

How we performed... (Q3, 2025-26)

BERNIA

Evictions



6

Rent Arrears
(non-payment)



2

Anti-Social
Behaviour

Empty homes turnaround



219

properties
allocated



87.46

average
number of
days to re-let



92%

tenants letting
service
satisfaction
(transactional survey)

Compliance (Keeping you safe)



Gas

99.85%

gas
Compliance
(BS01)



Electrical

99.95%

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)



1

homes that do not
Reach decent
Homes standard
(RP01)

Repairs



99.93%

emergency
repairs
attended
within 24hrs
(RP02a)



81.03%

non-emergency
repairs
completed
within timescale
(RP02b)

Neighbourhood & Communities (Anti-Social Behaviour)



ASB cases per
1,000 homes (NOM1)

42

all cases



100%

ASB cases
responded to
within
timescale



54.1

average days
to resolve
ASB case



100%

closed ASB
cases
resolved

Complaints



complaints per
1,000 homes (CH01)

53.4

stage 1
complaint



complaints responded to
within timescale (CH02)

5.8

stage 2
complaint

98.4%

stage 1
10 working
days from logging

91.3%

stage 2
20 working
days from escalation

Customer Contact



33,916

calls
received



73%

calls answered
within 90 seconds