



THE AGENCY
FOR CO-OPERATIVE
HOUSING

L'AGENCE
DES COOPÉRATIVES
D'HABITATION

Agency Report Card 2024

The Agency's service promise is to help our clients on their journey to success.

To this end, we publish measurable standards for client service, which we strive to achieve each year. This report card is our public self-assessment against those standards for 2024.

Timely Response to Client Requests

We expect our staff to respond to messages and service requests within set time limits.	A+
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 before answering 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.	N/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

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

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 the co-op 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 Report within 5 weeks of AIR validation. A+

Send the co-op a report on its compliance with its CMHC agreements 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. NA

Send their Annual Health Check reports to clients without a CMHC agreement, within 6 weeks of AIR validation. A+

Concerns and Complaints

From time to time, the Agency receives concerns or complaints from our clients. We strive to address and resolve these quickly. A+

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+

Sharing Information

We are quick to let our clients and service partners know about any changes at the Agency that affect them. 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.	A+
Tell affected co-ops about any new or updated policy or program within 2 days of posting the information on the Agency’s website.	A+
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.	NA
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.	A+

What influenced our ratings?

TIMELY RESPONSE TO CLIENT REQUESTS

We responded to 45 requests to approve spending from capital-replacement reserves in 2024, responding on time in every case.

In 2024, we met our standard for approving budgets within one month of receipt 95 per cent of the time.

We received 134 requests for information in 2024, answering them within two business days 100 per cent of the time. The top five most common information requests in 2024 accounted for 84 per cent of all enquiries.

Topic	Share of Total
Rental Assistance Program	51%
Compliance Reports	13%
Annual Information Return	10%
Client Budgets	6%
Refinancing	3%

Fifty-one per cent of the requests concerned the Rental Assistance Program. We received questions about rental assistance claims, the repayment process for unused rental assistance, and general subsidy administration. We communicated extensively with our clients while

working to clear the backlog of rental assistance reconciliations, helping to onboard co-ops that transitioned to the program in 2024 and providing general program information throughout the year.

REPORTING TO CLIENTS

In 2024, we met our standard (4 weeks) for reviewing Annual Information Returns 98 per cent of the time and our reporting standard for sending our clients property inspections reports within two months of the inspection date and sharing associated health and safety concerns within three days of the inspection 100 per cent of the time. For Risk, Compliance and Performance Reports, we met our standard (5 weeks) 99 per cent of the time.

Co-ops in the Rental Assistance Program (FCHI-2) are required to submit an Action Plan. We are committed to reviewing these plans within four weeks of submission. In 2024 we received 55 Action Plans and met our standard for reviewing them within four weeks of receipt, 100 per cent of the time.

CONCERNS AND COMPLAINTS

In 2024, 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 22 per cent of concerns and complaints. In the other cases, we referred the complainant to their co-op board (61%) or to a regional or national co-op housing federation (17%), if the co-op was a member.

SHARING INFORMATION

In 2024, we met all our information-sharing standards 100 per cent of the time.