

FAMILY HOUSING CASTLEGAR PROPERTY MANAGEMENT SERVICES - Program Plan April 1 2016 – March 31 2017

Category	Findings (last Year 2015-16)	Activities (Current Year 2016-17)
<p><u>1. Effectiveness</u></p> <p>a. Provide Secure Housing b. Provide Affordable Housing c. Provide Housing Stability</p>	<p><u>1. Effectiveness Findings (last Year 2015-16):</u> One hundred and thirty-three (133) surveys were distributed and, of these, 55 were completed. Forty nine of the 55 respondents (89%) indicated that access to this secure housing increased their safety . At time of start-up, current tenants’ files were transferred to the Association from BC Housing and with this information we are able measure length of tenancy beyond the 1.67 years as the operator. This year the average length of tenancy remains static at the 3 year time period and compares with the prior year. This correlates with the expectation that access to these rental units provides secure and affordable housing opportunities; and also appears to be indicative of the time-length required for a family to stabilize financially and then secure market housing.</p>	<p><u>1. Effectiveness Activities (Current Year 2016-17):</u> Continue to monitor and report tenant feedback on the effectiveness of the Castlegar properties housing relative to the areas of safety. Maintain 85% achievement target for tenant safety, and 3 year length of tenancy as an indicator of the stability and affordability this housing avails to tenants.</p>
<p><u>2. Efficiencies</u></p> <p>To maintain occupancy at 99%</p>	<p><u>2. Efficiency Activities (last Year 2015-16):</u> There are a total number of 83 units available monthly. During the course of the 12 month reporting period there was a total of 23.5 vacant units for the reporting period. In calculating the occupancy / vacancy rates our formula is as follows: 23.5 vacant units / 1020 total units = .02 or (.02 x 100 =) 2% vacancy. The corresponding occupancy rate is 98%. This is a significant overall increase of 9% compared with reported the occupancy from the 2014-15 fiscal year, which was 89%.</p>	<p><u>2. Efficiency Activities (Current Year 2016-17):</u> Strive to achieve a targeted occupancy rate of 99% for the 2016-17 year.</p>
<p><u>3. Accessibility</u></p> <p>a. Support tenant accommodation requests whenever feasible. b. To enhance application process to shorten waitlist times</p>	<p><u>3. Accessibility Activities (last Year 2015-16):</u> Eight requests for special accommodation were received and each of these requests was deemed feasible and, therefore, carried out. Twenty three of 23 tenants on the waitlist were housed during the course of the year from the BC Housing Registry.</p>	<p><u>3. Accessibility Activities (Current Year 2016-17):</u> Continue to support Tenants with accommodation requests. Fill 100% available vacant units with tenant applications from BC Housing Registry waitlist as units become available.</p>
<p><u>4. Satisfaction</u></p> <p>Monitor and maintain both tenant and stakeholder satisfaction levels at 85% minimum.</p>	<p><u>4. Satisfaction Activities (last Year 2015-16):</u> Satisfaction surveys are distributed annually to all tenants who have been housed for 12 months or longer. Of the 36 tenant surveys returned 33 indicated their overall satisfaction with housing and property management services. Eighteen non-tenant stakeholder feedback surveys were distributed and 9 were returned. All 9 indicated a high level of satisfaction with the program.</p>	<p><u>4. Satisfaction Activities (Current Year 2016-17):</u> Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained and continue to solicit stakeholder satisfaction feedback data throughout the 2016-17 fiscal year.</p>
<p><u>5. Administrative Objectives</u></p> <p>a. Make available at least two external professional development opportunities to staff by end of the fiscal year. b. Regularly enter data into the database system so that current and up to date statistical information is recorded.</p>	<p><u>5. Administrative Objectives (last Year 2015-16):</u> The Association’s housing staff were able to attend 1 external training session. A second training had been scheduled however it was canceled by the third party sponsor. Statistics and non-tenant stakeholder feedback surveys were distributed and tracked for the 2015/16 fiscal year.</p>	<p><u>5. Administrative Objectives ((Current Year 2016-17):</u> a. Continue to develop statistical tracking for the Castlegar Housing sites and develop stronger relationships with community stakeholders to increase feedback return rates. b. Modify tenant surveys going forward to provide more clarity and increase overall response rates.</p>