

The Agency Client Service Standards Report Card 2016

Further details on the following pages

Client Approval/Requests: A

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| Requests for approval to spend capital replacement-reserve funds: five business days | A+ |
| Requests for approval to spend capital replacement-reserve funds where more information is needed: interim response in two business days | A+ |
| Requests for capital replacement-reserve plan approvals: four weeks | A+ |
| Request for information: two business days | A+ |
| Request for budget approval: four weeks | D+ |

Reporting: A+

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| AIRs validated after receipt of co-operative's complete AIR, audited financial statements and signed Board Certification: four weeks | A+ |
| Requests for refinancing after receiving a complete submissions package from CHF Canada: three weeks | A+ |
| Requests for private financing after receiving a complete submission package from a co-op: four weeks | A+ |
| Agency communication of a health and safety concern found through a property inspection: three days | A+ |
| Report on the results of an Agency property inspection: two months after inspection | A+ |
| Report on risk assessment: five weeks after validation of an AIR | A+ |
| Report on compliance: five weeks after validation of an AIR | A+ |
| Report on co-op data: five weeks after validation of an AIR | A+ |

Transparency and Provision of Information: A

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| Contact information for all staff and board members posted on the Agency website: one week, or three weeks, respectively, after any change | A |
| Summaries of the proceedings of meetings of the Agency's Board of Directors published on the public website: two weeks after adoption of the minutes | C- |
| New or updated board-approved policies published on the Agency's public website: four weeks after approval | B+ |
| New or updated policy and program information from an issuing authority published on the Agency's public website: four weeks after notification | N/A |
| All affected co-ops informed of any new or updated policy and program information: two business days after posting on the public or client website | N/A |
| Co-ops notified of a change in their primary contact at the Agency: five working days | A+ |
| Co-ops' reports posted on the Agency's client website: four weeks after the date sent to the co-op | A+ |
| New contact information for Agency staff e-mailed to all affected service-partner organizations: one week after a change | 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

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

Client Approval/Requests

Agency staff are expected to respond to messages and service requests from co-ops within set time limits. In 2016 we met our standard 100 per cent of the time for approving requests to spend capital replacement funds. One hundred per cent of the time we met the standard for acknowledging receipt of a request for capital spending where more information was needed. On one occasion, we failed to approve capital replacement-reserve plans within the time limit. Agency/CMHC budget approvals often failed to meet the standard (**2016; 51%**; 2015: 64%; 2014: 79%; 2013: 69%; 2012: 66%). We met our standard for answering information requests.

In 2016, inquiries from clients and their members fell into three main groups. Subsidy questions held the first place among all inquiries, with management and governance issues tied for second and mortgages close behind. Capital-reserve spending and planning were of interest to fewer clients. Budgets, workouts, the Annual Information Return and matters associated with ending operating agreements formed a still smaller cluster of inquiries.

Reporting

In 2016 we met our standard for reviewing annual information returns 98 per cent of the time. Our reporting standard for property inspections saw no misses. 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 100 per cent of the time for risk assessment, compliance and Co-op Data Reports. We met our standards for refinancing requests both from CHF Canada and from individual co-ops 100% of the time.

Transparency and Provision of Information

In 2016, we met most of our standards for transparency and the provision of information. On one occasion, we failed to post contact information and a summary of the Agency's Board of Directors proceedings on the Agency website within our set time limit on two occasions, we were several days late in posting an updated Agency policy on the Agency website.

Concerns / Complaints

In 2016, we responded to all concerns and complaints within the time allowed. On one occasion we failed to acknowledge the receipt of the concern within two days. 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 62 per cent of the concerns and complaints. Others were referred to the caller's co-op board or to the regional or national federation, if the co-operative was a member.