

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

BERNIA

Evictions



2

Rent Arrears
(non-payment)



2

Anti-Social
Behaviour

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



99.97%

emergency
repairs
attended
within 24hrs
(RP02a)



77.2%

non-emergency
repairs
completed
within timescale
(RP02b)

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



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