

BERNIA

How we performed... (Q4 2022-23)

Empty homes turnaround



1092

properties
allocated



81.93

average
number of
days to re-let



89.56%

new tenants
satisfied with
the letting
service

Compliance (Keeping you safe)



Gas

99.80%

gas
compliance



Electrical

99.85%

EICR
compliance



Water Hygiene

96.95%

Legionella
compliance



Lifts

100%

lifting
equipment
inspections



Asbestos

99.17%

Asbestos
compliance



Fire

100%

fire risk
assessment
compliance

Repairs



99.38%

of emergency
repairs attended
to within 24
hours



88.04%

of tenants
satisfied with
repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases
responded to
in timescale



374 days

average time
to resolve ASB



99.8%

of closed
cases
resolved

Complaints



152

complaint in
quarter



40

ongoing live
complaints

Customer Contact



99,836

calls
received



76.8%

of calls
answered within
40 seconds