

How we performed... (Q2, 2025-26)

BERNIA

Evictions



1

Rent Arrears
(non-payment)



3

Anti-Social
Behaviour

Empty homes turnaround



256

properties
allocated



84.81

average
number of
days to re-let



86%

tenants letting
service
satisfaction
(transactional survey)

Compliance (Keeping you safe)



Gas

99.88%

gas
Compliance
(BS01)



Electrical

99.96%

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



99.67%

emergency
repairs
attended
within 24hrs
(RP02a)



83.76%

non-emergency
repairs
completed
within timescale
(RP02b)

Neighbourhood & Communities (Anti-Social Behaviour)



ASB cases per
1,000 homes (NOM1)

27

all cases



100%

ASB cases
responded to
within
timescale



55.8

average days
to resolve
ASB case



100%

closed ASB
cases
resolved

Complaints



complaints per
1,000 homes (CH01)

34.5

stage 1
complaint



4.1

stage 2
complaint



complaints responded to
within timescale (CH02)

99.5%

stage 1
10 working
days from logging

95.2%

stage 2
20 working
days from escalation

Customer Contact



32,984

calls
received



68.3%

calls answered
within 90 seconds