

Partners for Improvement in Islington

September 2025 Performance

Repairs completed on time

% of individual repairs completed
on time

99.45%

Target: 95%



Gas Supply

% of rented dwellings with
gas supply,
with CP12 under 1 year old

99.94%

Aim for 100%



How quickly we reply to your emails, letters and online forms

Standard correspondence answered
in under 10 working days

255 out of 261
97.70%



Complaints answered <10 working days

10 out of 11
90.91%



Target: 96%

Resident Satisfaction with Repairs

Resident Satisfaction with repairs **98.53%**

Target 75%*

* Calculated using resident responses from telephone surveysm Operative's DAs and returned satisfaction cards and email surveys.

Maximum 75% achievable for PDA's and Emails and Maximum 25% for Telephone Surveys.

Checking the Safety of your Communal Area

Communal Area Risk Assessments (CARAs)

773 carried out so far this year

Aim: 774 by 31 March 2026



% of CARA's Completed YTD **99.87%**