







BERNIA

How we performed... (Q1, 2025-26)

Empty homes turnaround

		
256	83.73	89%
properties allocated	average number of days to re-let	tenants letting service satisfaction (transactional survey)




Compliance (Keeping you safe)

		
Gas	Electrical	Water Hygiene
99.87%	99.96%	100%
gas Compliance (BS01)	EICR compliance	legionella Compliance (BS04)




Compliance (Keeping you safe)

			
Lifts	Asbestos	Fire	0
96.87%	100%	100%	0
lift equipment Inspections (BS05)	asbestos Compliance (BS03)	fire risk assessment Compliance (BS02)	homes that do not Reach decent Homes standard (RP01)



Repairs

		
77.06%	99.06%	N/A
non-emergency repairs completed within timescale (RP02a)	emergency repairs attended within 24hrs (RP02b)	tenants satisfied with repairs service (TP02)

Neighbourhood & Communities (Anti-Social Behaviour)

			
ASB cases per 1,000 homes (NOM1)	100%	54.4	100%
15	2	ASB cases responded to within timescale	closed ASB cases resolved
all cases	hate crime		

Complaints

			
complaints per 1,000 homes (CH01)	complaints responded to within timescale (CH02)		
16	1.4	98.9%	90.9%
stage 1 complaint	stage 2 complaint	stage 1 10 working days from logging	stage 2 20 working days from escalation

Customer Contact

	
28,769	64.2%
calls received	calls answered within 40 seconds