

## 2019 Client Service Report Card

The Agency's service promise is to help our clients on their journey to success. To this end, we publish the measurable standards for client service that we strive to achieve each year. This report card is our public self-assessment against those standards for the 2019 year.

### Timely Response to Client Requests A+

We expect our staff to respond to messages and service requests within set time limits.

---

Approve or turn down a co-op's request for approval to spend capital-replacement reserve funds within 5 business days.	A+
--	----

---

Provide an interim response within 2 business days when we need more information to answer a request to spend capital replacement-reserve funds.	A+
--	----

---

Approve or turn down a co-op's capital-replacement reserve plan within 4 weeks.	A+
---	----

---

Respond within 2 business days to any request for information.	A+
--	----

---

Approve a co-op's operating budget within 1 month of receipt of a complete budget (co-ops with workouts or under deep-subsidy programs only).	A+
---	----

---

Approve or turn down a complete request to register a new mortgage within 5 weeks, if an up-to-date building condition assessment was received at least 2 weeks before the request; otherwise, 8 weeks.	A+
---	----

---

Respond within 2 business days to a damage claim under the Rent Supplement Program when more information is required to process the claim.	A+
--	----

---

Approve or turn down a damage claim under the Rent Supplement Program within 2 weeks.	A+
---	----

---

### Reporting to Clients A

We want co-ops, without delay, to get the information they need to keep their properties and finances in good shape.

---

Validate every co-op's Annual Information Return within 4 weeks of receipt of a complete return, final audited financial statements and the co-op's AIR certification.	A+
--	----

Tell co-ops about any health and safety concern within 3 days of an Agency property inspection.	A+
Send the co-op a report on any property inspection within 2 months of the inspection.	A+
Send the co-op a risk-assessment report within 5 weeks of AIR validation.	A+
Send the co-op a report on its compliance with its CMHC operating agreement within 5 weeks of AIR validation.	A+
Send the co-op a Performance Report within 5 weeks of AIR validation.	A+
Send the co-op a report on its administration of the Rent Supplement Program within 4 weeks of an on-site review.	D
Send Annual Health Check clients their Plain-Language Financials within 4 weeks of AIR validation.	A+
Send Annual Health Check clients their Annual Health Check Report within 6 weeks of AIR validation.	A+
Send CHF Canada an annual review of each co-op that borrowed under its refinancing program within 6 weeks of AIR validation.	A+
<b>Concerns and Complaints</b>	<b>A+</b>
From time to time, the Agency receives concerns or complaints from our clients. We strive to address and resolve these quickly.	
Acknowledge a concern or complaint within 2 business days of receipt.	A+
Provide a full response to a concern or complaint within 4 weeks of receipt.	A+
<b>Sharing Information</b>	<b>A+</b>
We are quick to let our clients and service partners know about any changes at the Agency that affect them.	
Update the Agency's website within 1 week of any change in the contact information for Agency staff.	A+
Update the Agency's website within 3 weeks of any change in the contact information for Agency board members.	A+
Update the Agency's website within 4 weeks when the Agency's board adopts or changes Agency policies.	A+
Update the Agency's website within 4 weeks of receiving any new or updated CMHC policy or program information.	NA
Tell affected co-ops about any new or updated policy or program within 2 days of posting the information on the Agency's website.	NA

Notify co-ops within 5 business days when their primary Agency contact has changed.	A+
Post all Agency reports to the secure client website within 4 weeks of sending them to the co-op.	A+
E-mail new contact information for Agency staff to all affected service partners within 1 week of the change.	A+
Inform all affected service partners of any new or updated policy or program information within 4 weeks of the change.	NA

## What influenced our ratings?

### Timely Response to Client Requests

We responded to 382 requests to approve spending from capital-replacement reserves in 2019, responding on time in every case.

In 2019, we met our standard for approving budgets within one month of receipt 95 per cent of the time (2018: 93%; 2017: 81%; 2016: 51%; 2015: 64%; 2014: 79%).

We processed 19 rent-supplement damage claims in 2019, meeting our standard 100 per cent of the time—a big Improvement over previous years (2018: 87% 2017: 50%).

We visited 10 client co-operatives in 2019 to look at how they manage the Rent Supplement Program. However, in every case but one, we failed to meet our standard of providing a report within four weeks of the last day of field work. We have work to do.

We received 655 requests for information in 2019, answering them within two business days 100 per cent of the time.

The top five most common information requests in 2019 accounted for 61 per cent of all enquiries.

Topic	Total Requests	Share of Total
Subsidy Administration	99	15%
Capital Reserve Planning	87	13%
End of Operating Agreement	68	10%
Capital Reserve Spending	66	10%
Annual Information Return	54	8%

## **Reporting to Clients**

In 2019, we met our standard for reviewing Annual Information Returns 99 per cent of the time; our reporting standard for property inspections 100 per cent of the time; and our standard for sharing health and safety concerns 100 per cent of the time. For Risk-Assessment, Compliance and Performance Reports, we met our standard 100 per cent of the time.

For the second consecutive year we met our reporting standard 100 per cent of the time for providing CHF Canada with annual reviews on co-ops in its refinancing program (2018: 100%; 2017: 71%).

## **Concerns and Complaints**

In 2019, we addressed all concerns and complaints within the time our standards allow. As in the past, most came from members of client co-ops and concerned the governance or management of their co-ops. We were able to resolve 67 per cent of concerns and complaints. In the other cases, we referred the complainant to their co-op board or to a regional or national co-op housing federation, if the co-op was a member.

## **Sharing Information**

In 2019, we met all our information-sharing standards 100 per cent of the time.