

BERNIA

How we performed... (Q1, 2023-24)

Empty homes turnaround



208

properties allocated



101.4

average number of days to re-let



94.37%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.96%

gas compliance



Electrical

99.94%

EICR compliance



Water Hygiene

91.46%

Legionella compliance

Compliance (Keeping you safe)



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



98.9%

of emergency repairs attended to within 24 hours



88.4%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



30.33 days

average time to resolve ASB



98.7%

of closed cases resolved

Complaints



151

complaint in quarter



35

ongoing live complaints

Customer Contact



22,505

calls received



85%

of calls answered within 40 seconds