

How we performed... (Q1, 2026-27)

BERNICIA

Evictions



2

Rent areas
(non-payment)



1

Anti-social
behaviour



1

Breach of
tenancy

Empty homes turnaround



229

Properties
allocated



92.74

Average
number of
days to re-let



92%

Tenants letting
service satisfaction
(transactional
survey)

Compliance (Keeping you safe)



Gas

99.89%

Gas
compliance



Electrical

99.95%

EICR
compliance



Water Hygiene

100%

Legionella
compliance

Compliance (Keeping you safe)



Lifts

100%

Lift
equipment
inspections



Asbestos

100%

Asbestos
compliance



Fire

100%

Fire risk
assessment
compliance



0

Homes that do not
reach decent
homes standard

Repairs



100%

Emergency
repairs
attended
within 24hrs



75.50%

Non-emergency
repairs
completed within
timescale

Neighbourhood & Communities (Anti-Social Behaviour)



ASB cases per
1,000 homes (NOM1)

18

All cases



100%

ASB cases
responded to
within
timescale



53

Average days
to resolve
ASB case



100%

Closed ASB
cases
resolved

Complaints



Complaints per
1,000 homes (CH01)

11.7

Complaint



Complaints responded to
within timescale (CH02)

99.0%

Stage 1
10 working
days from logging

100%

Stage 2
20 working
days from escalation

Customer Contact



25,113

Calls
answered



27 seconds

Average speed
of answer
(in seconds)