

## The Agency Client Service Standards Report Card 2015

Further details on the following pages

### Client Approval/Requests: A

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

### Reporting: A+

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

## Transparency and Provision of Information: A

Contact information for all staff and board members posted on the Agency website: within one week of any change	B+
Summaries of the proceedings of meetings of the Agency's Board of Directors published on the public website: within two weeks of adoption of the minutes	A+
New or updated policy and program information under the board's purview published on the Agency's public website: within four weeks of adoption of the change	A+
New or updated policy and program information from an issuing authority published on the Agency's public website: within four weeks of the change	N/A
Co-ops notified of a change in their primary contact at the Agency: five working days	N/A
Co-ops' reports posted on the Agency's client website: within four weeks of the date they were sent to the co-op	A+
New contact information for Agency staff e-mailed to all affected service-partner organizations: within one week of change	N/A
All affected service-partner organizations made aware of any new or updated policy and program information: within four weeks of the change	N/A

## Concerns and Complaints: A+

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

## Client Approval/Requests

Agency staff respond to messages and service requests from co-ops within set time limits. In 2015 we met our standard 100 per cent of the time for approving requests to spend capital replacement funds. On eight occasions we failed to acknowledge receipt of a request for capital spending that could not be approved without more information. Once again, our performance in approving capital replacement-reserve plans saw no untimely misses. We continue to see improvement in the speed of Agency/CMHC budget approvals (51%: 2012; 66%: 2013; 69%: 2014; 79%: 2015). We also met our standard for answering information requests.

In 2015, inquiries from clients and their members fell into three main groups. Management and governance issues combined held first place among all inquiries with housing-charge subsidy matters close behind. Capital-reserve spending and planning and the Annual Information Return were of interest to fewer clients. Budgets, workouts and matters associated with ending operating agreements formed a still smaller cluster of inquiries.

## Reporting

In 2015 we met our standard 97 per cent of the time for reviewing annual information returns. Our reporting standard for property inspections saw an achievement of 98 per cent. Throughout the year, we met our standard for notifying co-ops of health and safety concerns 100 per cent of the time. We met the reporting standards 99 per cent of the time for risk assessment and 100 per cent of the time for both compliance reports and co-op data reports.

## Transparency and Provision of Information

In 2015, except for one standard, we met or surpassed our standards for transparency and the provision of information throughout the year. On two occasions, we failed to post contact information on the Agency website within our set time limit.

## Concerns / Complaints

In 2015, we responded to all concerns and complaints within the time allowed. As in the past, most concerns came from members of co-op clients and had to do with their governance or management. We were able to resolve 65 per cent of the concerns and complaints. In other cases we referred the callers to their co-op board or to the regional or national federation, where the co-operative was a member.