

# BERNIA

## How we performed... (Q3, 2023-24)

### Empty homes turnaround



**703**

properties allocated



**105.55**

average number of days to re-let



**90.91%**

new tenants satisfied with the letting service

### Compliance (Keeping you safe)



Gas

**99.82%**

gas compliance



Electrical

**99.94%**

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



**99.40%**

of emergency repairs attended to within 24 hours



**85.33%**

of tenants satisfied with repair service

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



**100%**

of ASB cases responded to in timescale



**31 days**

average time to resolve ASB



**95.90%**

of closed cases resolved

### Complaints



**382**

complaint in quarter



**98**

ongoing live complaints

### Customer Contact



**70,568**

calls received



**77%**

of calls answered within 40 seconds