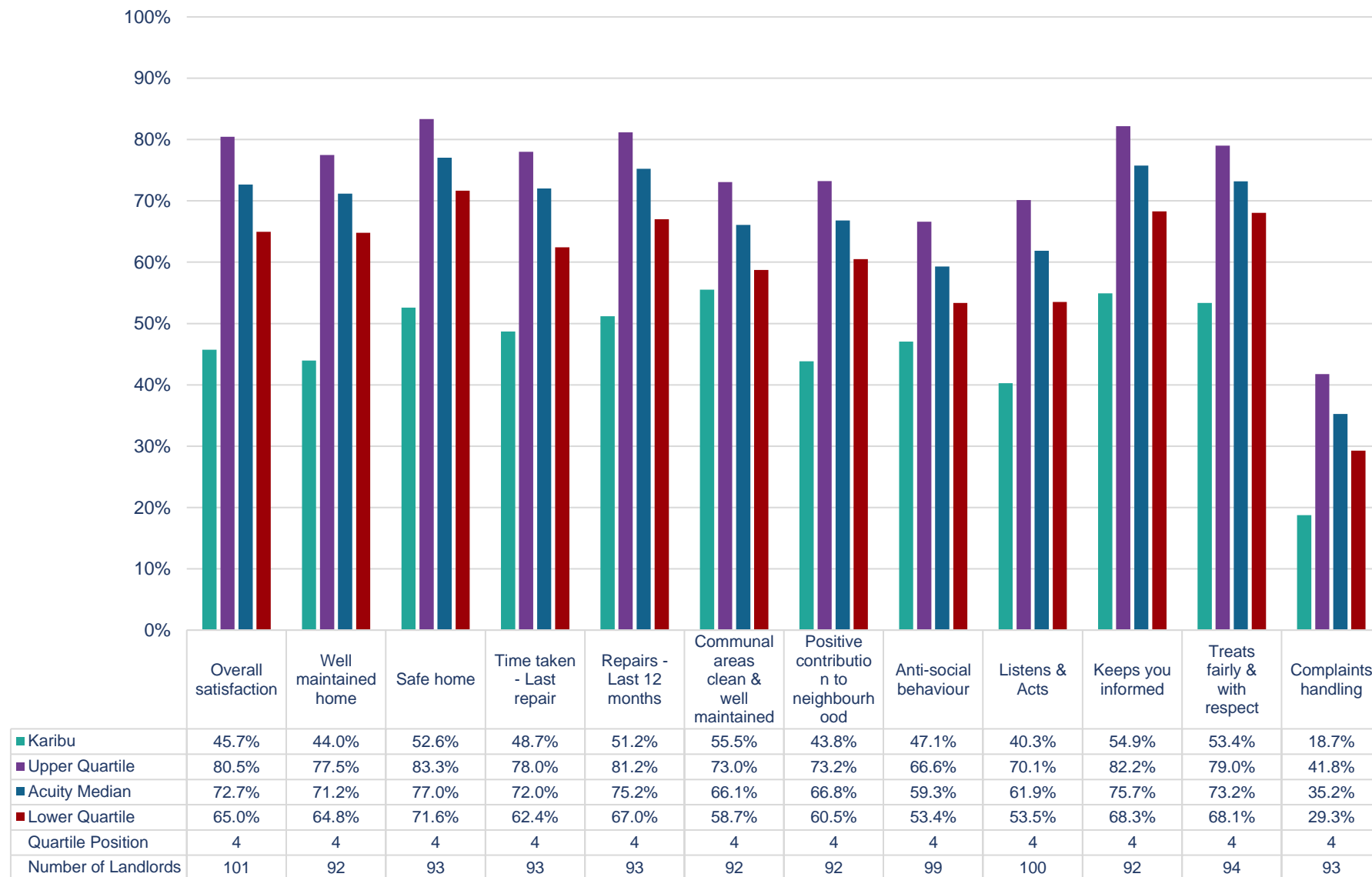
# Benchmarking – Acuity Clients (LCRA)

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q3 2023/24, alongside the Karibu results for LCRA residents.

All of Karibu Community Homes' ratings are below the median, and all are in the lower quartile.

Whilst there are around 100 landlords in this benchmarking group, they vary in terms of their type, size and location, so do not directly match the characteristics of Karibu. However, as landlords start to submit their TSM results to the Regulator and publish results to their residents, a large bank of information will start to build up allowing more accurate and robust benchmarking, although this does help to provide some context to the results.

Satisfaction Levels Acuity Median Q1 – Q3 23/24

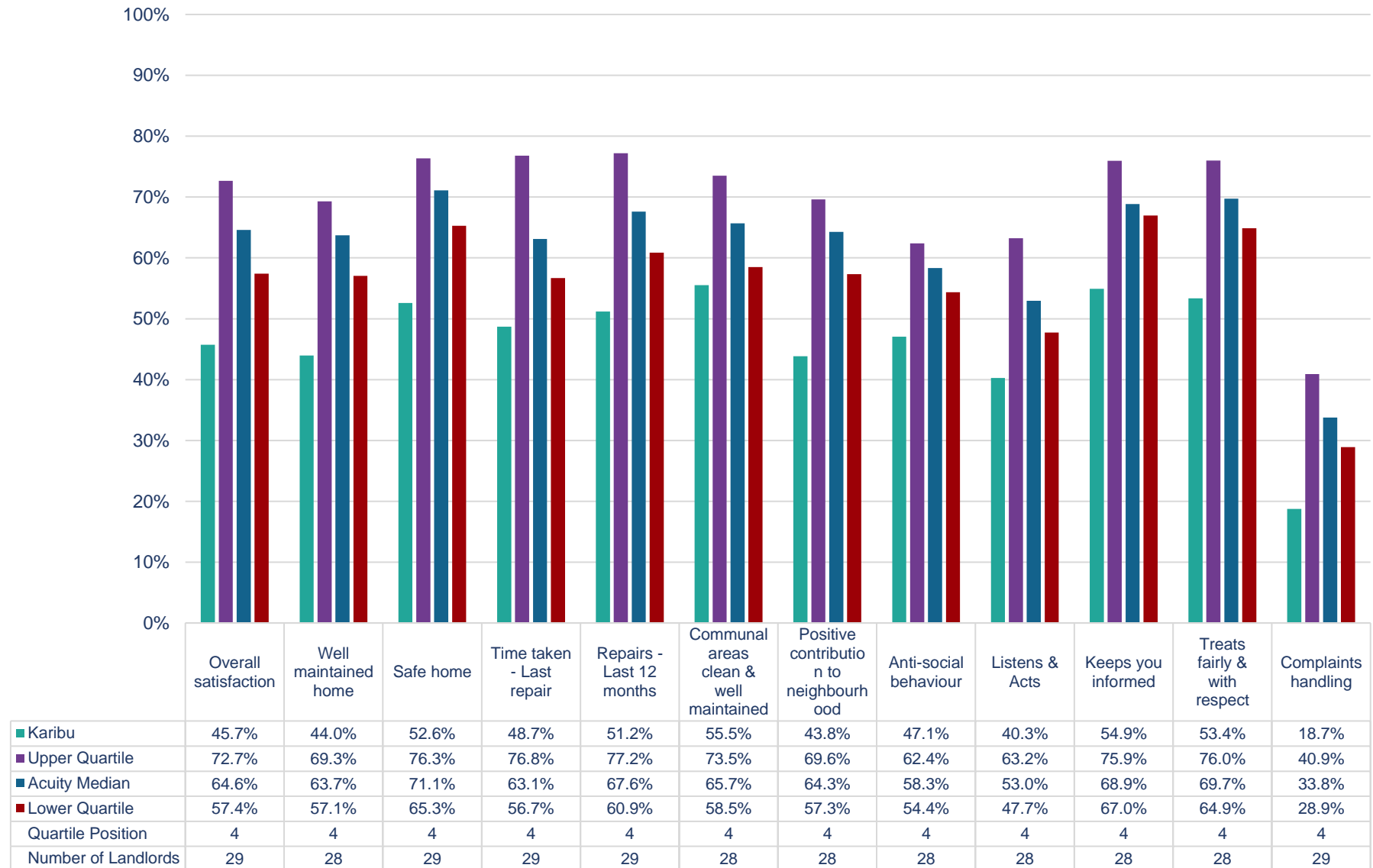


# Benchmarking – Acuity Clients (LCRA, London)

## Satisfaction Levels Acuity Median Q1 – Q3 23/24

Given that Karibu operates in London, it is, perhaps, more appropriate to compare the results against just landlords operating in the capital. There is some evidence to suggest there is a 'London bias' with landlords seeing satisfaction levels up to 5% lower.

Despite this, all of Karibu's results remain in the lower quartile and this helps to outline the challenges ahead to provide a better service to its residents.



# National Context

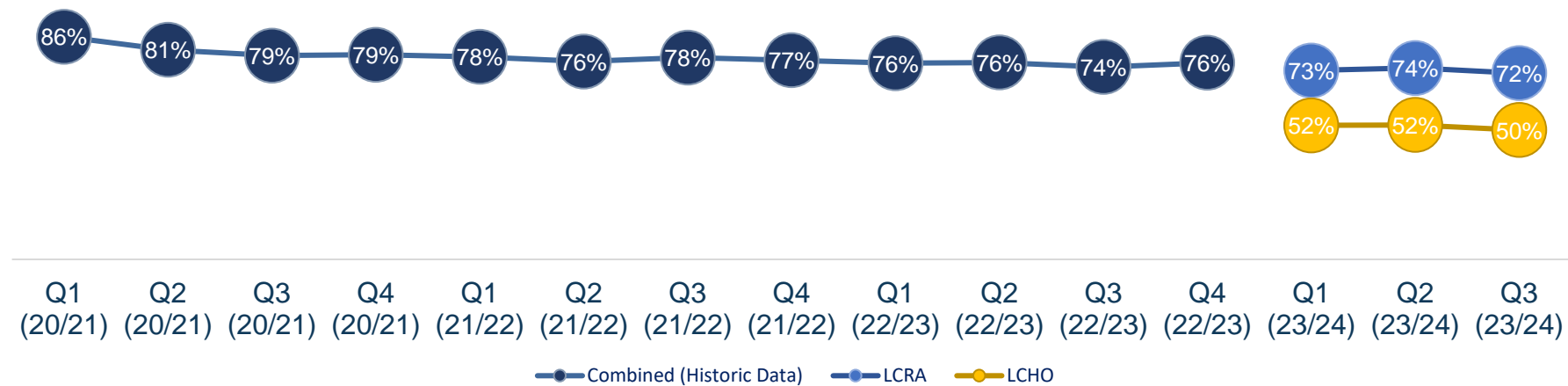
When considering the results, it is important the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the Economy

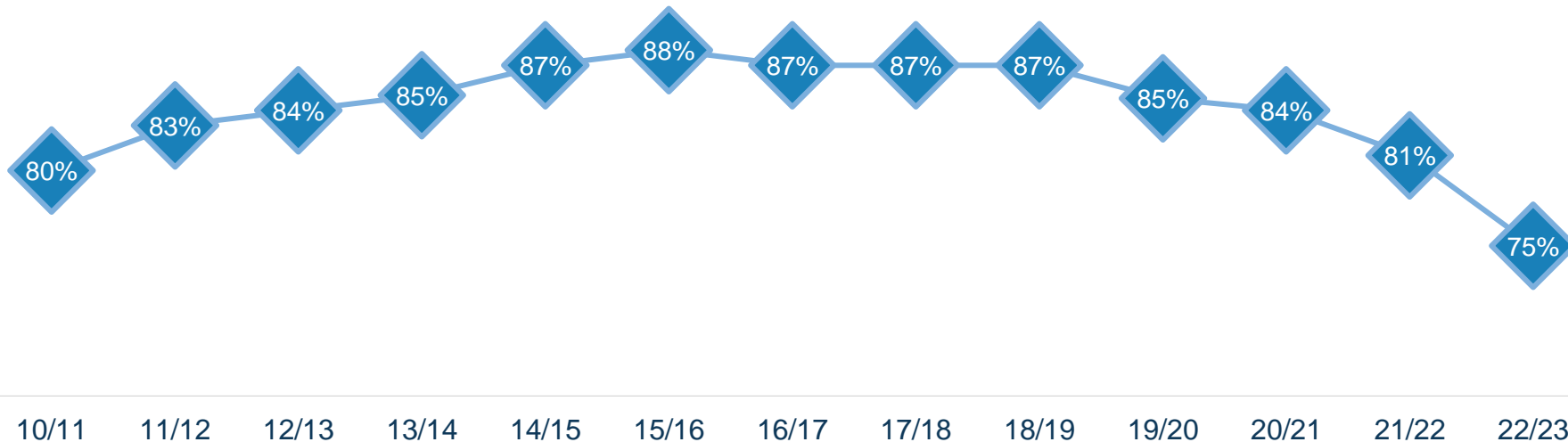
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members with a peak in 2015/16 but a slow decline since. This started even before the disruption caused by the pandemic.

## Overall Services (Acuity Clients)



## Satisfaction with services provided (NHF/Housemark median - general needs)



# Legacy Association

Throughout this report, on the key metrics, the differences in satisfaction between the residents of the former Westway and Inquilab Housing Associations have been shown, and this chart summarises these.

The residents who were with Westway are consistently more satisfied than their counterparts with Inquilab.

This is demonstrated with overall satisfaction, where 59% of former Westway residents are satisfied compared with 40% for Inquilab.

The differences on some measures are quite small but on the landlord being easy to deal with, 28% more from Westway are satisfied and 18% more feel their landlord listens to their views and acts upon them.

As the new Karibu starts to pull together the services from both Associations, the initial challenge will be at least to bring the satisfaction of the former Inquilab residents up to those of Westway.



	Inquilab	Westway
Overall satisfaction	40%	59%
Well maintained home	39%	55%
Safe home	51%	56%
Repairs - Last 12 months	46%	62%
Time taken - Last repair	42%	62%
Communal areas clean & well maintained	57%	52%
Positive contribution to neighbourhood	41%	50%
Anti-social behaviour	40%	58%
Easy to deal with	35%	63%
Listens & Acts	35%	53%
Keeps you informed	51%	62%
Treats fairly & with respect	48%	67%
Complaints handling	15%	35%

Base: Inquilab = 349, Westway = 219

## RSH Stock Type

The report uses the results from all property types, but these are split out here. The vast majority of respondents are from LCRA properties, with a small number of LCHO homes. There is also one property where the status is unknown, but that is not shown here.

It is common that LCHO residents are consistently less satisfied than those in LCRA homes. While this is true to a point here, the LCHO residents are more satisfied with the safety of their home, the upkeep of the communal areas, the positive contribution made by their landlord to the neighbourhood, how anti-social behaviour is handled and that they are treated fairly and with respect.

This is unusual and the low numbers involved may contribute to this.



	LCRA	LCHO
Overall satisfaction	46%	29%
Well maintained home	44%	29%
Safe home	53%	83%
Repairs - Last 12 months	51%	0%
Time taken - Last repair	49%	17%
Communal areas clean & well maintained	56%	57%
Positive contribution to neighbourhood	44%	67%
Anti-social behaviour	47%	75%
Easy to deal with	43%	29%
Listens & Acts	40%	29%
Keeps you informed	55%	29%
Treats fairly & with respect	53%	57%
Complaints handling	19%	0%

Base: LCRA = 560, LCHO = 7, Unknown = 1

# Tenure Type

Karibu also has a number of different tenure types, and the main ones are shown here.

Residents on an assured tenancy and a social rent are the most satisfied, although those on affordable rents have very similar levels of satisfaction.

However, the residents paying intermediate rents are consistently less satisfied, with just 35% being satisfied with the overall service provided compared with 46% of those with assured tenancies.

	Affordable	Assured	Intermediate
Overall satisfaction	44%	46%	35%
Well maintained home	45%	44%	30%
Safe home	50%	53%	36%
Repairs - Last 12 months	47%	53%	33%
Time taken - Last repair	47%	49%	33%
Communal areas clean & well maintained	53%	57%	33%
Positive contribution to neighbourhood	45%	44%	25%
Anti-social behaviour	46%	48%	25%
Easy to deal with	42%	43%	30%
Listens & Acts	40%	40%	32%
Keeps you informed	53%	56%	29%
Treats fairly & with respect	45%	55%	48%
Complaints handling	15%	20%	13%

Base: Affordable = 58, Assured = 465, Intermediate = 23, Managed = 6, Secure = 8, Shared = 7, UNKNOWN = 1





# Age Group

It is common in surveys of this type that satisfaction increases with age, and this largely appears to be the case for Karibu.

The most satisfied age group are residents aged 60 to 64; 56% being satisfied with the overall service provided. This age group also has the highest satisfaction on seven of the remaining measures.

The 75 to 84-year-olds also have relatively high satisfaction and are the most satisfied with the safety of their home, the positive contribution their landlord makes to the neighbourhood and how anti-social behaviour is handled.

In contrast, just 24% of residents aged 25 to 34 are satisfied overall, and this group is the least satisfied on all but one of the measures in the survey.

	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84
Overall satisfaction	24%	46%	41%	41%	56%	48%	47%
Well maintained home	24%	39%	40%	48%	48%	46%	44%
Safe home	28%	47%	53%	55%	55%	58%	62%
Repairs - Last 12 months	28%	45%	50%	48%	59%	50%	46%
Time taken - Last repair	35%	48%	42%	49%	60%	44%	52%
Communal areas clean & well maintained	37%	56%	55%	46%	68%	57%	54%
Positive contribution to neighbourhood	29%	39%	43%	37%	49%	55%	59%
Anti-social behaviour	34%	41%	52%	35%	52%	58%	64%
Easy to deal with	23%	38%	38%	37%	47%	48%	39%
Listens & Acts	23%	34%	33%	38%	52%	47%	40%
Keeps you informed	32%	54%	54%	50%	63%	61%	58%
Treats fairly & with respect	34%	50%	51%	52%	62%	53%	58%
Complaints handling	18%	16%	13%	14%	16%	27%	23%

Base: 0 - 24 = 4, 25 - 34 = 42, 35 - 44 = 79, 45 - 54 = 125, 55 - 59 = 96, 60 - 64 = 59, 65 - 74 = 69, 75 - 84 = 24, UNKNOWN = 70



# London Borough

Karibu now has properties in a number of London Boroughs and those where ten or more residents responded to the surveys are shown here.

The most satisfied residents with the overall service from their landlord are based in Westminster (69%), although it is those in Hammersmith and Kensington & Chelsea who are generally the most satisfied when considered across the range of measures.

The residents of Harrow are consistently the least satisfied, with just 24% being satisfied overall.

Many of the differences are linked to the former landlord, with Harrow properties exclusively being owned previously by Inquilab and it also owns almost all in Hillingdon. Whereas Hammersmith and almost all in Kensington & Chelsea are Westway properties.



	Brent	Ealing	Enfield	Hammersmith	Harrow	Hillingdon	Hounslow	Kensington and Chelsea	Slough	Westminster
Overall satisfaction	49%	48%	61%	68%	24%	37%	43%	56%	42%	69%
Well maintained home	54%	42%	56%	57%	34%	36%	39%	58%	46%	54%
Safe home	48%	53%	50%	64%	39%	48%	59%	64%	54%	50%
Repairs - Last 12 months	68%	51%	58%	69%	38%	41%	39%	69%	39%	65%
Time taken - Last repair	62%	47%	58%	63%	29%	39%	49%	63%	33%	65%
Communal areas clean & well maintained	50%	48%	42%	61%	40%	55%	87%	52%	63%	65%
Positive contribution to neighbourhood	51%	43%	33%	57%	38%	36%	53%	56%	33%	50%
Anti-social behaviour	37%	51%	50%	63%	27%	34%	49%	60%	59%	55%
Easy to deal with	55%	45%	53%	67%	24%	26%	39%	63%	46%	65%
Listens & Acts	49%	41%	39%	63%	27%	29%	36%	52%	46%	48%
Keeps you informed	65%	52%	42%	80%	43%	45%	58%	69%	50%	74%
Treats fairly & with respect	57%	53%	68%	65%	32%	46%	49%	70%	56%	76%
Complaints handling	36%	19%	33%	43%	11%	13%	3%	47%	21%	22%

Base: Barnet = 6, Brent = 59, Ealing = 142, Enfield = 19, Hammersmith = 28, Harrow = 38, Hillingdon = 109, Hounslow = 58, Kensington and Chelsea = 48, Kingston-Upon-Thames = 2, Richmond = 6, Slough = 26, Westminster = 26, UNKNOWN = 1

## Response Method

The surveys for the different Associations were conducted a little differently, with Inquilab nearly all carried out by telephone interview (346) and just three completed online. In contrast, for Westway, 97 were completed by post, 80 online and 42 by telephone.

The table opposite shows that residents who completed their survey by phone are consistently less satisfied than those using the other methods. However, as shown above, this is likely to be because these will primarily be made up of residents from the former Inquilab, who as we have shown are less satisfied.

Similar surveys with other social landlords commonly show that residents completing the survey online are less satisfied, often put down to younger residents choosing this method.

However, here is a far more mixed picture so drawing conclusions from this is difficult.



	Postal	Online	Telephone
Overall satisfaction	65%	59%	41%
Well maintained home	55%	60%	40%
Safe home	55%	57%	52%
Repairs - Last 12 months	59%	69%	46%
Time taken - Last repair	58%	65%	44%
Communal areas clean & well maintained	47%	52%	58%
Positive contribution to neighbourhood	48%	51%	42%
Anti-social behaviour	60%	53%	42%
Easy to deal with	64%	69%	35%
Listens & Acts	52%	58%	35%
Keeps you informed	62%	58%	53%
Treats fairly & with respect	65%	68%	49%
Complaints handling	47%	19%	15%

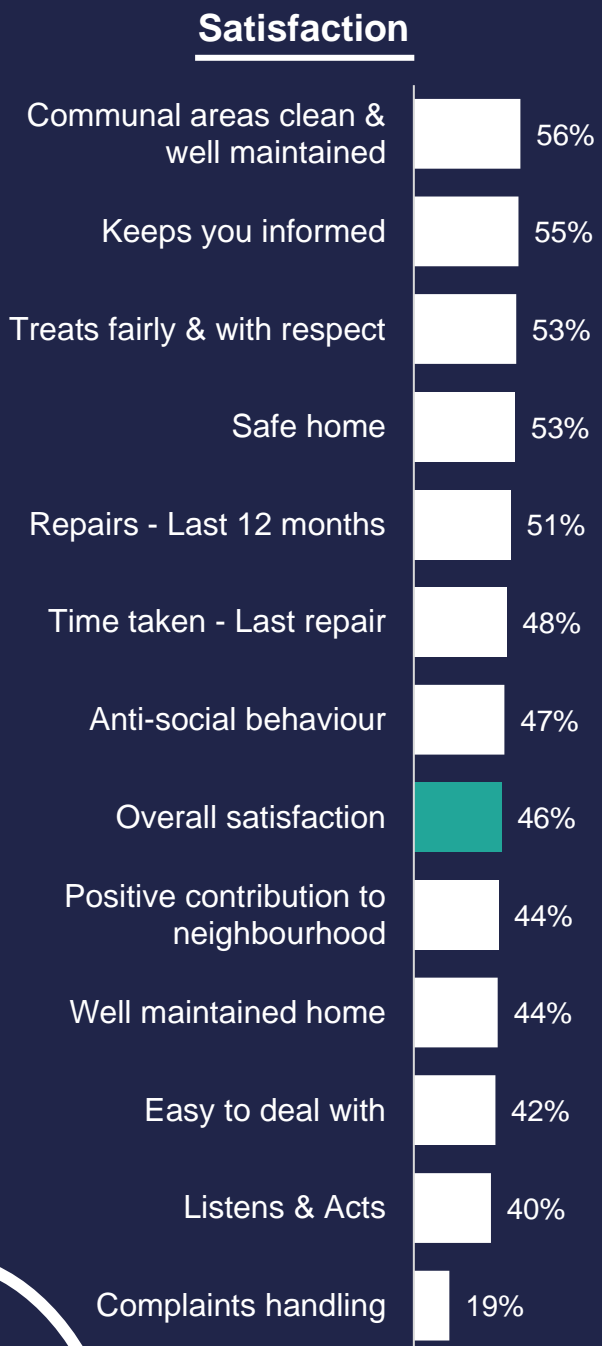
Base: Postal = 97, Online = 83, Telephone = 388



# Summary of Results



# Summary of Results



This report pulls together the results from the previous surveys carried out with the residents of the former Westway and Inquilab Housing Associations, who have merged to form Karibu Housing Association. The new organisation wanted a baseline from which to start and to compare future surveys against, with the results and comments made by residents helping to set out the challenges ahead for the new organisation.

Overall, the results are moderate only and do not compare well with other landlords who have used the TSMs to date, being in the lower quartile on all measures against London-based landlords and the wider group. Overall satisfaction is 46%, although almost as many residents are dissatisfied. The highest levels of satisfaction are for the upkeep of the communal areas, keeping residents informed, treating residents with respect and providing a safe home. However, all these measures received less than 60% satisfaction. At the other end of the scale, is the ease of dealing with the landlord, listening to residents' views and acting upon them and handling complaints.

Correspondingly, dissatisfaction is high, with 43% of residents dissatisfied with the overall service provided and four measures having more residents dissatisfied than satisfied, these being the handling of complaints, listening to views, providing a well maintained home and being easy to deal with.

The key drivers for overall satisfaction are the provision of a well maintained home and keeping residents informed. The benchmarking results also suggest that there is still some way to go for Karibu's ratings to compare well with other social landlords.

When asked what could be improved, the residents cited repairs and customer services. In particular, residents want outstanding repairs to be dealt with and repairs completed quicker, for access to be easier, for staff to show more care and support and to listen to residents' concerns more carefully. These comments are a good starting point to show where the challenges lie and how they could be tackled.

The report also demonstrates that residents of the former Westway Association are consistently more satisfied than those from Inquilab, residents on intermediate rents are less satisfied than those of other tenures, satisfaction does tend to increase with age and residents in Hammersmith, Kensington & Chelsea are generally the most satisfied, with those in Harrow the least.

# Recommendations

Karibu Community Homes is a new organisation formed on 1 April 2024 from a merger of the former Westway and Inquilab Housing Associations.

This report pulls together the previous surveys from both organisations to act as a baseline for Karibu to use to compare future surveys against.

The individual surveys identified areas in need of improvement and this section tries to bring this together to act as pointers for Karibu to focus on in the coming months and years.

## **New organisation and challenges ahead**

The setting up of the new organisation presents many challenges and Karibu is committed to providing better services for its customers and investing in its homes as well as building new ones. There will be a lot of work to bring working practices and systems into line so that Karibu provides a consistent service. Initially, it needs to tackle the differences in satisfaction between the residents of the two former Associations and, at the very least, bring satisfaction levels from the former Inquilab residents up to those of Westway.

In addition, keeping residents informed and treating them with respect are key drivers for satisfaction, suggesting communication is key moving forward if Karibu wants to bring its residents with it as it changes and brings about improvements to service. However, the combined results do not compare well with other social landlords, showing the task ahead for Karibu. Below are some areas which it may wish to start with.

## **Repairs and maintenance / Well maintained home**

The key driver for overall satisfaction is that residents have a well maintained home, but satisfaction is only at 44% with more residents (46%) dissatisfied. Satisfaction with the repairs service is also relatively low; 51% satisfied with the service over the last 12 months and 48% with the timescales to complete repairs. When asked what the organisations could do to improve their services, residents frequently mention improvements to the repairs service, in particular the time taken to complete repairs and dealing with repairs which remain outstanding or appear to have been forgotten. Whilst these are issues common to many other social landlords, with pressure on costs and dealing with other priorities such as damp and mould in the homes, they are still a cause for frustration among many residents.

These are not issues that can be solved overnight and are likely to involve considerable investment to bring the homes up to standard, but in the meantime communication is key. Residents need to know what can be done and when and to be advised if there are delays or changes in service. Improving this aspect of the repairs service could be a good starting point for Karibu, showing residents it is serious about improving the service and their homes.

# Recommendations

This slide continues with suggestions for Karibu to look into at the start of their journey.

## Handling complaints

The handling of complaints is the lowest-performing metric in the survey, with far more residents dissatisfied (74%) than satisfied (19%). It is also very difficult to tell whether the complaints made are genuine or are service requests yet to be fully actioned. A problem faced by many since the introduction of this question in the TSMs and recognised by the Housing Ombudsman who is due to issue guidance on this in due course. Nonetheless, it is important that residents feel confident any complaint they make will be taken seriously and dealt with effectively and in good time. Karibu also needs to ensure it keeps up with all the changes around the handling of complaints and conforms with the Housing Ombudsman's Code of Practice. Clear communications around how to make a complaint and the complaints process are vital to increasing awareness and accessibility.

This is clearly an ongoing issue, not just for Karibu but for the sector generally. The addition of extra questions to tease out what is the main concern with the handling of complaints may be one way to help address this issue and is something Karibu should consider.

## Area differences

There are clearly some differences in satisfaction based on the area of London where residents live. Residents in Hammersmith and Kensington & Chelsea are generally the most satisfied, although it is those in Westminster who are the most satisfied overall. However, residents of Harrow are consistently less satisfied than those in other areas. Some of these differences could be linked to the legacy landlord or property type but it is important that Karibu understands the differences, perhaps by further surveys or contact with residents in these areas, to ensure the service delivery is consistent and improvements are targeted in the right areas.

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

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Housemark





## **TSMs derived from management information**

**BS01** - Proportion of homes for which all required gas safety checks have been carried out – 88.6

**BS02** – Proportion of homes for which all required fire risk assessments have been carried out – 100.00

**BS03** – Proportion of homes for which all required asbestos management surveys or reinspections have been carried out – 100.00

**BS04** – Proportion of homes for which all required legionella risk assessments have been carried out – 100.00

**BS05** – Proportion of homes for which all required communal passenger list safety checks have been carried out – 92.3

**NM01 (part 1)** Number of anti-social behaviour cases, opened per 1,000 homes – 27.2

**NM01 (part 2)** Number of ant-social behaviour cases that involve hate incidents opened per 1,000 homes – 0.0

**RP 01** – Proportion of homes that do not meet Decent Homes Standard – 0.0

**PR02 (1)** – Proportion of non-emergency responsive repairs completed within the landlord's target timescale – 4.2

**PR02 (2)** – Proportion of emergency responsive repairs completed within the landlord's target timescale – 0.7

**CH01(1)** - Number of stage 1 complaints received per 1,000 homes – 131.4

**CH02 (2)** – Number of stage 2 complaints received per 1,000 homes – 36.8

**CH02(1)** - Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales – 68.2

**CH02(2)** - Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales – 84.7