

# BERNIA

## How we performed... (Q1, 2024-25)

### Empty homes turnaround



218

properties allocated



92.6%

average number of days to re-let



90.1%

new tenants satisfied with the letting service

### Compliance (Keeping you safe)



Gas

99.9%

gas compliance



Electrical

99.9%

EICR compliance



Water Hygiene

99.4%

Legionella compliance

### Compliance (Keeping you safe)



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

99.7%

fire risk assessment compliance

### Repairs



99.5%

of emergency repairs attended to within 24 hours



87.7%

of tenants satisfied with repair service

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



100%

of ASB cases responded to in timescale



25 days

average time to resolve ASB



96.8%

of closed cases resolved

### Complaints



314

complaint in quarter



113

ongoing live complaints

### Customer Contact



26,950

calls received



77.7%

of calls answered within 40 seconds