



# The Agency Client-Service Standards Report Card

Client-Service Performance in 2008

Further details on the following page

## Client Approval/Requests ..... A+

- Requests for approval to spend replacement reserve funds: five business days ..... A+
- Requests for approval to spend replacement reserve funds where we can't approve without more information:  
two business days for an interim response ..... A+
- Requests for replacement reserve plan approvals: four weeks ..... A+
- Requests for information: two business days ..... A+
- Requests for budget approval: four weeks ..... A+

## Reporting ..... A

- AIRs validated after receipt of co-operative's complete AIR, audited financial statements and signed Board Certification: four weeks ..... A
- Within no more than three days, the Agency will communicate any health and safety concerns found through property inspection ..... A+
- Report on the results of Agency property inspection: within four weeks after a complete inspection report is received at the Agency ..... A+
- Report on risk-assessment: within five weeks following validation of an AIR ..... A+
- Report on compliance: within five weeks following validation of an AIR ..... A+
- Report on co-op data: within five weeks following validation of an AIR ..... A

## Transparency and Provision of Information ..... A+

- Post contact information for all staff on the Agency website: within one week of any change ..... A-
- Publish on the Agency website summaries of the proceedings of meetings of the Board of Directors:  
within two weeks of adoption of the minutes ..... A+
- Publish new or updated policy and program information on the Agency website: within four weeks of the change ..... A+
- Notify co-ops of a change in their primary contact at the Agency: five working days ..... A+
- Post co-ops' reports on the Agency client website: within four weeks of the date they were sent to the co-op ..... A+
- Email new contact information for Agency staff to all affected service-partner organizations: within one week of change ..... A+
- Make all affected service-partner organizations aware of any new or updated policy and program information:  
within four weeks of the change ..... A+

## Concerns/Complaints ..... A+

- Respond to a concern/complaint: two business days ..... A+
- Provide a full response to a concern/complaint: four weeks ..... A+



## The Agency Client-Service Standards Report Card

### Client-Service Performance in 2008

#### Client Approval/Requests

Throughout 2008, we fully met our standards for answering requests for approval to spend replacement reserve funds and requests for replacement reserve plan approvals. There was only one instance, in the second quarter, where we didn't meet our standard for providing an interim response. In this case, we required additional information for a request for approval to spend replacement reserve funds. We also had a perfect score for answering requests for budget approvals. Throughout the year, we consistently met or slightly surpassed our standard for answering requests for information, except for two incidents.

In 2008, most information requests from clients concerned subsidy matters (in 2007 as well), particularly subsidy administration and the calculation of assisted housing charges. There were also several questions about ITA reconciliations. Questions about the AIR remained in second place, followed by questions about replacement reserves. Budget enquiries and questions about our inspection process followed closely.

#### Reporting

Throughout 2008, we fully met all of our reporting standards for timely property inspection, risk-assessment and compliance reports, and for notifying co-ops of any health and safety deficiencies.

With the backlog of AIRs behind us early in the year, we began to improve our performance for meeting our AIR validation standard. We finished the year having met the standard 95 percent of the time.

To align with our other reporting standards, we changed the standard for issuing the co-op data reports during the year from four weeks to five weeks of AIR validation.

Our Relationship Managers faced some minor challenges in meeting our standard for issuing co-op data reports in 2008. Until the end of February, Agency staff didn't have access to monitoring systems for tracking their reporting performance. Some system improvements, from the end of the first quarter to the middle of the second quarter, delayed some reports during that period. Nevertheless, we met the standard 91 percent of the time in the first quarter and 88 per cent of the time in the second quarter. We met the standard 100 per cent of the time in the third and fourth quarter.

#### Transparency and Provision of Information

Our standards for transparency and provision of information were met for most of 2008. In fact, the standards were surpassed on many occasions. There were two instances where we missed our standard of one week for posting contact information on our website.

#### Concerns/Complaints

In 2008, all concerns and complaints received were acknowledged and fully responded to within the timeframe of our standards.

The most common concerns came from members of our client co-ops. These were not about the Agency; they focused on governance and management issues within the co-ops. As usual in these cases, our practice was to explain the role of the Agency and to satisfy ourselves that the co-operative was, as best we could tell, in compliance with its operating agreement. Some complaints and concerns were referred back to the co-op; while others were sent to the regional federation of which the co-op is a member.