

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

## BERNIA

### Evictions



7

Rent Arrears  
(non-payment)



2

Anti-Social  
Behaviour

### Empty homes turnaround



256

properties  
allocated



83.73

average  
number of  
days to re-let



89%

tenants letting  
service  
satisfaction  
(transactional survey)

### Compliance (Keeping you safe)



Gas

99.87%

gas  
Compliance  
(BS01)



Electrical

99.96%

EICR  
compliance



Water Hygiene

100%

legionella  
Compliance  
(BS04)

### Compliance (Keeping you safe)



Lifts

96.87%

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



99.06%

emergency  
repairs  
attended  
within 24hrs  
(RP02a)



77.06%

non-emergency  
repairs  
completed  
within timescale  
(RP02b)

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



ASB cases per  
1,000 homes (NOM1)

15

all cases



100%

ASB cases  
responded to  
within  
timescale



54.4

average days  
to resolve  
ASB case



100%

closed ASB  
cases  
resolved

### Complaints



complaints per  
1,000 homes (CH01)

16

stage 1  
complaint



complaints responded to  
within timescale (CH02)

1.4

stage 2  
complaint

98.9%

stage 1  
10 working  
days from logging

90.9%

stage 2  
20 working  
days from escalation

### Customer Contact



28,769

calls  
received



64.2%

calls answered  
within 40 seconds