

Homeless at Risk HOUSING PROPERTY MANAGEMENT SERVICES - Program Plan April 1 2016 – March 31 2017

Category	Findings (last Year 2015-176)	Activities (Current Year 2016-17)
<p><u>1. Effectiveness</u></p> <p>a. Provide Secure Housing (target is 90%) b. Provide Affordable Housing c. Provide Housing Stability (b. and c. targets are 6 years)</p>	<p><u>1. Effectiveness Activities (Current Year 2015-16):</u> Forty-nine (49) surveys were distributed and forty-six (46) responses were returned overall. Of these, 40 responded to the first effectiveness question, 38 of which indicated that having access to safe and affordable housing does reduce safety risks. The second and third effectiveness measures record the average length of stay with the intent to determine the affordability and stability of this housing. The average length of tenancy has increased this year from 6 to 7 years showing that this target tenant population is able to remain independent and direct their own care prior to moving to higher care facilities.</p>	<p><u>Effectiveness Activities (Current Year 2016-17):</u> Continue to monitor and maintain tenant feedback on the effectiveness of HAR housing relative to the areas of safety, affordability, and stability. Target goal expectancy for each of the 3 measures is secure housing 90%; affordability and stability targets have been increased from 6 years to 7 years.</p>
<p><u>2. Efficiencies</u></p> <p>To maintain occupancy at 99%</p>	<p><u>2. Efficiency Activities (Current Year 2015-16):</u> The targeted 99% occupancy rate was almost met this year, coming in at 98%. There are a total of 46 HAR units available monthly. During the 12 month reporting period there was a total of 11 vacant units during the year. In calculating the occupancy / vacancy rates our formula is as follows: 11 vacant units / 552 total units = .02 or (.02 x 100 =) 2% vacancies. The corresponding occupancy rate is 98%.</p>	<p><u>2. Efficiency Activities (Current Year 2016-17):</u> Maintain an occupancy rate of 99% for the 2016-17 year.</p>
<p><u>3. Accessibility</u></p> <p>a. Tenants accessing services requiring accommodation to facilitate access b. Promote accessibility via the on-line housing registry application process to shorten waitlist times</p>	<p><u>3. Accessibility Activities (Current Year 2015-16):</u> Each of the 16 requests for further accessibility initiatives was deemed achievable and as such, implemented. Four of 4 tenants on the waitlist were housed over the year.</p>	<p><u>3. Accessibility Activities (Current Year 2016-17):</u></p> <p>a. Continue to support tenants with minor accommodation requests on a regular basis. b. Record and consider any substantive accommodation requests to determine if these are reasonable and / or doable. c. Continue to fill 100% of vacancies with tenants who have applied via the on-line Housing Registry and waitlist these applicants for housing as units become available.</p>
<p><u>4. Satisfaction</u></p> <p>Monitor tenant and stakeholder satisfaction levels (targets: 85%)</p>	<p><u>4. Satisfaction Activities (Current Year 2015-16):</u> Tenants and stakeholders indicated their overall satisfaction with housing and property management services above the targeted 85% rate. Actual results: tenants @ 93%; and stakeholders @ 92%.</p>	<p><u>4. Satisfaction Activities (Current Year 2016-17):</u></p> <p>a. Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained. b. Continue to formally solicit and record stakeholder satisfaction feedback throughout the 2016-17 fiscal year.</p>
<p><u>5. Administrative Objectives:</u></p> <p>Make available at least two external professional development opportunities to staff by end of the fiscal year.</p>	<p><u>5. Administrative Objectives (Current Year 2015-16):</u> Staff were able to attend 2 outside trainings over the fiscal year including the BC Non-Profit Housing Association's <i>Regional Education, Networking & Trade show</i> in Kamloops.</p>	<p><u>5. Administrative Objectives (Current Year 2016-17):</u></p> <p>a. Continue to make available opportunities for the professional development of staff. b. review and modify the process and content of feedback surveys to provide more clarity and increase feedback data</p>