

BERNIA

How we performed... (Q2, 2023-24)

Empty homes turnaround



445

properties allocated



98.48

average number of days to re-let



92.2%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.88%

gas compliance



Electrical

99.96%

EICR compliance



Water Hygiene

98.17%

Legionella compliance

Compliance (Keeping you safe)



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



86.4%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



32.9 days

average time to resolve ASB



99.4%

of closed cases resolved

Complaints



242

complaint in quarter



50

ongoing live complaints

Customer Contact



45,595

calls received



82%

of calls answered within 40 seconds