

BERNIA

How we performed... (Q4, 2025-26)

Empty homes turnaround



225

properties allocated



99.57

average number of days to re-let



97%

tenants letting service satisfaction (transactional survey)

Compliance (Keeping you safe)



Gas

99.91%

gas Compliance (BS01)



Electrical

99.93%

EICR compliance



Water Hygiene

100%

legionella Compliance (BS04)

Compliance (Keeping you safe)



Lifts

100%

lift equipment Inspections (BS05)



Asbestos

100%

asbestos Compliance (BS03)



Fire

100%

fire risk assessment Compliance (BS02)



0

homes that do not Reach decent Homes standard (RP01)

Repairs



77.2%

non-emergency repairs completed within timescale (RP02a)



99.97%

emergency repairs attended within 24hrs (RP02b)



78%

tenants satisfied with repairs service (TP02)

Neighbourhood & Communities (Anti-Social Behaviour)



ASB cases per 1,000 homes (NOM1)

56

all cases



100%

ASB cases responded to within timescale



77

average days to resolve ASB case



100%

closed ASB cases resolved

Complaints



complaints per 1,000 homes (CH01)

67.7

stage 1 complaint



7.2

stage 2 complaint



complaints responded to within timescale (CH02)

98.5%

stage 1 10 working days from logging

92.9%

stage 2 20 working days from escalation

Customer Contact



34,109

calls received



73.9%

calls answered within 90 seconds