

## Partners for Improvement in Islington

## March 2026 Performance

### Repairs completed on time

% of individual repairs completed  
on time

**99.83%**

**Target: 95%**



### Gas Supply

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

**99.82%**

**Aim for 100%**



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

Standard correspondence answered  
in under 10 working days

**237 out of 237**  
**100%**



Complaints answered <10 working days

**14 out of 14**  
**100%**



**Target: 96%**

### Resident Satisfaction with Repairs

Resident Satisfaction with repairs **75%**

**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%**