

# BERNIA

## How we performed... (Q1 2022-23)

### Empty homes turnaround



273

properties allocated



62.44

average number of days to re-let



85.7%

new tenants satisfied with the letting service

### Compliance (Keeping you safe)



Gas

99.86%

gas compliance



Electrical

99.54%

EICR compliance



Water Hygiene

94.51%

Legionella compliance

### Compliance (Keeping you safe)



Lifts

100%

lift equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

### Repairs



99.68%

of emergency repairs attended to within 24 hours



89.80%

of tenants satisfied with repair service

### Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



40 days

average time to resolve ASB



100%

of closed cases resolved

### Complaints



105

complaint in quarter



26

ongoing live complaints

### Customer Contact



25,718

calls received



62.3%

of calls answered within 40 seconds