

## SIH operations performance 2022/23

### General Performance

	<b>2022/23</b>	<b>Target</b>	<b>2021/22</b>	<b>Trend</b>
Current rent Arrears	1.67% after HB	3.5%	3%	Up
Void loss	4.79%	5%	8%	Up
Complaints resolved at stage 1	66%	No Target	90%	Down
Emergency (24 hours)	78%	100%	97%	Down
Total urgent (7 days)	81%	95%	64%	Up
Total routine (21 days)	85%	90%	71%	Up

### Health and Safety

<b>Checked Area</b>	<b>Q4 Compliance</b>	<b>Trend</b>
Asbestos	100%	No Change
Electric	100%	No Change
Fire	100%	No Change
Gas	88%	No Change
Water	100%	No Change
Passenger Lift	86%	Down