

## The Agency Client Service Standards Report Card 2017

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 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	B
Requests for refinancing after receiving a complete submissions package from CHF Canada: three weeks	N/A
Requests for private financing after receiving a complete submission package from a co-op: four weeks	N/A
Requests for unit-damage allowance under the rent-supplement program where more information is needed: two business days	A+
Requests for unit-damage allowance under the rent-supplement program: two weeks	D

### Reporting: A

AIRs validated after receipt of co-operative's complete AIR, audited financial statements and signed Board Certification: 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+
Report on the administration of the rent-supplement following an on-site review: four weeks	N/A
Annual Health Check Plain Language Financials: four weeks	N/A
Annual Health Check Report: six weeks	N/A
Annual reviews to CHF Canada on co-operatives participating in its refinancing program	C

## Concerns and Complaints: A+

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

## Transparency and Provision of Information: A+

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	A+
New or updated board-approved policies published on the Agency's public website: four weeks after approval	A+
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

## Client Approval/Requests

Agency staff are expected to respond to messages and service requests from co-ops within set time limits. In 2017 we met our standard 100 per cent of the time for approving capital reserve plans and requests to spend capital replacement funds. Ninety-six per cent of the time we met the standard for acknowledging receipt of a request for capital spending where more information was needed. At 81 per cent for the year, Agency/CMHC budget approvals saw a significant improvement (2016: 51%; 2015: 64%; 2014: 79%; 2013: 69%; 2012: 66%). We met our standard 100 per cent of the time for approving claims for unit damage under the rent-supplement program, where more information was needed. We failed to meet the standard for approving claims for unit-damage under the rent-supplement program within the time limit, meeting it 33 per cent of the time. We met our standard for answering information requests.

In 2017, inquiries from clients and their members fell into three main groups. Again this year, subsidy questions held first place among all inquiries, with management and governance issues tied for second and replacement-reserve spending and budgets close behind.

## Reporting

In 2017 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 99 per cent of the time for risk assessment, compliance and Co-op Data Reports. We met our reporting standard 71 per cent of the time for providing CHF Canada with annual reviews on co-ops participating in its refinancing program.

## Transparency and Provision of Information

In 2017, we met most of our standards for transparency and the provision of information. While we failed to notify co-ops of a change in their primary contact within a set time limit, on a number of occasions, we achieved a 93 per cent success for this standard.

## Concerns / Complaints

In 2017, we responded to all 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. We were able to resolve 63 per cent of 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.