

BERNIA

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

Empty homes turnaround



225

properties allocated



99

average number of days to re-let



97%

new tenants satisfied with the letting service

Compliance (Keeping you safe)



Gas

99.9%

gas compliance



Electrical

99.9%

EICR compliance



Water Hygiene

100%

Legionella compliance

Compliance (Keeping you safe)



Lifts

100%

lifting equipment inspections



Asbestos

100%

Asbestos compliance



Fire

100%

fire risk assessment compliance

Repairs



100%

of emergency repairs attended to within 24 hours



78%

of tenants satisfied with repair service

Neighbourhood & Communities (Anti-Social Behaviour)



100%

of ASB cases responded to in timescale



77 days

average time to resolve ASB



100%

of closed cases resolved

Complaints



1,005

complaint in quarter



59

ongoing live complaints

Customer Contact



34,109

calls received



73.9%

of calls answered within 40 seconds