

## Partners for Improvement in Islington

## May 2025 Performance

### Repairs completed on time

% of individual repairs completed  
on time

**100 %**

**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

**210 out of 211**  
**99.53%**



Complaints answered <10 working days

**6 out of 6**  
**100%**



**Target: 96%**

### Resident Satisfaction with Repairs

Resident Satisfaction with repairs **100%**

**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)

**212** carried out so far this year

**Aim: 774 by 31 March 2026**



% of CARA's Completed YTD **27.39%**