

BERNÍCIA



**Customer
Focused**



**Respect for
our People**



Leadership



Accountability



Performance Report – Quarter 4



**Delivering an
exceptional
housing service**

Section 1

Housing Management and Customer Service

This section covers:

- Income Management.
- Evictions, tenancy sustainment and safeguarding
- Anti-social behaviour.
- Lettings and Voids.
- Customer Service and Complaints.

Income Management – General Needs and Housing for Older People

Both collection rates and arrears have outperformed operational and business plan targets for 2021 / 22.

Comparing performance to 2020 / 21 the outturn for 2021 / 22 for collection rates is only marginally lower (100.02% compared to 99.69%) and arrears are slightly higher (3.83% compared to 3.95%) which, given the continuing challenging circumstances, is pleasing.

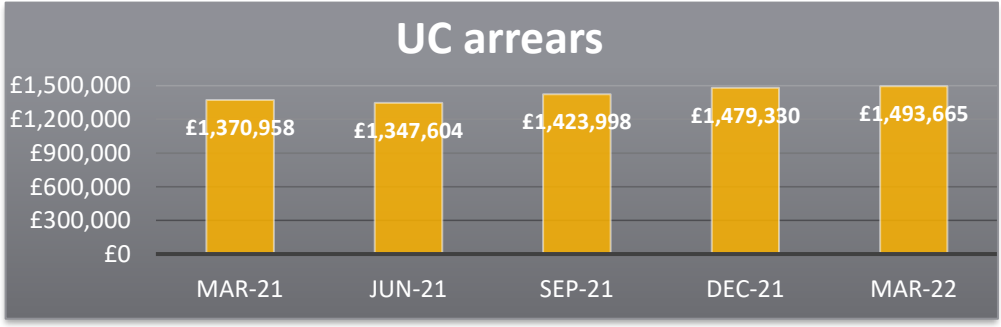
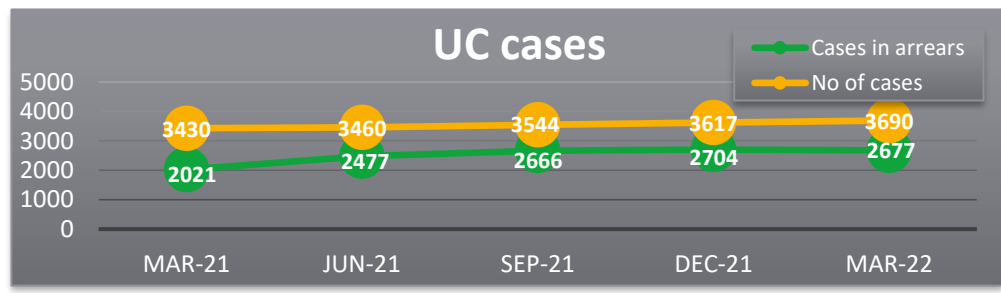
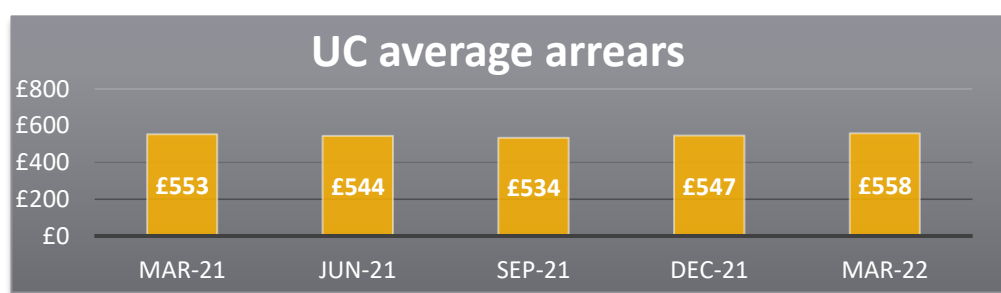
As we move into the new financial year, households will experience further pressures not least those attributable to the hike in energy prices. Therefore, we remain alert to hardship and impact this may have on the ability to pay.

In response to this, officers continue to expand their skills and experience to ensure the right balance between support and action is in place to mitigate risks to tenants who engage and to the business.

Transfers to former tenants at 0.22% remain well within operational target of 1%.

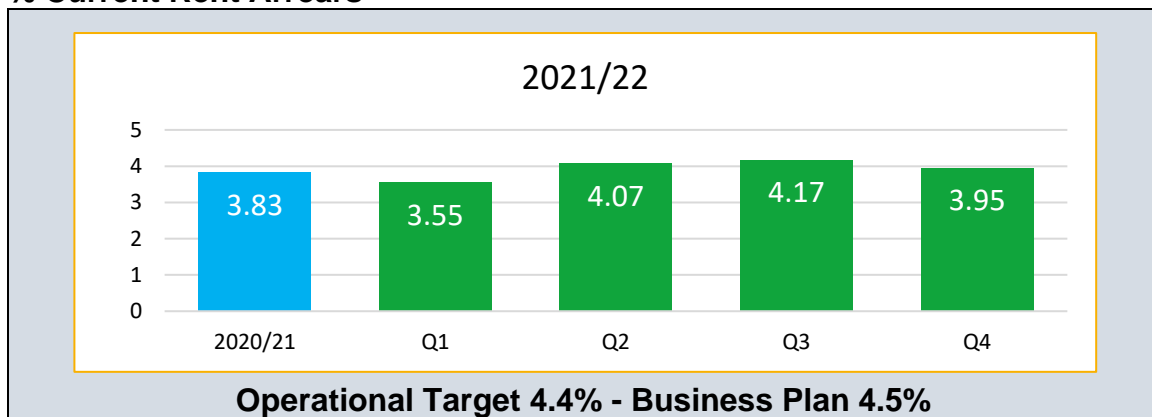
Void loss at 2.45% continues to creep up and is 0.32% higher than 2.12% at the end of 2020 / 21.

Universal Credit cases have increased slightly compared to last quarter. Cases have risen by 260 over the last year.

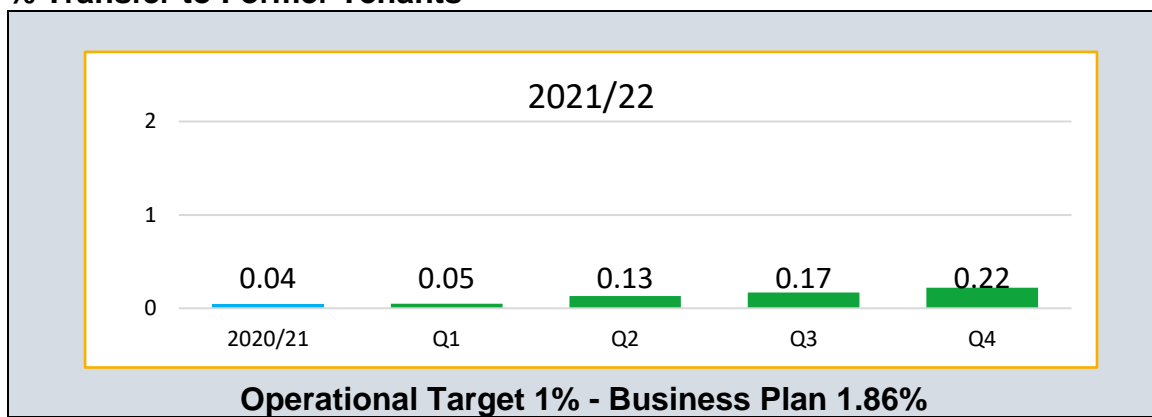


Rent – General Needs and Housing for Older People

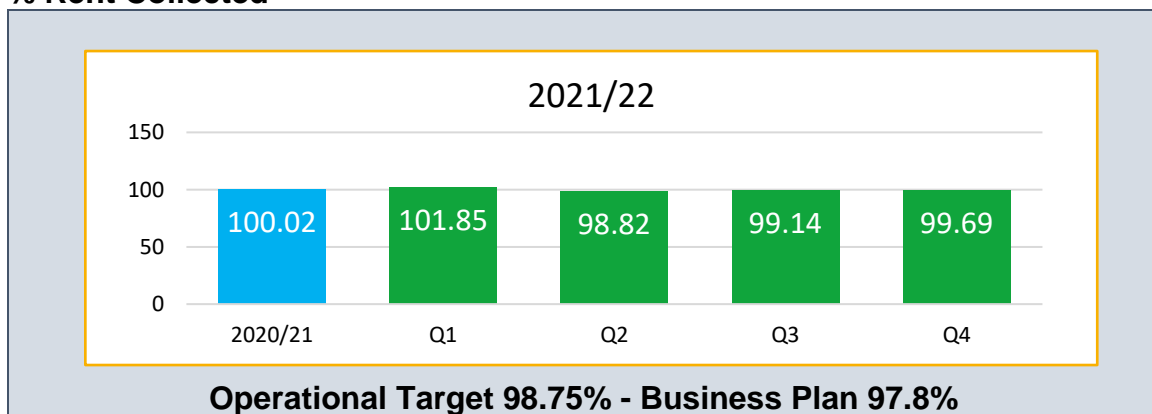
% Current Rent Arrears



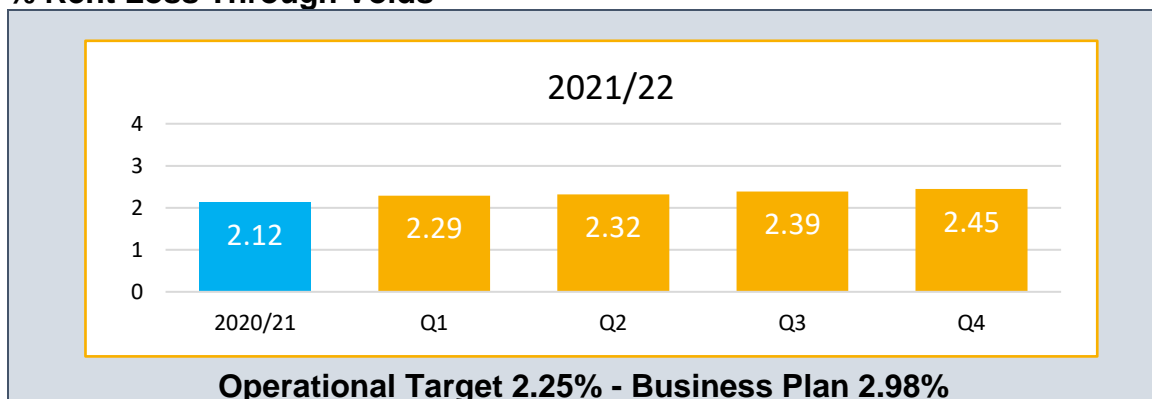
% Transfer to Former Tenants



% Rent Collected



% Rent Loss Through Voids



Income Management – Care and Support

At the end of 2021 / 22 arrears, collection rate and transfers to former tenants all exceed target.

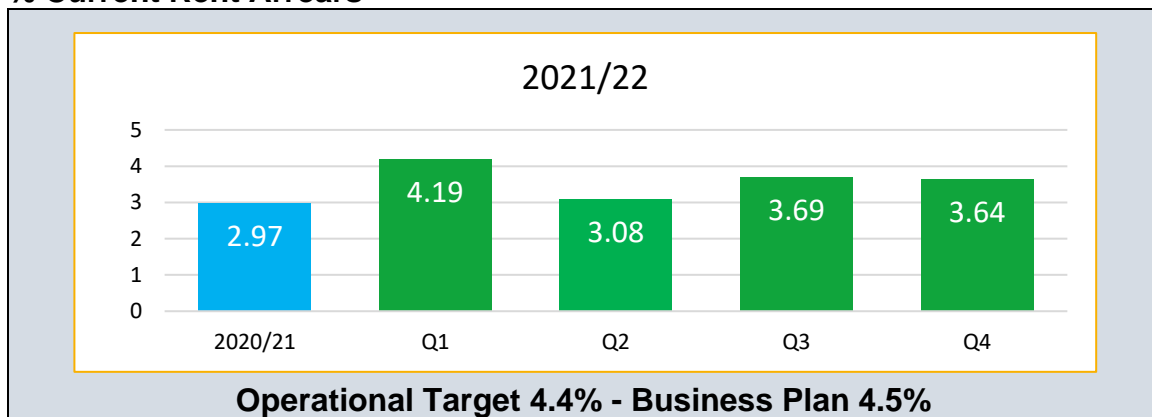
Members are aware of the factors that can impact both negatively or positively on the performance trajectory of the care and support portfolio.

Void loss at 3.3% remains above target and again is attributable to longer term vacancies in Bowmont House (extra care). At the end of quarter 4 there were 12 vacant apartments in Bowmont House, with the earliest vacancy dating back to April 2020.

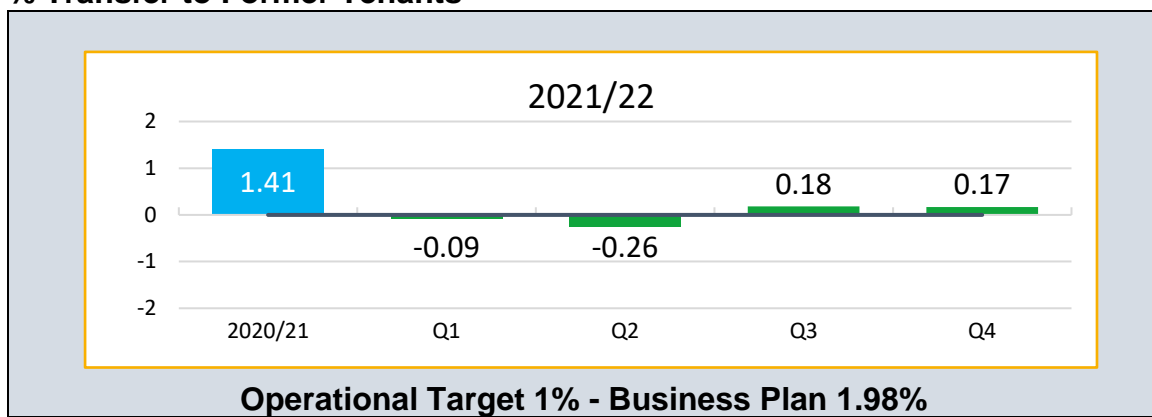
Working with Newcastle City Council, every effort is being made to reduce the number of vacancies in Bowmont House.

Rent – Care and Support

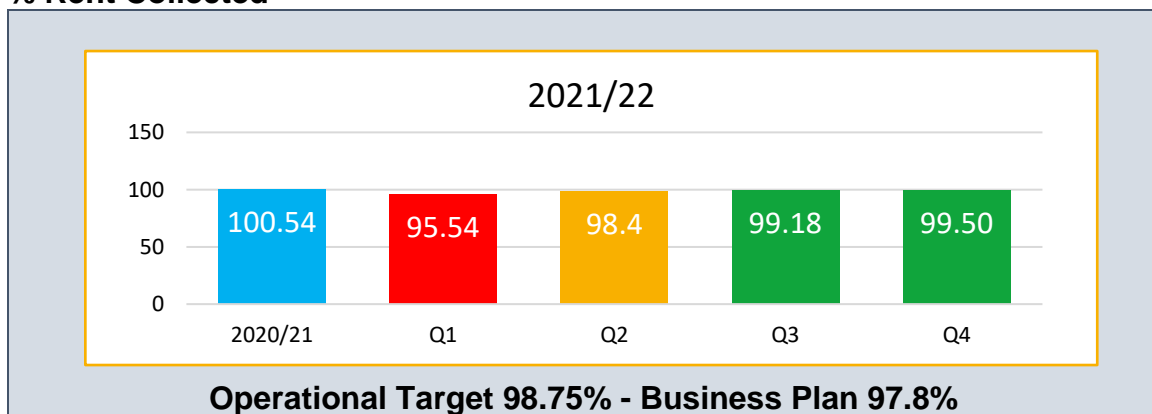
% Current Rent Arrears



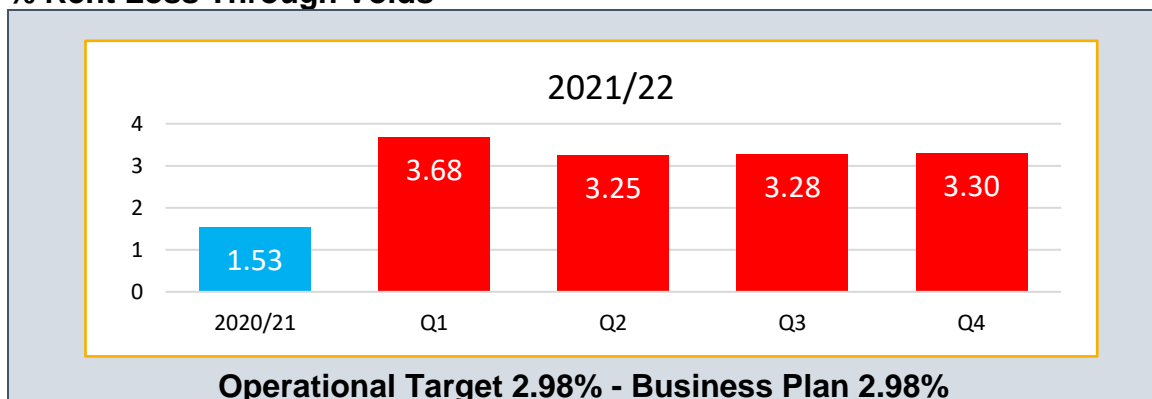
% Transfer to Former Tenants



% Rent Collected



% Rent Loss Through Voids



Eviction, tenancy sustainment and safeguarding

Evictions

There were 5 evictions executed in quarter 4. Evictions continue to be subject to a full proportionality / risk assessment which is signed off by a Director. Sign off is on the basis that the tenant has neither engaged nor paid. In total 8 evictions have taken place during 2021 / 22.

Intensive Housing Management

Positive outcomes from Intensive Housing Management intervention remains high at 74%. Despite a dip in quarters 3 and 4, during March successful outcomes rose to 89%, indicating a higher level of engagement which will hopefully continue

Tenancy sustainment	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to date
Cases closed	131	132	70	109	442
Tenancy managed successfully	100	111	43	73	327
Tenancy ended	7	2	3	5	17
None engagement / other	20	19	24	31	94
Tenancies sustained	76%	84%	61%	67%	74%

Safeguarding

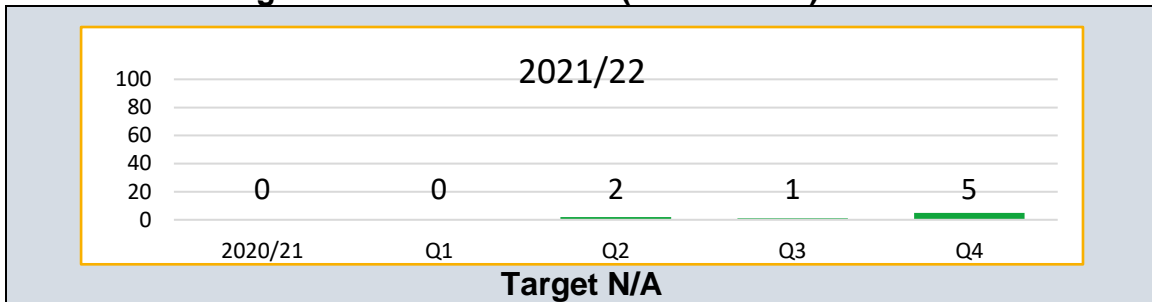
Safeguarding numbers and types of referrals are shown in the table below.

Type of Referrals made	Q1		Q2		Q3		Q4	
	Adults	Children	Adults	Children	Adults	Children	Adults	Children
Discrimination	1	0	2	0	2	0	0	0
Emotional	4	18	8	6	14	6	5	43
Self-Neglect	51	0	57	0	50	0	41	0
Sexual	0	0	1	0	1	0	0	1
Domestic Abuse	7	0	13	0	7	0	5	0
Physical	0	2	3	1	1	4	2	7
Neglect	6	43	6	60	5	51	4	213
Financial	11	0	7	0	6	0	3	0
Organisational	0	0	0	0	2	0	0	0
Total	80	63	97	67	88	61	60	264

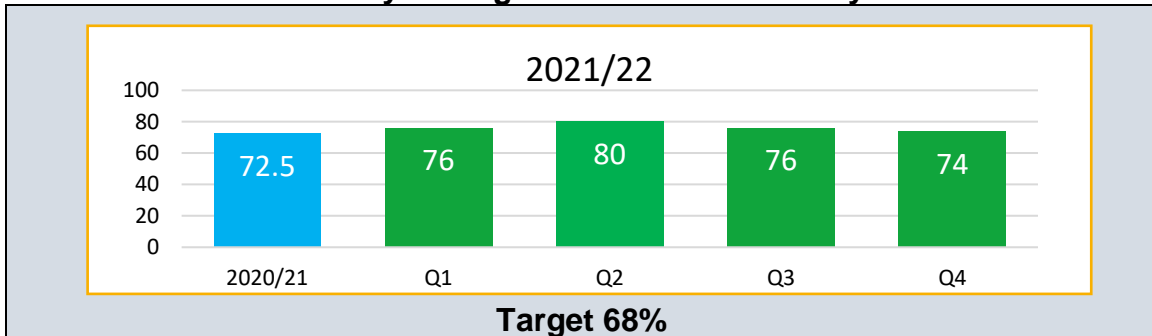
At the end of quarter 4 there were 41 adult cases open and 61 children's cases open.

Children safeguarding referrals continue to be high. As reported last quarter a significant number of referrals are resulting from the work of the Tenancy Compliance Team who are engaging with households on health and safety checks and inspections. The Committee will note a significant number of cases have been closed during the quarter but despite this, open cases are higher than quarter 3.

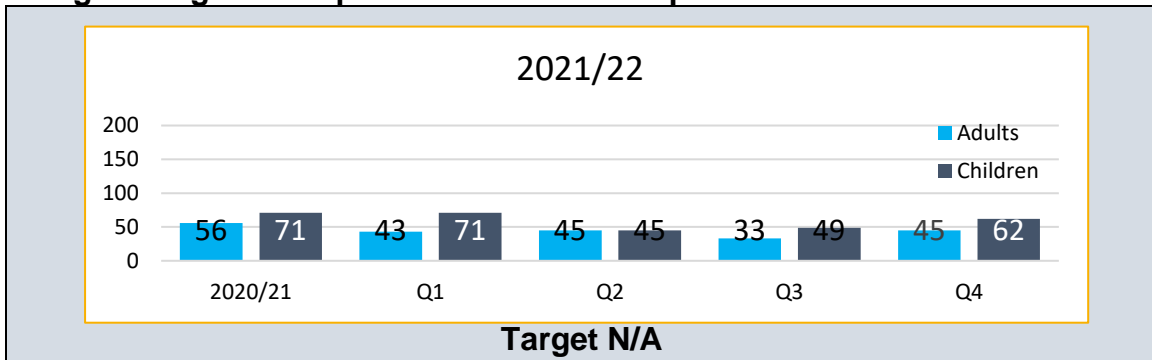
Tenancies ending as a result of eviction (rent arrears)



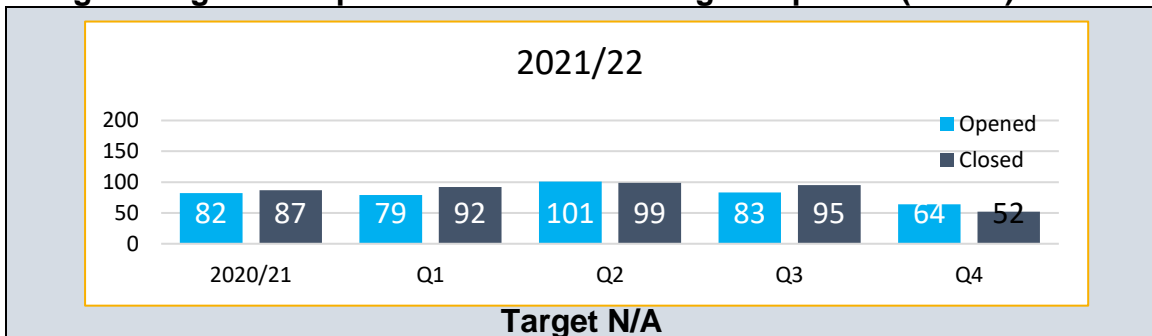
% Tenancies successfully managed after intervention by IHM



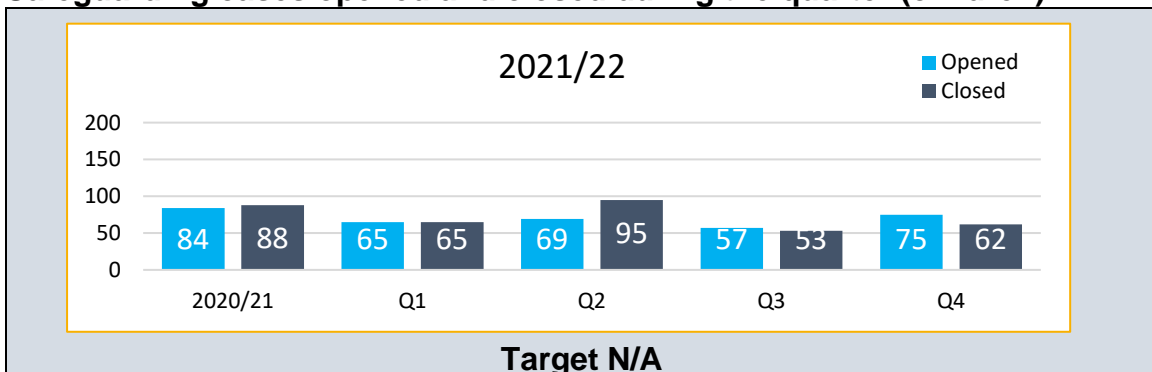
Safeguarding cases open at the end of the quarter



Safeguarding cases opened and closed during the quarter (adults)



Safeguarding cases opened and closed during the quarter (children)



Anti-social behaviour (ASB)

Good performance continues in case handling and resolution.

Unfortunately, 5 hate crimes were reported in the quarter, a brief summary is as follows:

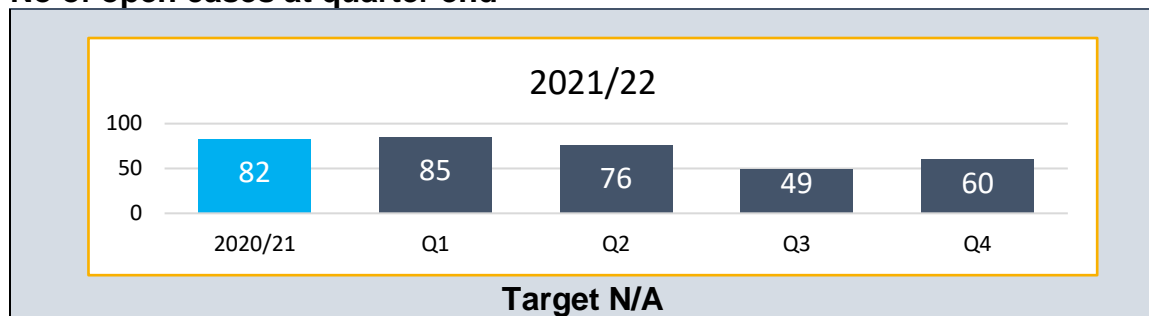
1. Allegation of racist voicemail from neighbour. No evidence could be provided and the parties are now reconciled. The case is now closed.
2. Racial abuse directed at a Bernicia contractor because no identification was shown. Verbal and written warning issued to the tenant.
3. Couple targeted with mimicking and verbal abuse in relation to disability. An urgent management transfer has been agreed and is being sought for the couple.
4. Racist graffiti sprayed on a property. The graffiti was immediately removed but other issues came to light. Target hardening has been introduced as a measure to protect the family whilst an urgent move is facilitated.
5. Racist abuse shouted by a person potentially under the influence of drugs or alcohol. Whilst the abuse was not targeted at anyone it did cause offence and distress to a resident. Discussions involving a Support Worker and the perpetrator led to no further incidents. The case is now closed.

Additionally, one injunction was obtained and three ASB led evictions took place.

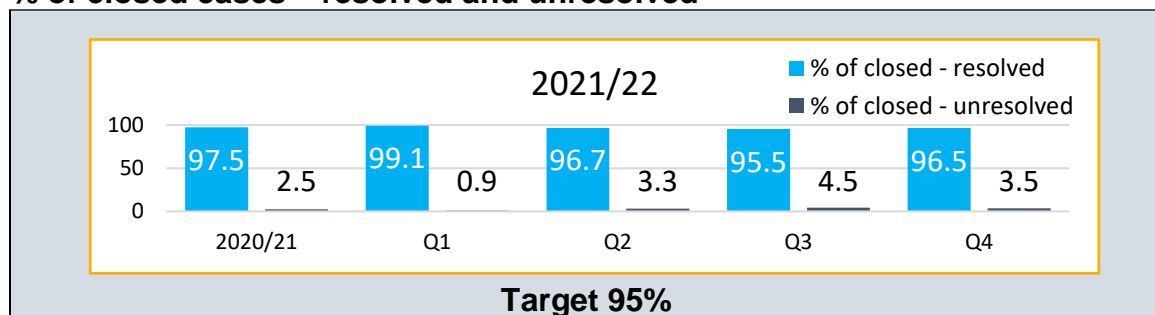
1. Injunction – prohibiting a tenant from approaching neighbours and visitors after threats of violence had been made.
2. Eviction – mandatory possession obtained after an injunction had been breached. ASB involved criminal behaviour and damage to neighbouring properties. Four children were taken into care during the course of action.
3. Eviction – starter tenancy. Harboursing criminals and arrests at property and ongoing anti-social behaviour.
4. Eviction – starter tenancy. Tenant sublet the property to an unknown person who used the accommodation to grow cannabis.

Anti-social behaviour

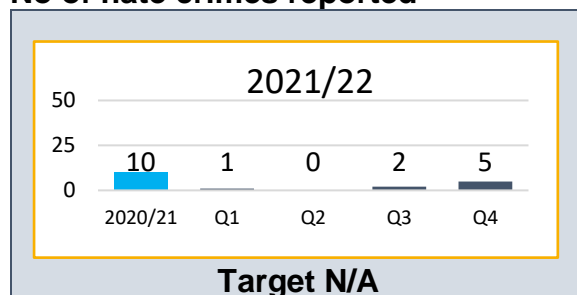
No of open cases at quarter end



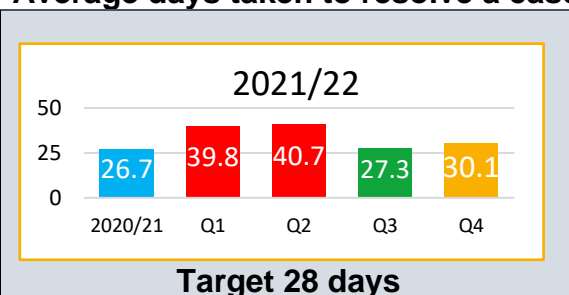
% of closed cases – resolved and unresolved



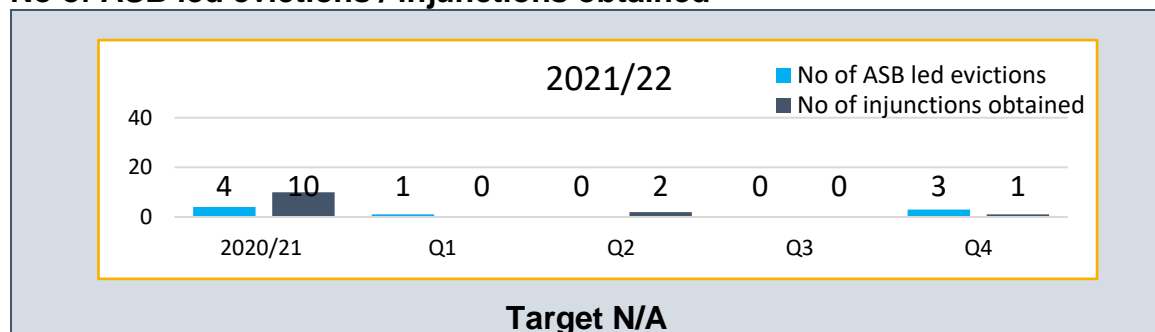
No of hate crimes reported



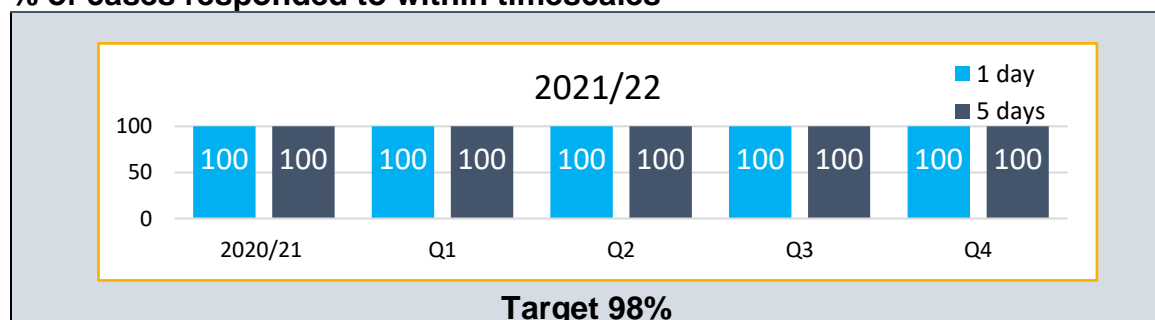
Average days taken to resolve a case



No of ASB led evictions / injunctions obtained



% of cases responded to within timescales



Lettings and Voids

During 2021 / 22 1040 properties were relet at an average of 61.92 days.

A breakdown between teams and comparison to last year is shown as follows:

Team	Number relet		Average days	
	2020/21	2021/22	2020/21	2021/22
Housing North	598	490	50.05	46.53
Housing South	270	299	55.84	44.83
Retirement	187	251	67.85	109.71
Group	1055	1040	54.93	61.92

It is interesting to note the lower number / turnover of properties relet in Housing North and the increase in properties relet within the retirement portfolio. Overall turnover has been relatively static.

The seasonal trend that usually sees properties available to let fall back within target has not quite emerged, despite 274 properties being relet during quarter 4. Although this is very close to target and is expected to improve.

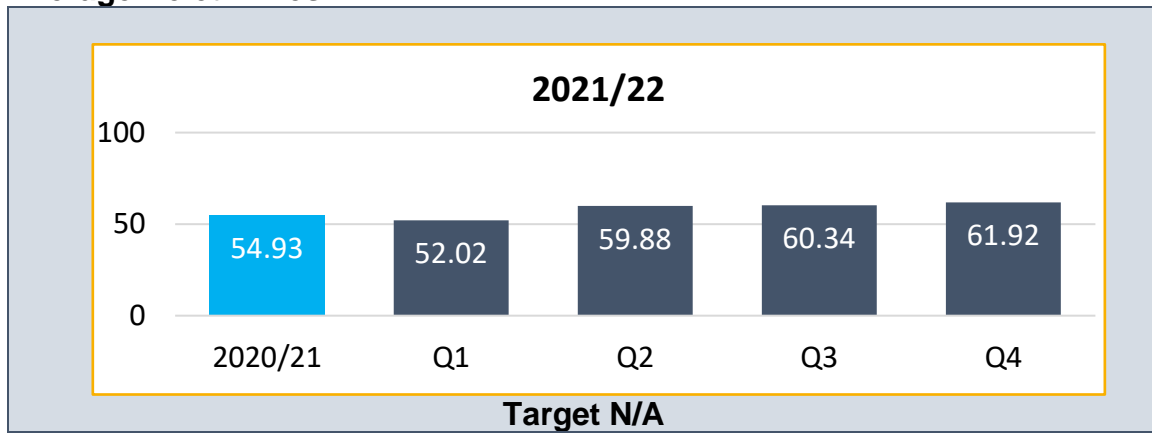
Properties unavailable to relet have increased, this is primarily attributable to properties requiring major works.

Over the year 83.46% of properties were let on first offer and 94.82% of new tenant survey respondents were satisfied with the overall lettings services.

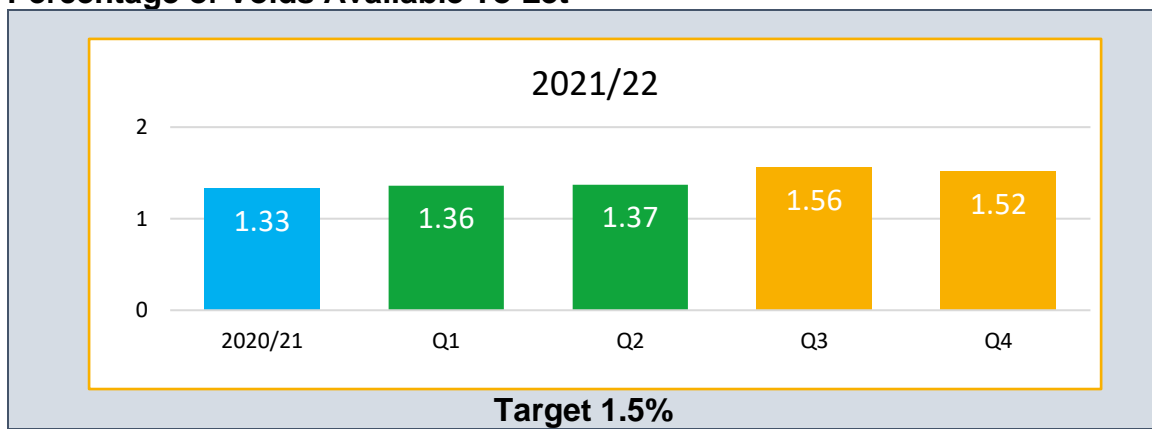
57 properties were involved in mutual exchange.

Lettings

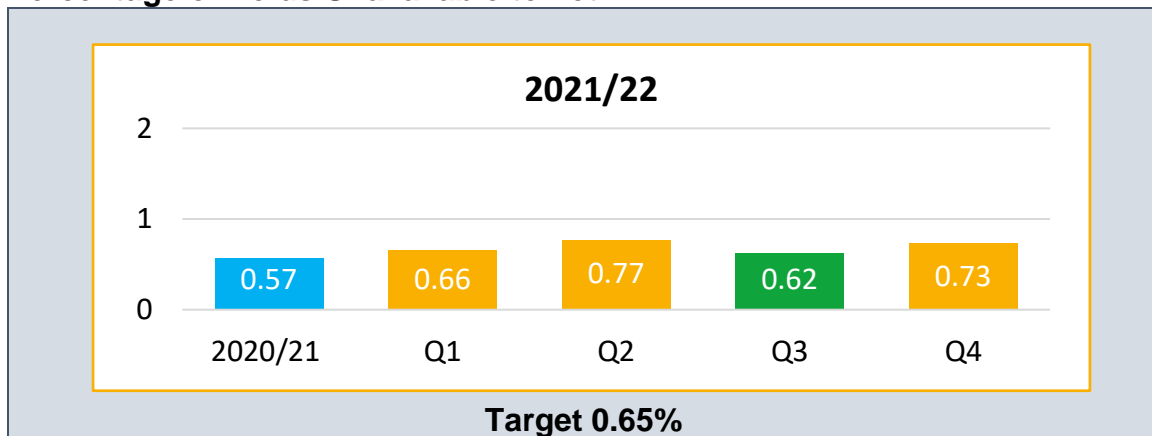
Average Relet Times



Percentage of Voids Available To Let



Percentage of Voids Unavailable to Let



Customer Service and Complaints

It has been a difficult quarter for the Contact Centre with high colleague turnover and long term, unplanned absence severely impacting on resource levels. Reduced resources and further impacts such as an upgrade to the IT infrastructure and bulk mailouts including the STAR survey and rent increase notifications have increased calls into the business, which in turn has resulted in lower levels of performance during quarter 4.

Through recruitment, positions have now been filled and absence is covered therefore performance will pick up and the service standard will be achieved unless any other unforeseen impacts arise.

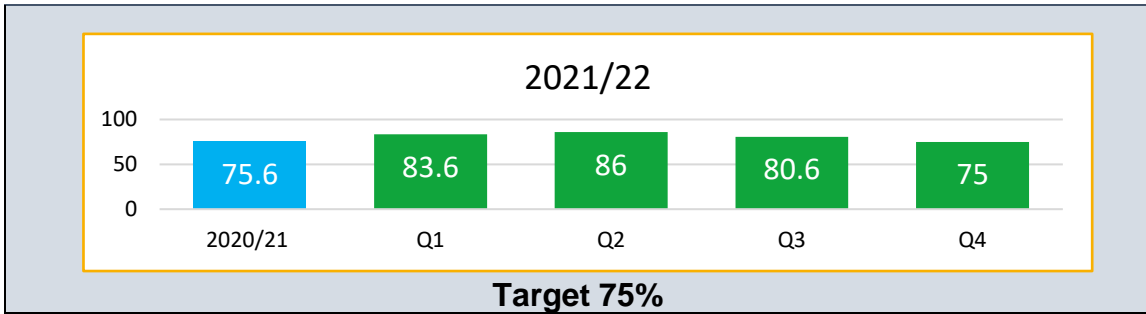
Community Alarm response times have fallen slightly below target, again the service has been impacted by colleague turnover and the need to draw on mainstream resources to provide cover until the out of hours service is outsourced. Whilst outsourcing is taking longer than anticipated, the Committee can be assured the service is not at risk.

Good performance continues with 97% for complaints being responded to within timescales.

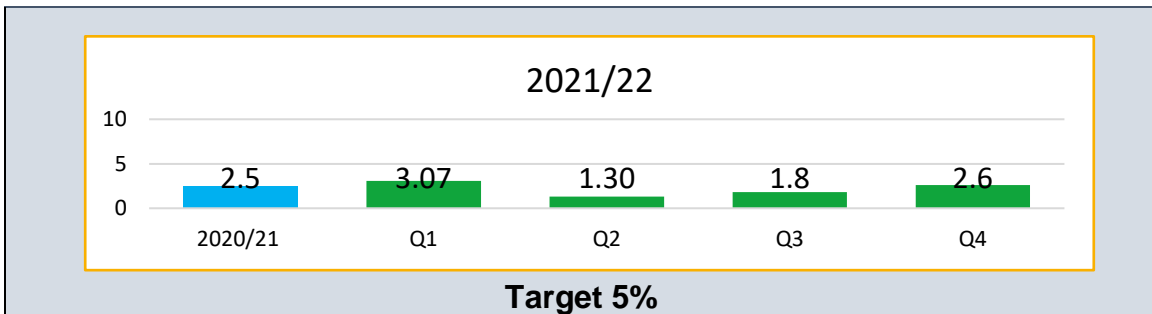
An internal audit of complaints in February 2022, confirmed substantial assurance with the controls relied on to manage risk are suitably designed, consistently applied and operating effectively.

Customer Service

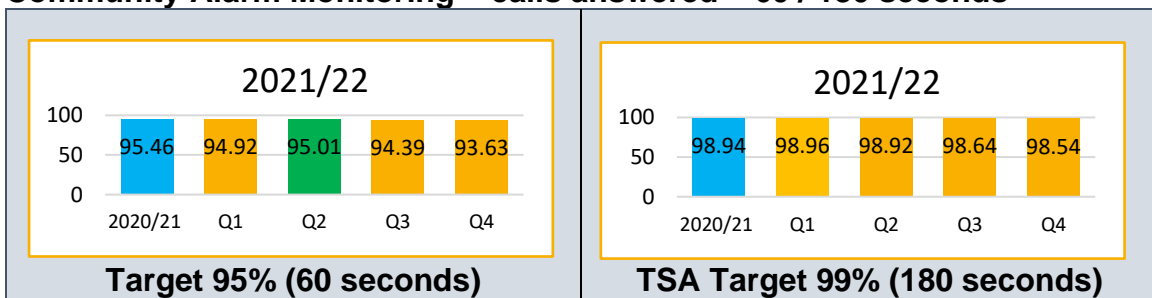
% Calls Answered Within Service Standard 40 Seconds



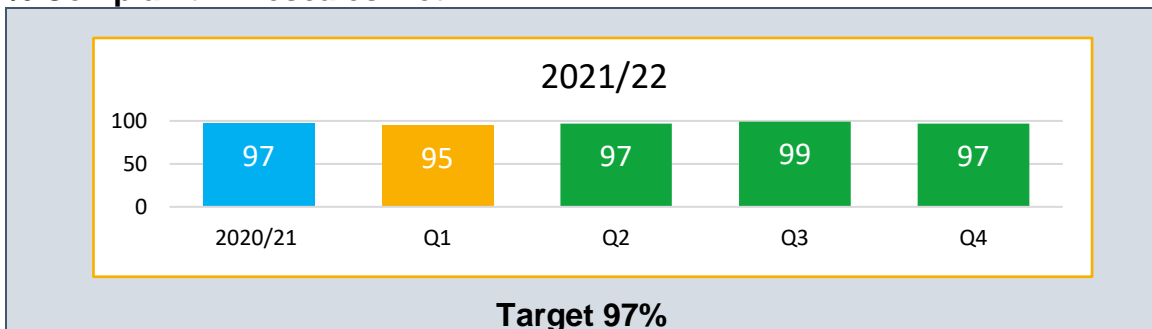
% Calls Abandoned



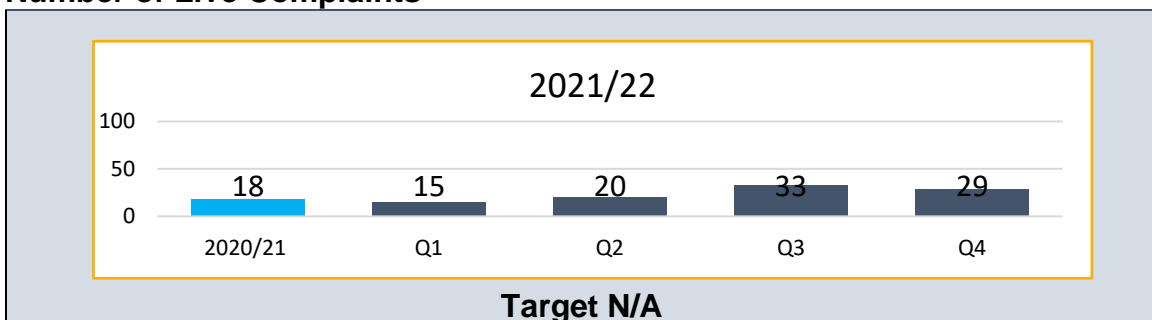
Community Alarm Monitoring – calls answered – 60 / 180 seconds



% Complaint Timescales Met



Number of Live Complaints





**Investing in homes
neighbourhoods
and communities**



Section 2

Responsive Repairs

This section covers:

- Performance.
- Quality (tenant satisfaction).

Responsive Repairs

Good performance at 98.17% against target of 92% is returned for appointments made and kept and for emergencies attended to within timescale at 99.69% against target of 99.5%.

Satisfaction with overall repairs is returned at 88.5% for the year. Members will recall the change in methodology for collecting satisfaction data and the impact this had on performance.

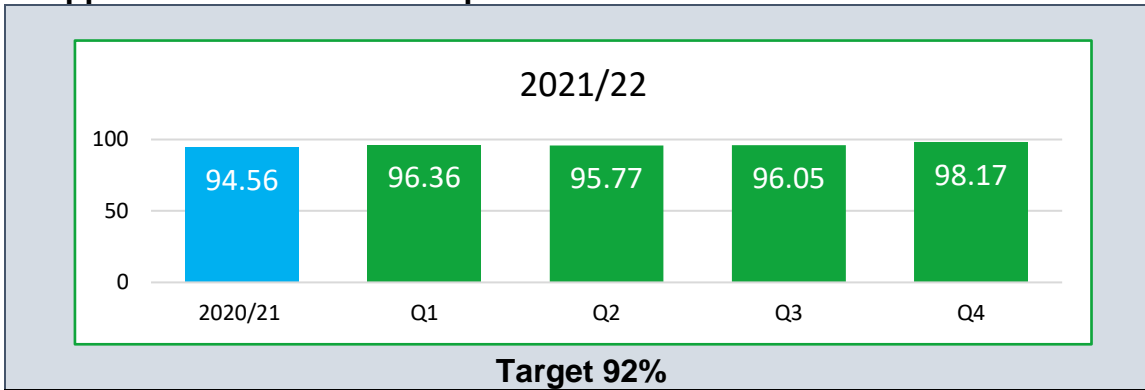
Obtaining comparative data from peers has not progressed, as most peers are still using retrospective telephone sample surveys as the method of survey. Therefore, it is now intended to ask CX Feedback if they can provide data from their Housing Association customers.

CX Feedback provides the platform which is used to initiate and record customer text surveys and responses.

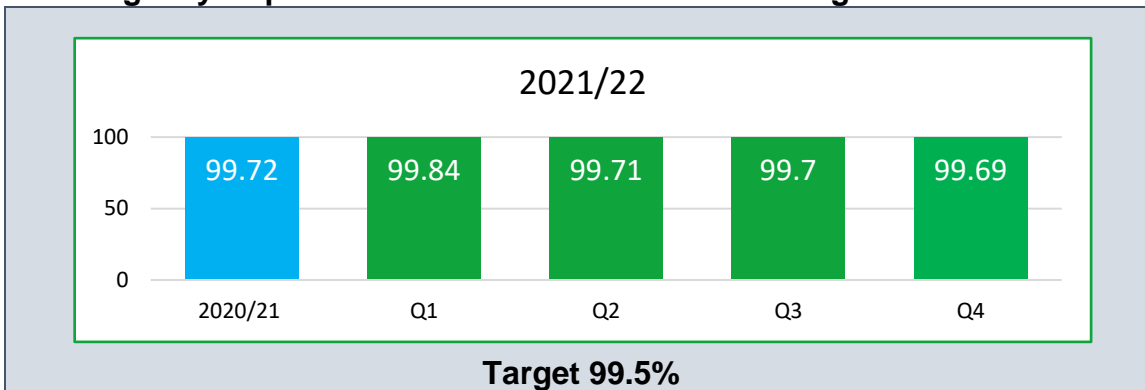
Since using CX Feedback satisfaction levels, albeit lower, have remained relatively stable.

Repairs

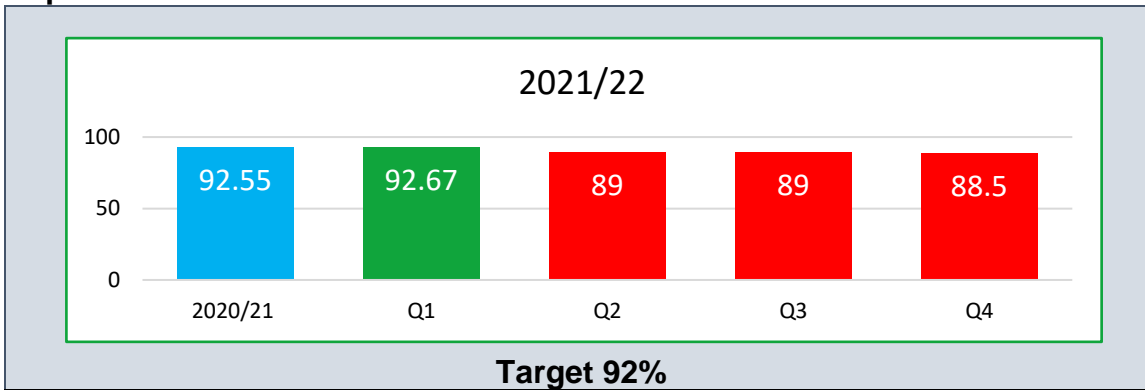
% Appointments Made and Kept



% Emergency Repairs Attended To Within 24 Hour Target



Repairs Satisfaction





**Investing in homes
neighbourhoods
and communities**



Section 3

Compliance

This section covers:

- Gas.
- Solid fuel / oil.
- Electrical Testing.
- Water Hygiene
- Asbestos
- Fire Risk Assessments

Health and Safety

Gas

Target 100% - Actual 99.69% 37 Properties

99.69% of properties had a valid landlord gas safety record at the end of Quarter 4. There were 37 gas safety checks outstanding at the end of the quarter, all due to tenant no access issues and are with the Tenancy Compliance Team.

Since 31 March 2022, three further safety checks have been completed from the 37 outstanding. Of the remaining 34, seven are at the standard no access stage, two are suspected abandonments, 12 have received injunction warning letters, one is at the legal stage and a legal pack is being prepared, eight have no gas connections, one is with tenancy safeguarding and three tenancies are being terminated.

None of the no accesses were attributable to Covid-19. The attached table (Appendix 1A) provides further details of all properties with access issues.

Within the Quarter 102 properties were serviced after their due date, all were attributable to standard no access issues. The longest of these overdue services overran by 203 days.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

Solid Fuel / Oil

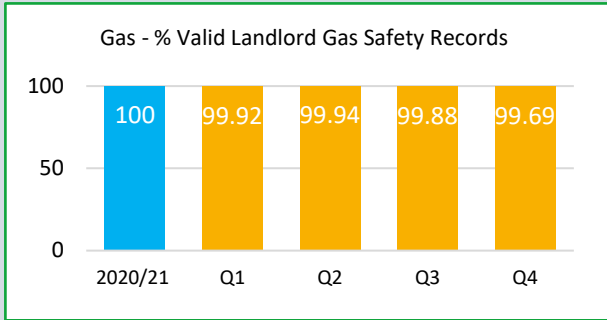
Target 100% - Actual 97.96% 3 properties

97.96% of the required solid fuel/oil services were completed at the end of Quarter 4. There were three solid fuel safety checks outstanding at the end of the quarter, one was due to the tenant passing away with no next of kin. Bernicia had to issue a tort notice. Bernicia now have possession of the property and the service was completed on 8 April 2022. One property was overdue because of tenant access issues. Bernicia was granted an access injunction to undertake major refurbishment works, including converting the heating from solid fuel to gas. Once the gas central heating system has been installed and the Compliance Team have received the commissioning certification then the property will be removed from the solid fuel performance figures. The one remaining overdue service is currently with the Tenancy Compliance Team to gain access.

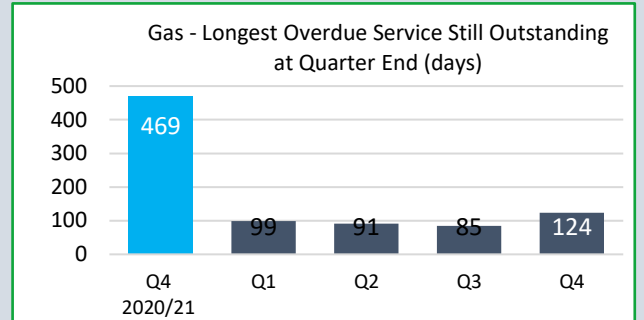
Within the Quarter, two solid fuel services were completed after their due date. These were both due to tenant no access issues.

An audit of "Fuel Servicing" in February 2021 returned a result of Substantial Assurance with no recommendations, stating "the Board can take substantial assurance that the controls upon which the Group relies to manage the identified risk is suitably designed, consistently applied and operating effectively."

Gas Servicing as at Quarter End

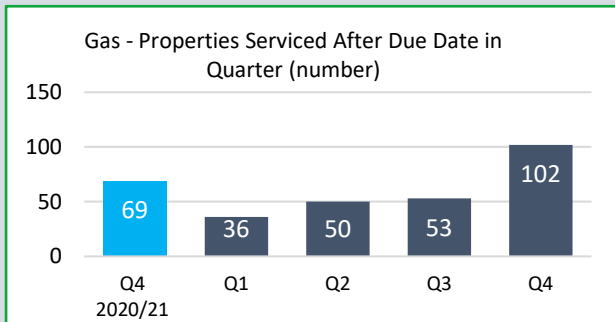


Target 100%

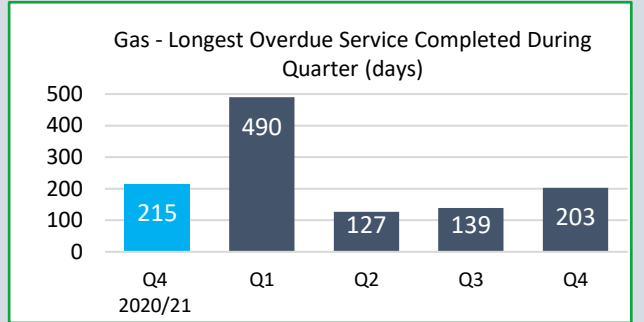


Target N/A

Gas Servicing Position During Quarter

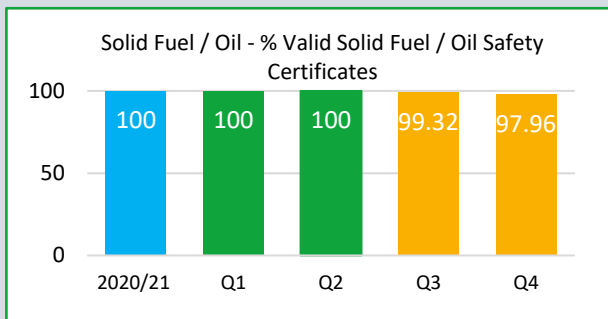


Target N/A

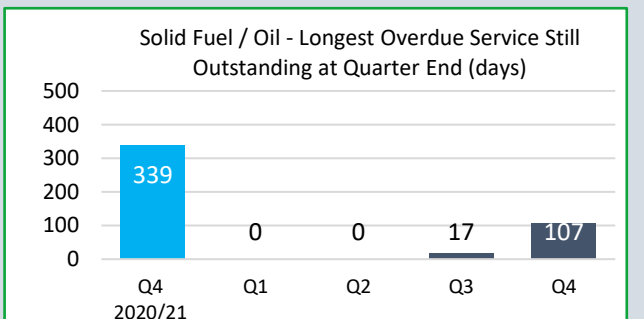


Target N/A

Solid Fuel / Oil Servicing as at Quarter End

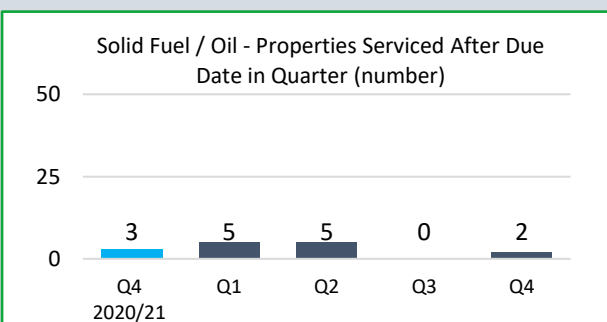


Target 100%

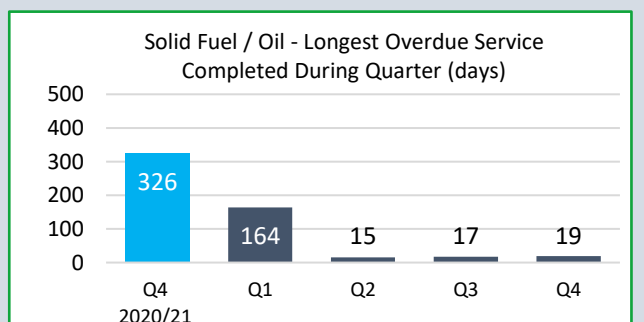


Target N/A

Solid Fuel Servicing Position During Quarter



Target N/A



Target N/A

Outstanding Services - Reasons not completed

Services Outstanding						
Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
North	Property 1	27/11/2021	31/03/2022	-124	Tenant Access - No Gas	Appointment arranged for 22/11/2021. No gas on meter to service. Visited on 29/11/2021, but no-one available, revisited on 02/12/2021 and left card. Mental health issues with tenant, trying to arrange cap off as no gas supply due to debt. No response from tenant, access injunction warning (AIW) hand delivered 4/2/22. Carded by HO on 15/3/22. Spoke to tenant on 30/3/22, has been in hospital. Arranged gas cap for 4/4/22, as no money on meter at present. Getting sorted with support worker.
North	Property 2	02/12/2021	31/03/2022	-119	Tenant Access - No Gas	Appointment made for 6/12/21 (after Covid isolation), no access. Voicemail left 7/12/21. spoke to tenant 10/12/21 would speak to brother, voicemail left 10/12/21, 13/12/21 and email sent. Appointments made for 14/12/21 & 17/12/21 no gas on. 21/12/21 Voicemail left and visited, card left. 22/12/21 Access Injunction Letter hand delivered. Managed to contact tenant on 27/1/22, says he has gas supply on (no gas previously), appointment arranged. 1/2/22 failed access again. Voicemail left 30/3/22. Access injunction warning (AIW) raised with appointment; hand delivered 30/3/22
North	Property 3	15/12/2021	31/03/2022	-106	Tenant Access - No Gas	Tenant was in hospital for appointment 15/12/21. no response to establish after that. Card left and access injunction letter hand delivered 17/12/21. Spoke to tenant on 12/1/22, appointment arranged for 26/1/22, no access. Starting access injunction proceedings.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
						New access injunction warning (AIW) hand delivered on 25/3/22 with appointment for 29/3/22, tenant contacted and rearranged to 5/4/22 (no money until then to top up)
North	Property 4	14/01/2022	31/03/2022	-76	Tenant Access - No Gas	Apply already booked for 21/12/21 when came through to Tenancy Compliance. No access on 21/12/21. 2nd visit and card left on 12/1/22. Access injunction warning (AIW) hand delivered on 14/1/22. Abandonment process passed to TENMGT on 31/1/22. Spoke to tenant on 22/2/22, he is trying to sort out debt with utility company, tried ring back on 25/2/22 to see what they said, no response. Access injunction warning (AIW) with appointment for 29/3/22 hand delivered on 25/3/22. Failed access on 29/3/22. Spoke to tenant 30/3/22, supplies sorted and appointment booked for 1/4/22 PM
North	Property 5	15/01/2022	31/03/2022	-75	Tenant Access - Terminated	Several emails between me and tenant, appointment arranged for 10/1/22 & 17/1/22, both failed access. Tenant not at property, staying with relatives. Passed to HO to start abandonment. Responded to HO on 25/1/22, but still no access gained. After email sent informing of legal action, tenant submitted termination on 8/2/22. Keys due in 14/03/22. Termination extended to 3/4/22. Confirmation received on 31/3/22 from tenant to cap off gas supply, as only has belongings to remove.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
North	Property 6	28/01/2022	31/03/2022	-62	Tenant Access - Injunction Warning	Text also sent 26/1/22, Voicemail left again 27/1/22. Access injunction warning (AIW) hand delivered 28/1/22. 4/2/22 & 24/2/22 Voicemail left again. Access injunction warning (AIW) reissued with appointment; hand delivered 1/4/22
North	Property 7	05/02/2022	31/03/2022	-54	Tenant Access - Terminated	ASB, Sharon dealing with case. Termination submitted 1/2/22. Keys due in 07/03/22. Lock change carried out on 14/3/22, awaiting needle sweep of property.
North	Property 8	08/02/2022	31/03/2022	-51	Tenant Access - No Gas	Appointment made at visit on 4/2/22. 8/2/22, meter locked out when engineer called and property in bad condition. HO visited on 10/2/22, property untidy, but not too bad. Tenant trying to sort supply with utilities
North	Property 9	11/02/2022	31/03/2022	-48	Tenant Access - Abandonment	Appointment already booked for 31/1/22, bur failed access. Appointment then rebooked (not by me) for 11/2/22 (expiry date, trying to get earlier appointment. 2/2/22 - text sent as mobile not accepting calls. Visited, card left 7/2/22. Text sent on 14/2/22. Tried again 14/2/22, phone still not accepting calls. Access Injunction warning (AIW) hand delivered on 14/2/22. 24/2/22 tried phoning, still not accepting calls. Access injunction warning (AIW) hand delivered with appointment for 29/3/22 hand delivered on 25/3/22. No access on 29/3/22. Passed to TM to start abandonment on 30/3/22.
North	Property 10	19/02/2022	31/03/2022	-40	Tenant Access - Abandonment	4/2/22 mobile went to busy, text sent. 8/2/22 mobile not working, email sent. 16/2/22 text and email sent. Visited 17/2/22, card left. 21/2/22 access injunction warning (AIW) hand delivered.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
						Email received from tenant on 23/2/22, appointment made for 25/2/22. 25/2/22 no access, visited and left card. email sent on 1/3/22. Access injunction reissued with appointment for 17/3/22, failed access. Joint visit with HO and gas engineer on 30/3/22, arranged with tenant by HO, no access. HO starting abandonment process.
North	Property 11	26/02/2022	31/03/2022	-33	Tenant Access - Injunction Warning	22/2/22 Voicemail left and email sent. Tenant responded to email on 22/2/22 and I asked for available dates, she did not respond. Emailed again on 24/2/22. Tenant replied saying email had gone into spam. She was not available on 25/2/22. Emailed back to see if available on Sat 26/2/22. She did not respond. Voicemail also left. Emailed and Voicemail left again on 1/3/22. Shannon emailed on 2/3/22, I emailed back asking when available. No response. Email sent on 3/3/22 with appointment for 7/3/22. Access injunction warning (AIW) letter with appointment for 31/3/22 sent on 21/3/22.
South	Property 12	02/03/2022	31/03/2022	-29	Tenant Access - No Gas	Passed to Tenancy Compliance Team on 30/03/22, Checked with Stuart Liversedge and last CP12 is dated 19/04/21. Contact made with tenant 31/03/22, email exchange looking at possible dates when tenant is available & appointment confirmed.
North	Property 13	02/03/2022	31/03/2022	-29	Tenant Access - Terminated	Contact no. invalid. Terminated submitted 1/3/22, keys due in 4/4/22
North	Property 14	02/03/2022	31/03/2022	-29	Tenant Access - Injunction Warning	appointment arranged for 2/3/22, text reminder sent on 1/3/22, as no answer on mobile. No access on 2/3/22. No access on 23/3/22 for Access Injunction Warning (AIW) appointment

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
South	Property 15	04/03/2022	31/03/2022	-27	Tenant Access - No Gas	16/02/22 no phone on file letter 1 sent, 25/02/22 letter 2 sent with app for 07/03/22, 01/03/22 visited and card left, 07/03/22 failed appointment - abandonment process started and proportionality assessment (legal on hold while abandonment investigated), 16/03/22 Tenant found and app booked for 18/03/22 and confirmed with text, 18/03/22 app failed - spoke to tenant in detail and booked app for 24/03/22, 24/03/22 no credit on meter and tenant unable to top up, IHM offer declined.
						25/03/22 spoke to tenant who hoped to top up at weekend - requested he confirmed when done so new app can be made. Email sent to tenant. 30/03/22 voicemail & text, 31/03/22 text & email.
North	Property 16	05/03/2022	31/03/2022	-26	Tenant access	Gas capped. Tenant Covid isolation until 10/3/22. Voicemail left to contact on 9/3/22 to arrange gas cap and alarm checks, no response.
North	Property 17	08/03/2022	31/03/2022	-23	Tenant Access - No Gas	Tenant works away tried to get neighbour for appointment. Sorted for 14/3/22, but no gas supply. Tenant said friend had topped up key and tried to get sorted with engineer, but no access.
North	Property 18	09/03/2022	31/03/2022	-22	Tenant Access - Injunction Warning	Also sent email on 7/3/22 & 11/3/22 and txt sent on 11/3/22. Access injunction warning (AIW) with appointment for 31/3/22
North	Property 19	11/03/2022	31/03/2022	-20	Tenant Access - Injunction Warning	Contact no invalid. Access injunction warning (AIW) with appointment for 30/3/22, failed access.
North	Property 20	11/03/2022	31/03/2022	-20	Tenant Access - Injunction Warning	Access Injunction Warning (AIW) with appointment for 25/3/22, no access
North	Property 21	12/03/2022	31/03/2022	-19	Tenant access - Safeguarding	See gas process for notes. Current safeguarding case. Liaising with Beverley Keegan and Lynsey Armstrong as they are working with tenant.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
North	Property 22	12/03/2022	31/03/2022	-19	Tenant Access - Injunction Warning	11/3/22 no voicemail, text sent. Voicemail on 17/3/22 from Jason, has been in hospital. Access Injunction Warning (AIW) with appointment for 25/3/22, changed to 29/3/22, no access. 30/3/22 spoke to Jason and arranged for same day as EICR, ringing to remind again, but didn't answer last time.
North	Property 23	12/03/2022	31/03/2022	-19	Tenant access	Access Injunction Warning (AIW) with appointment for 25/3/22, failed access.
North	Property 24	12/03/2022	31/03/2022	-19	Tenant Access - Injunction Warning	Text also sent on 14/3/22. Injunction Warning (IW) with appointment for 25/3/22, no access
North	Property 25	15/03/2022	31/03/2022	-16	Tenant Access - Injunction Warning	Email sent 21/3/22. Access Injunction Warning (AIW) with appointment for 1/4/22
South	Property 26	16/03/2022	31/03/2022	-15	Tenant Access - Injunction Warning, Legal Pack being prepared	14/03/22 Tried to call but phone went straight to voicemail. Text message sent. Tried to call mothers number but does not work. Tried to send e-mail using address on system but could not be delivered due to wrong e-mail. Joanne Pickering visited property & card left. 17/03/22 Tried to call again but number went straight to voicemail. Access injunction issued with appointment on for the 28/03/22. Failed appointment on the 28/03/22. 28/03/22 KB visited property and neighbour advised tenant was at his mams. Card was left. 29/03/22 KB tried to call - voicemail left and text sent. E-mail sent to mams e-mail address on system but bounced back. Proportionality assessment passed to DB & approved legal pack being prepared.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
North	Property 27	17/03/2022	31/03/2022	-14	Tenant Access - Injunction Warning	Access Injunction Warning (AIW) with appointment for 31/3/22 hand delivered; tenant contacted on 30/3/22 to rearrange appointment. Voicemail left to contact
North	Property 28	19/03/2022	31/03/2022	-12	Tenant access	11/3/22 & 24/3/22 mobile not accepting calls, text sent.
North	Property 29	19/03/2022	31/03/2022	-12	Tenant access - Complete	1/3/22 Tenant awaiting new boiler install. Discussed with site manager/contractor who were having issues getting access. Booked in for 23/3/22, then changed to 1/4/22. Site manager will forward copy of cert.
North	Property 30	23/03/2022	31/03/2022	-8	Tenant access	25/3/22 no answer on landline and no Voicemail facility. 1/4/22 Appointment arranged for 4/4/22
North	Property 31	23/03/2022	31/03/2022	-8	Tenant Access - Injunction Warning	25/3/22 no Voicemail to leave message. 28/3/22 tried emailing, not recognised. 28/3/22 Access Injunction Warning (AIW) with appointment for 1/4/22
North	Property 32	23/03/2022	31/03/2022	-8	Tenant access - Complete	
North	Property 33	26/03/2022	31/03/2022	-5	Tenant access	18/3/22 appointment arranged for 22/3/22. Engineer delayed for appointment 22/3/22, so PMD tried to contact tenant to inform would need to be rearranged, no answer. Rearranged by PMD to 25/3/22 but could not contact tenant to inform. 28/3/22 contacted tenant, but not available until week 4/4/22. Booked in for 8/4/22, as first available.

Services Outstanding

Area	Address	Date Due	Overdue as at	Days Late	Late Reason	TCT Other Contact and Appointment Details
South	Property 34	30/03/2022	31/03/2022	-1	Tenant access	15/3/22 voicemail, NOTE also overdue EICR, 17/03/22 voicemail & visit with letter, 21/03/22 voicemail & text, 23/03/22 spoke to tenant booked app for both services on 29/03/22 spoke about next steps and confirmed app with letter 2, 28/03/22 Text sent as reminder for app, 30/03/22 failed appointment - spoke to tenant who advised electrical had been completed but he had not spoken to gas engineer app rebooked for 31/03/22, tenant later rang back and advised no one was available appointment booked for 01/04/22 and toucan text sent to tenant and girlfriend with details.
North	Property 35	30/03/2022	31/03/2022	-1	Tenant Access - Injunction Warning	18/3/22 Voicemail left and email sent. 24/3/22 male answered phone saying wrong number, email sent. 1/4/22 Access Injunction Warning (AIW) hand delivered with appointment
North	Property 36	31/03/2022	31/03/2022	0	Tenant Access	Voicemail left on 18/3/22. 24/3/22 appointment arranged. Was not out of date at this point
North	Property 37	31/03/2022	31/03/2022	0	Tenant access - Complete	

Services Undertaken After Due Date

Area	Address	Date Due	Date Capped / Serviced	Days Late	Late Reason
South	Property 1	13/08/2021	04/03/2022	-203	Tenant access
South	Property 2	20/11/2021	31/03/2022	-131	Tenant access
North	Property 3	16/11/2021	23/03/2022	-127	Tenant access
North	Property 4	07/10/2021	17/01/2022	-102	Tenant access
North	Property 5	16/12/2021	24/03/2022	-98	Tenant access
South	Property 6	22/10/2021	21/01/2022	-91	Tenant access
North	Property 7	05/01/2022	30/03/2022	-84	Tenant access
North	Property 8	09/11/2021	18/01/2022	-70	Tenant access
North	Property 9	24/11/2021	13/01/2022	-50	Tenant access
North	Property 10	25/11/2021	12/01/2022	-48	Tenant access
North	Property 11	19/11/2021	04/01/2022	-46	Tenant access
South	Property 12	28/01/2022	10/03/2022	-41	Tenant access
South	Property 13	11/12/2021	18/01/2022	-38	Tenant access
North	Property 14	06/01/2022	11/02/2022	-36	Tenant access
South	Property 15	10/02/2022	10/03/2022	-28	Tenant access
South	Property 16	10/02/2022	10/03/2022	-28	Tenant access
South	Property 17	19/02/2022	18/03/2022	-27	Tenant access
South	Property 18	02/03/2022	28/03/2022	-26	Tenant access
South	Property 19	10/12/2021	04/01/2022	-25	Tenant access
South	Property 20	10/12/2021	04/01/2022	-25	Tenant access
South	Property 21	10/12/2021	04/01/2022	-25	Tenant access
South	Property 22	22/01/2022	16/02/2022	-25	Tenant access
North	Property 23	05/03/2022	30/03/2022	-25	Tenant access
North	Property 24	13/02/2022	09/03/2022	-24	Tenant access
South	Property 25	23/02/2022	18/03/2022	-23	Tenant access
South	Property 26	09/02/2022	04/03/2022	-23	Tenant access
North	Property 27	13/01/2022	04/02/2022	-22	Tenant access

Services Undertaken After Due Date

Area	Address	Date Due	Date Capped / Serviced	Days Late	Late Reason
South	Property 28	01/03/2022	23/03/2022	-22	Tenant access
North	Property 29	15/12/2021	04/01/2022	-20	Tenant access
North	Property 30	18/12/2021	07/01/2022	-20	Tenant access
South	Property 31	21/01/2022	10/02/2022	-20	Tenant access
North	Property 32	26/02/2022	17/03/2022	-19	Tenant access
South	Property 33	19/02/2022	10/03/2022	-19	Tenant access
North	Property 34	21/01/2022	08/02/2022	-18	Tenant access
South	Property 35	03/03/2022	21/03/2022	-18	Tenant access
North	Property 36	12/01/2022	28/01/2022	-16	Tenant access
North	Property 37	12/02/2022	28/02/2022	-16	Tenant access
South	Property 38	12/03/2022	28/03/2022	-16	Tenant access
North	Property 39	09/03/2022	25/03/2022	-16	Tenant access
South	Property 40	03/03/2022	18/03/2022	-15	Tenant access
South	Property 41	01/03/2022	15/03/2022	-14	Tenant access
North	Property 42	16/03/2022	30/03/2022	-14	Tenant access
North	Property 43	23/02/2022	09/03/2022	-14	Tenant access
South	Property 44	01/02/2022	14/02/2022	-13	Tenant access
South	Property 45	08/03/2022	21/03/2022	-13	Tenant access
North	Property 46	07/01/2022	19/01/2022	-12	Tenant access
North	Property 47	08/01/2022	20/01/2022	-12	Tenant access
South	Property 48	09/02/2022	21/02/2022	-12	Tenant access
North	Property 49	16/03/2022	28/03/2022	-12	Tenant access
North	Property 50	08/03/2022	19/03/2022	-11	Tenant access
South	Property 51	15/01/2022	25/01/2022	-10	Tenant access
North	Property 52	07/01/2022	17/01/2022	-10	Tenant access
North	Property 53	01/02/2022	11/02/2022	-10	Tenant access
South	Property 54	11/02/2022	21/02/2022	-10	Tenant access

Services Undertaken After Due Date

Area	Address	Date Due	Date Capped / Serviced	Days Late	Late Reason
North	Property 55	12/02/2022	21/02/2022	-9	Tenant access
North	Property 56	22/03/2022	31/03/2022	-9	Tenant access
South	Property 57	30/12/2021	07/01/2022	-8	Tenant access
North	Property 58	08/03/2022	16/03/2022	-8	Tenant access
North	Property 59	23/03/2022	31/03/2022	-8	Tenant access
North	Property 60	22/02/2022	02/03/2022	-8	Tenant access
North	Property 61	16/03/2022	24/03/2022	-8	Tenant access
South	Property 62	06/01/2022	13/01/2022	-7	Tenant access
South	Property 63	10/02/2022	17/02/2022	-7	Tenant access
South	Property 64	17/03/2022	24/03/2022	-7	Tenant access
North	Property 65	23/02/2022	02/03/2022	-7	Tenant access
North	Property 66	19/01/2022	25/01/2022	-6	Tenant access
South	Property 67	19/01/2022	25/01/2022	-6	Tenant access
North	Property 68	01/02/2022	07/02/2022	-6	Tenant access
North	Property 69	19/02/2022	25/02/2022	-6	Tenant access
North	Property 70	05/03/2022	11/03/2022	-6	Tenant access
North	Property 71	08/03/2022	14/03/2022	-6	Tenant access
North	Property 72	01/03/2022	07/03/2022	-6	Tenant access
South	Property 73	10/03/2022	16/03/2022	-6	Tenant access
South	Property 74	18/03/2022	24/03/2022	-6	Tenant access
South	Property 75	09/02/2022	14/02/2022	-5	Tenant access
North	Property 76	09/02/2022	14/02/2022	-5	Tenant access
North	Property 77	26/03/2022	31/03/2022	-5	Tenant access
North	Property 78	19/03/2022	24/03/2022	-5	Tenant access
North	Property 79	05/03/2022	10/03/2022	-5	Tenant access
North	Property 80	19/03/2022	24/03/2022	-5	Tenant access
South	Property 81	13/01/2022	17/01/2022	-4	Tenant access

Services Undertaken After Due Date

Area	Address	Date Due	Date Capped / Serviced	Days Late	Late Reason
North	Property 82	25/02/2022	01/03/2022	-4	Tenant access
South	Property 83	05/03/2022	09/03/2022	-4	Tenant access
South	Property 84	25/03/2022	29/03/2022	-4	Tenant access
North	Property 85	07/01/2022	10/01/2022	-3	Tenant access
South	Property 86	25/01/2022	28/01/2022	-3	Tenant access
North	Property 87	08/02/2022	11/02/2022	-3	Tenant access
North	Property 88	11/02/2022	14/02/2022	-3	Tenant access
North	Property 89	08/03/2022	11/03/2022	-3	Tenant access
North	Property 90	01/03/2022	04/03/2022	-3	Tenant access
North	Property 91	13/01/2022	15/01/2022	-2	Tenant access
South	Property 92	04/01/2022	06/01/2022	-2	Tenant access
North	Property 93	16/02/2022	18/02/2022	-2	Tenant access
North	Property 94	12/02/2022	14/02/2022	-2	Tenant access
North	Property 95	01/03/2022	03/03/2022	-2	Tenant access
North	Property 96	26/03/2022	28/03/2022	-2	Tenant access
South	Property 97	12/01/2022	13/01/2022	-1	Tenant access
North	Property 98	11/01/2022	12/01/2022	-1	Tenant access
North	Property 99	04/02/2022	05/02/2022	-1	Tenant access
South	Property 100	08/02/2022	09/02/2022	-1	Tenant access
North	Property 101	09/03/2022	10/03/2022	-1	Tenant access
North	Property 102	03/03/2022	04/03/2022	-1	Tenant access

Domestic Periodic Electrical Testing

Target 100% - Actual 99.48% 67 Properties

At the commencement of 2018/19 Bernicia, like most RPs, had a 10-year inspection regime. In January 2019 the committee agreed, in line with best practice, to transition our inspection regime from a 10-year cycle to a 5-year cycle over the period up to March 2023.

As the transition to a five-year cycle takes place, at the end of Q4, 99.48% of domestic properties had a valid EICR. 67 properties were outstanding, 62 were due to general no access issues and are with the Tenancy Compliance Team, three properties are going through the termination process and two properties are now void. In addition, there are 12 long term voids / out of management and therefore excluded from this KPI (actual including long-term voids equates to 99.39%).

10 Year Cycle: 100% of the 100% target was attained for properties having a valid electrical inspection condition report within 10 years of the previous report.

An audit in April 2020 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Water Hygiene

Target 100% - Actual 100% Actual 98.79%

98.79% of properties within the programme have a valid water hygiene inspection.

Of the two over-due, both are related to Covid-19 tenant access issues. The contract for the water hygiene inspections / Legionella Risk Assessments has recently been tendered and a new contractor Northumbria Water Limited has been appointed to deliver the service commencing April 2022.

All actions resulting from the inspections have been responded to.

An audit in March 2022 resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Passenger Lifts

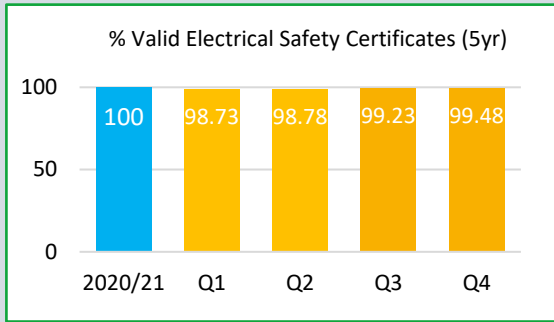
Target 100% - Actual 100% Actual 100%

At the end of Quarter 4, 100% of the LOLER inspections have been carried out for lifts currently in use and within the programme.

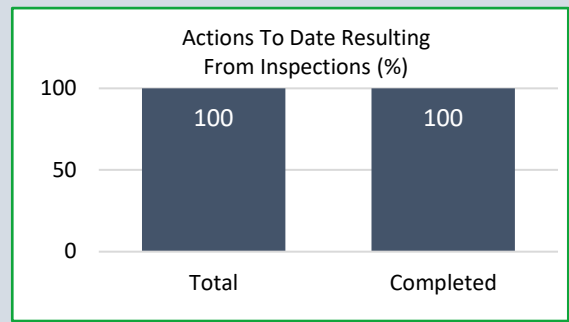
All urgent actions resulting from the inspections have been responded to. Minor repairs are completed by contractors as part of the all-inclusive contract.

Our last audit resulted in a 'Substantial Assurance' (Green) conclusion for this service area.

Domestic Periodic Electrical Testing

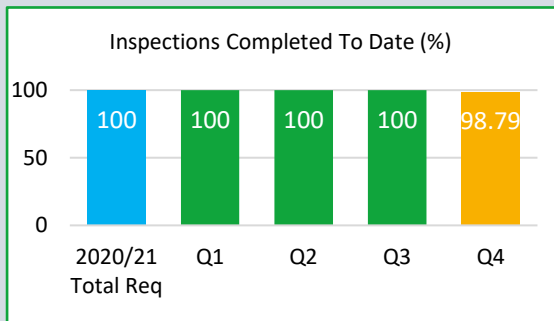


Target 100%

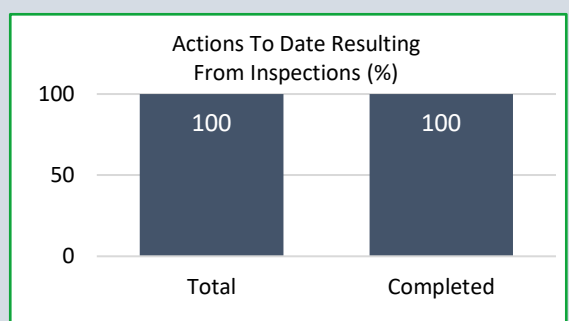


Target N/A

Water Hygiene

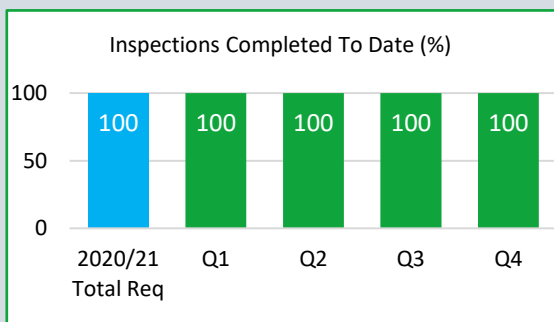


Target 100%

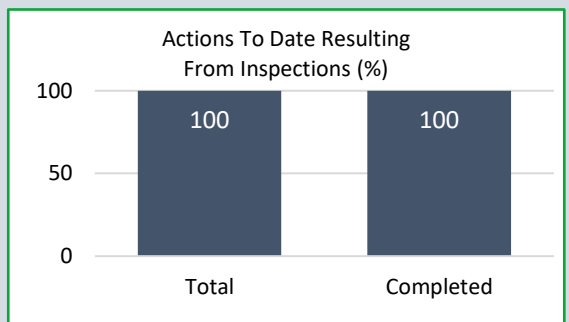


Target N/A

Passenger Lifts



Target 100%



Target N/A

Asbestos – Re-inspection of Communal Areas

Target 100% - Actual 100%

Actual 100%

At the end of Quarter 4, 100% of communal areas had been re inspected in line with the programme.

There are 271 properties which require an asbestos re-inspection.

Any actions arising from the re-inspections are being responded to.

An asbestos audit was undertaken in February 2021. This audit focussed on the non-domestic properties (including the common parts of domestic blocks) and returned a result of Substantial Assurance with no recommendations.

A further audit was undertaken in March 2022, which focussed on the domestic properties. This returned a result of Substantial Assurance (Green) with one low priority recommendation.

Fire Risk Assessments

Target 100% - Actual 100%

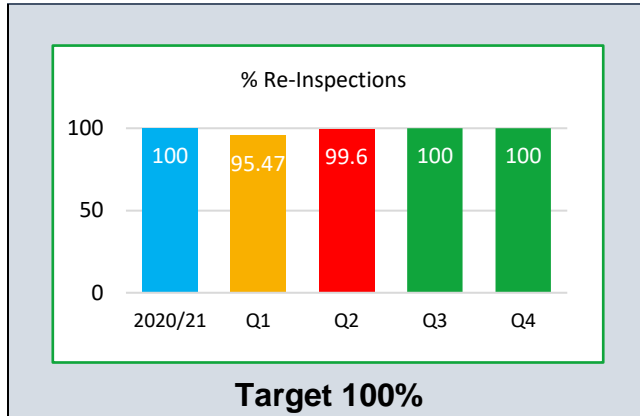
Actual 100%

There are 288 blocks that require a fire risk assessment, but this is subject to change due to de-registration of learning and physical disability schemes and procurement and disposal of assets. The frequency of the fire risk assessments (FRA) is based on risk profile. In the quarter 4 period 159 fire risk assessments were due, all which were completed.

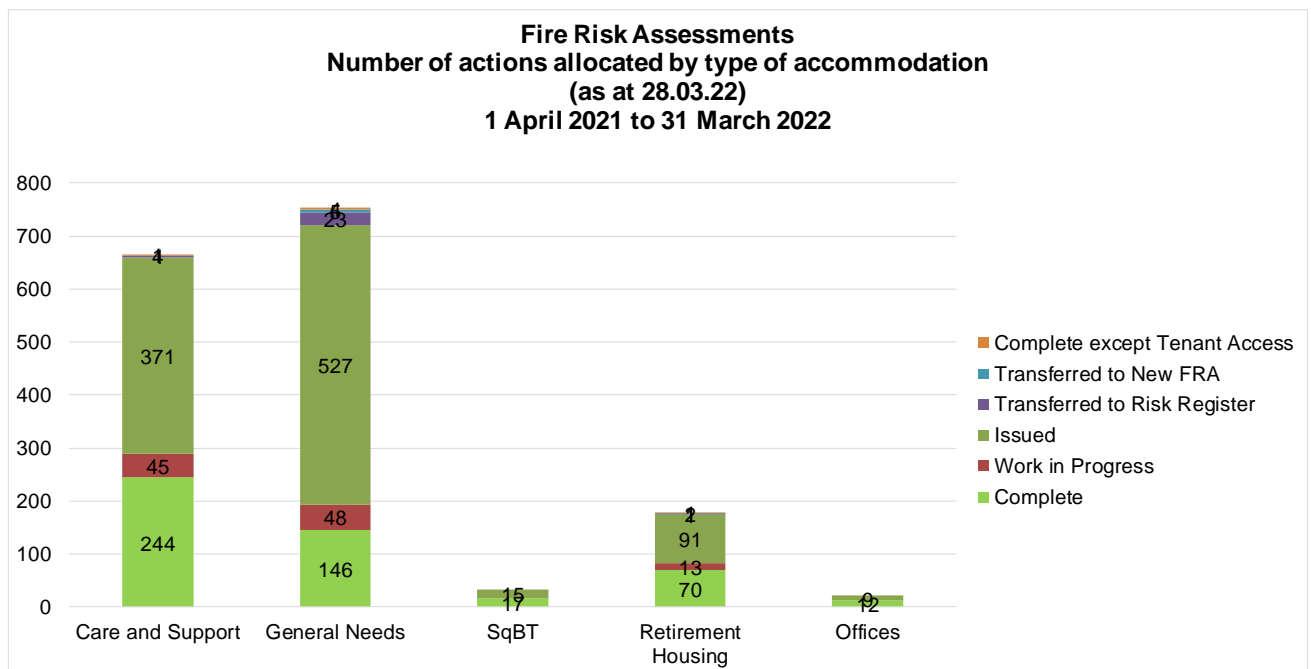
Of the 1649 actions arising out of the fire risk assessments for the period April 2021 – March 2022, 595 are either complete or in progress and within target, 1013 have been issued and are still to commence but are within target and 28 actions have been transferred to the risk register. The actions transferred to the risk register are those items that meet the regulations at the time of construction and will be completed when work is undertaken as part of the investment programme.

A fire safety audit was undertaken in August 2021. This audit returned a result of Substantial Assurance (Green) with no recommendations.

Asbestos



Fire Risk Assessments





**Investing in homes
neighbourhoods
and communities**



Section 4

Stock Investment

This section covers:

- Quality (tenant satisfaction).
- SAP Ratings 2021/22.

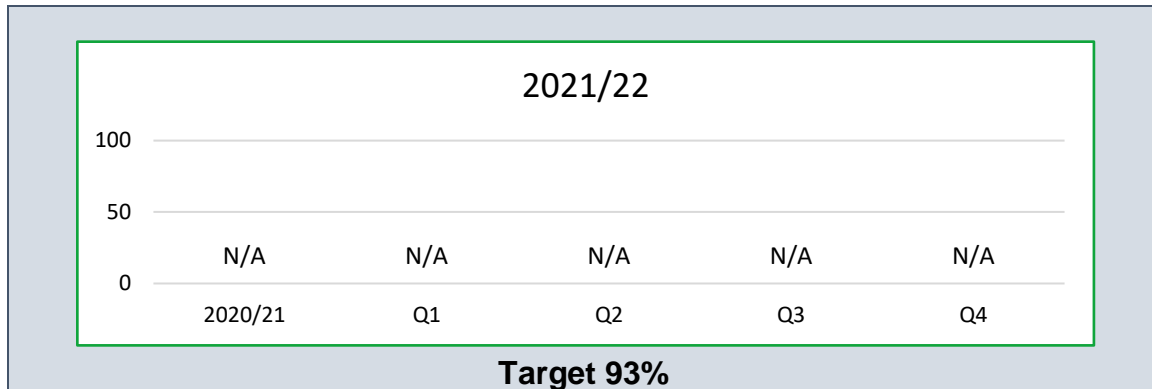
Stock Investment

SAP ratings

Average SAP rating at 71.82 has exceeded target of 71.75.

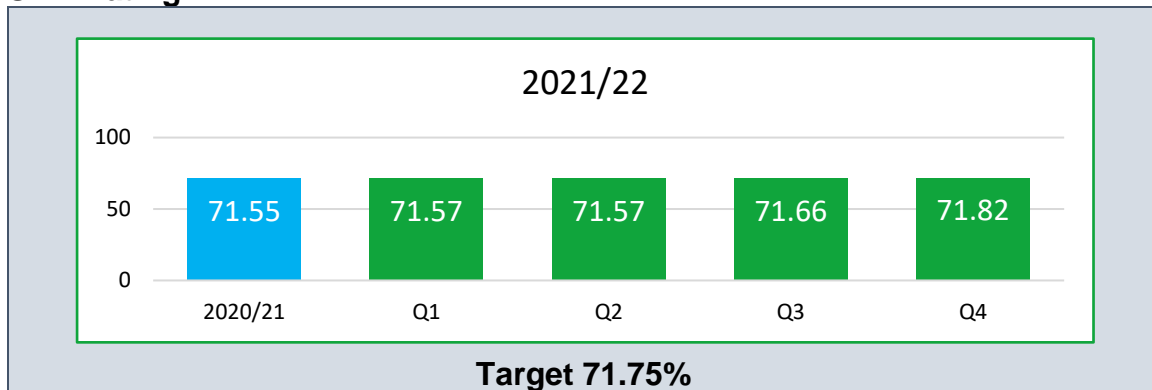
Satisfaction and SAP Ratings 2021/22

Satisfaction



*No satisfaction data is available for quarter 4, surveys have now started for commenced contracts.

SAP Rating



BERNICIA

T: 0344 800 3800

F: 01670 819844

E: contact@bernicia.com

W: www.bernicia.com

Oakwood Way, Ashwood Business Park, Ashington, Northumberland NE63 0XF

Bernicia Group is a Registered Society in England and Wales under the Co-operative and Community Benefit Societies Act 2014 No. 7711 Affiliated to the Federation of Housing Associations. Registered under the Housing and Regeneration Act 2008. Registration No. 4868. VAT Registration No. 733 8036 38