

BERNIA

How we performed... (Q2 2022-23)

Empty homes turnaround



564

properties allocated



71.19

average number of days to re-let



89.57%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.85%

gas compliance



Electrical

99.72%

EICR compliance



Water Hygiene

96.95%

Legionella compliance

Compliance (Keeping you safe)



Lifts

100%

lift equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



99.56%

of emergency repairs attended to within 24 hours



89.13%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



36.5 days

average time to resolve ASB



100%

of closed cases resolved

Complaints



113

complaint in quarter



48

ongoing live complaints

Customer Contact



44,602

calls received



68.7%

of calls answered within 40 seconds