



THE AGENCY
FOR CO-OPERATIVE
HOUSING

L'AGENCE
DES COOPÉRATIVES
D'HABITATION

Agency Report Card 2022

The Agency's service promise is to help our clients on their journey to success. To this end, we publish the measurable standards for client service that we strive to achieve each year. This report card is a public self-assessment of our performance against those standards for the 2022 year.

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 to answer 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 reject 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.	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 co-ops 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-assessment report within 5 weeks of AIR validation. A+

Send the co-op a report on its compliance with its CMHC operating agreement 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 or Rental Assistance Program within 4 weeks of an on-site review. A+

Send Annual Health Check clients their Plain Language Financials within 4 weeks of AIR validation. A+

Send Annual Health Check clients their Annual Health Check Report 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.	C+
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.	A+
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 88 requests to approve spending from capital-replacement reserves in 2022, responding on time in every case.

In 2022, we met our standard for approving budgets within one month of receipt 98 per cent of the time.

We processed 6 rent-supplement damage claims in 2022, meeting our standard 100 per cent of the time.

We completed one Rent Supplement Program review and two Rental Assistance Program reviews in 2022. We completed and sent the report to the clients within five weeks of visiting the co-op on all three occasions.

We received 896 requests for information in 2022, answering them within two business days 100 per cent of the time.

The five most common information requests in 2022 accounted for 76 per cent of all enquiries. The Rental Assistance Program was clearly top of the mind for our clients over the year.

TOPIC	TOTAL REQUESTS	SHARE OF TOTAL
Rental Assistance Program	714	79%
Annual Information Returns	52	6%
CMHC Legacy Programs	29	3%
Secure client website access	18	2%
Subsidy	14	1%

REPORTING TO CLIENTS

In 2022, we met our standard for reviewing Annual Information Returns 98 per cent of the time; our reporting standard for property inspections 100 per cent of the time; and our standard for sharing health and safety concerns 100 per cent of the time. For sending our clients Risk, Compliance and Performance Reports, we met our standard 100 per cent of the time.

CONCERNS AND COMPLAINTS

We received thirty-three concerns and one complaint in 2022. We addressed all concerns within the time our standards allow. As in the past, most came from client co-op members expressing concern about their co-op's governance or management. We were able to resolve 35 per cent of these concerns and complaints. In most cases, especially when the concern was related to governance or management, we referred the complainant to their co-op board or to a regional or national co-op housing federation if the co-op was a member.

SHARING INFORMATION

In three out of seven instances, we failed to upload amended policies to our website within four weeks of the approved changes. This occurred due to a workflow issue in our internal records management system, which has been corrected. Overall, in 2022, we met all our information-sharing standards 98 per cent of the time.