



<b>What we asked our tenants about</b>	<b>Percentage of satisfied responses from Islington Council directly managed tenants</b>	<b>Percentage of satisfied responses from Partners tenants</b>
Overall satisfaction	64.3%	68%
Repairs	65.7%	65%
Time taken to complete most recent repair	63.5%	73%
Home is well maintained	66%	64%
Home is safe	69.4%	70%
Landlord listens to views and acts upon them	56.7%	63%
Landlord keeps tenants informed about things that matter	71.7%	72%
Agreement that landlord treats tenants fairly and with respect	75.5%	83%
Landlord's approach to complaints	25.6%	17%
Landlord keeps communal areas clean and well-maintained	64.3%	54% *Partners residents are responsible for communal area cleanliness
Landlord makes a positive contribution to neighbourhood	69.9%	63%
Landlord's approach to handling anti-social behaviour (ASB)	59.5%	63%