

BERNIA

How we performed... (Q3 2022-23)

Empty homes turnaround



830

properties allocated



79.49

average number of days to re-let



88.7%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.76%

gas compliance



Electrical

99.78%

EICR compliance



Water Hygiene

94.51%

Legionella compliance



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



99.38%

of emergency repairs attended to within 24 hours



88.24%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



38.5 days

average time to resolve ASB



99.8%

of closed cases resolved

Complaints



149

complaint in quarter



51

ongoing live complaints

Customer Contact



72,411

calls received



72.9%

of calls answered within 40 seconds