



# The Agency Client-Service Standards Report Card

## Client-Service Performance in 2009

Further details on the following page

### 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+ |
| Requests for information: two business days   | A+ |
| Requests for budget approval: four weeks  | A+ |

### Reporting

**A+**

|  |    |
|--|----|
| AIRs validated after receipt of co-operative's complete AIR, audited financial statements and signed Board Certification: four weeks | A+ |
| Within no more than three days, the Agency will communicate any health and safety concerns found through property inspection         | A+ |
| Report on the results of Agency property inspection: within two months of inspection   | A+ |
| Report on risk-assessment: within five weeks following validation of an AIR  | A+ |
| Report on compliance: within five weeks following validation of an AIR   | A+ |
| Report on co-op data: within five 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      | B  |
| Publish new or updated policy and program information under the board's purview on the Agency website: within four weeks of adoption of the change | A+ |
| Publish new or updated policy and program information from an issuing authority on the Agency website: within four weeks of the change             | A+ |
| 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                                       | A+ |
| 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        | A+ |

### Concerns/Complaints

**A+**

|  |    |
|--|----|
| Respond to a concern/complaint: two business days          | A+ |
| Provide a full response to a concern/complaint: four weeks | A+ |



## The Agency Client-Service Standards Report Card Client-Service Performance in 2009

### Client Approval/Requests

Agency staff respond to messages and service requests from co-ops within set time limits. In 2009, we met our standard 99 per cent of the time for approving requests to spend capital replacement funds. However, on three occasions we failed to acknowledge receipt of a request for capital spending that could not be approved without more information. Our performance for both timely budget approvals and approving replacement reserve plans saw just one miss each. As in 2008, but for two occasions, we met our standard for answering information requests.

In 2009, as in the two previous years, most information requests were about housing-charge subsidy matters, particularly subsidy administration and the calculation of assisted charges or income-tested assistance reconciliations. Enquiries concerning replacement reserves moved up to second place. Questions about compliance with the operating agreement came third, followed very closely by questions about the Social Housing Renovation and Retrofit Initiative and the Agency's risk assessment.

### Reporting

In 2009, we met our standard 95 per cent of the time for reviewing annual information returns. Throughout the year, without exception, we met all reporting standards for risk assessment, compliance and co-op data reports, property inspections, and notifying co-ops of health and safety concerns.

We adjusted the standard for property inspections to measure from the date of inspection. The standard is now to send the co-op a report within two months of the inspection date, in place of four weeks following the Agency's receipt of the full inspection report.

### Transparency and Provision of Information

In 2009, we extended our transparency standards to include website posting within one week of any change in the membership of the Agency's board of directors. We split the standard for posting policy and program information: changes to policies or programs governed by the Agency's board posted within four weeks of adoption; those from an external authority, such as CMHC, posted within four weeks of Agency notification.

Except on two occasions, we met or surpassed our standards for transparency and the provision of information throughout the year. The missed standards were for posting board meeting highlights on our website within two weeks and for promptly notifying a federation about the hiring of a Relationship Manager for their area.

### Concerns + Complaints

In 2009, we responded to all concerns and complaints within the time allowed. Most concerns came from members of co-op clients and had to do with their governance or management. As before, we gave these callers information and referred them to their co-op board or to the regional or national federation, where the co-operative was a member.