

TENANT PERCEPTION MEASURES



81%

Satisfaction with the overall service from Bernica



76%

Satisfaction with the overall repairs service



80%

Satisfaction that homes are well maintained



85%

Satisfaction that homes are safe



77%

Satisfaction that Bernica listens to tenant views and acts upon them



83%

Satisfaction that Bernica keeps tenants informed about things that matter to them



69%

Satisfaction with the time taken to complete their most recent repair



88%

Satisfaction that Bernica treats tenants fairly and with respect



78%

Satisfaction with Bernica's approach to handling anti-social behaviour



38%

Satisfaction with Bernica's approach to complaints handling



72%

Satisfaction that Bernica keeps communal areas clean and well maintained.



78%

Satisfaction that Bernica makes a positive contribution to the neighbourhood

PERFORMANCE MEASURES

BUILDING SAFETY



99.8%

Homes with up-to-date gas safety checks



100%

Homes with up-to-date fire risk assessments



100%

Homes with up-to-date legionella risk assessments



100%

Homes with required asbestos management surveys or reinspection's completed



100%

Homes with up-to-date communal passenger lift safety checks

DECENT HOME STANDARD AND REPAIRS



0%

Homes that do not meet the Decent Homes Standard



71%

Non-emergency responsive repairs completed within the landlord's target timescale



99.4%

Emergency responsive repairs completed within the landlord's target timescale

ANTI-SOCIAL BEHAVIOUR



51.5

Number of anti-social behaviour cases, opened per 1,000 homes



0.5

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes

COMPLAINTS



68.7

Number of stage one complaints received per 1,000 homes



1.7

Number of stage two complaints received per 1,000 homes



86%

Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales



100%

Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales