

The Agency Client Service Standards Report Card 2007

Asterisk indicates a standard that was added in 2007

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
Request for information: two business days	A+
Request for budget approval: four weeks	C

Reporting: B

AIRs validated after receipt of co-operative's complete AIR, audited financial statements and signed Board Certification: four weeks (star)	C-
Within no more than three days, the Agency will communicate any health and safety concerns found through property inspection	B
Report on the results of an 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 *	B
Report on compliance: within five weeks following validation of an AIR *	A+
Report on co-op data: within four weeks following validation of an AIR *	A

Transparency and Provision of Information: A-

Post contact information for all staff and board members 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	B
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 *	B
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 *	B

Concerns and Complaints: A+

Response to a concern/complaint: two business days	A+
Provide a full response to a concern/complaint provided: four weeks	A+