

## Partners for Improvement in Islington

## February 2026 Performance

### Repairs completed on time

% of individual repairs completed  
on time

**99.84%**

**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

**202 out of 203**

**99.51%**



Complaints answered <10 working days

**17 out of 18**

**94.4%**



**Target: 96%**

### Resident Satisfaction with Repairs

Resident Satisfaction with repairs **98.72%**

**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%**