

The Agency Client Service Standards Report Card 2012

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	A+
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+
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 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+

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	B
Make all affected service-partner organizations aware of any new or updated policy and program information: within four weeks of the change	A+

Concerns and Complaints: A

Response to a concern/complaint: two business days	A
Provide 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 2012 we met our standard 99 per cent of the time for approving requests to spend capital replacement funds. However, on two occasions we failed to acknowledge receipt of a request for capital spending that could not be approved without more information. Once again, our performance for timely capital replacement-reserve plan approvals saw no misses. In 2012 we met our standard for answering information requests. However, Agency/CMHC budget approvals still need to take less time.

In 2012, as in the five 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 held second place for the fourth year in a row. Questions about replacement-reserve planning bumped questions about the annual information return out of third place.

Reporting

In 2012 we met our standard 93 per cent of the time for reviewing annual information returns. Throughout the year, without exception, we met both reporting standards for property inspections and for notifying co-ops of health and safety concerns. We met the reporting standards 92 per cent of the time for risk assessment and compliance reports and 98 per cent of the time for co-op data reports.

Transparency and Provision of Information

In 2012, except for two standards, we met or surpassed our standards for transparency and the provision of information throughout the year. One missed standard was for promptly notifying federations about the hiring of Relationship Managers for their area. This miss occurred during a busy transitional period due to staff changes. The other missed standard was for promptly posting Board meeting minutes on our public website. This was due to what we would describe as a 'perfect storm,' including issues with workload, translation and automated systems.

Concerns / Complaints

In 2012, we responded to all but one 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. 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.