

SENIOR HOUSING 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> a. Provide Secure Housing b. Provide Affordable Housing c. Provide Housing Stability Target expectancy goals: a. @ 85%; b. and c. @ 3 years.</p>	<p><u>1. Effectiveness Findings (last Year 2015-16):</u> Sixty-eight surveys were distributed and twenty-four tenants responded partially to the survey. Of these 24, ten fully completed all survey questions. Nine of these 10 respondents indicated their housing was secure. It is noted the response rate is low and staff will, going forward, endeavor to increase return ratios. The average length of stay this year is now 4 years, which is representative of the length of time these housing units have been open/available as rentals. Staff feel confident that the average length of tenancy will continue to rise year over year which is a further demonstration that this housing is both affordable and stable.</p>	<p><u>1. Effectiveness Activities (Current Year 2016-17):</u> a. Continue to monitor and report tenant feedback on the effectiveness of senior housing relative to the areas of safety; and monitor length of tenancy rates to assess affordability and stability of these housing units. Re-establish effectiveness targets as follows: Safety @ 90%; affordability and stability at 4 year averages. b. Review feedback survey and process to enhance clarity and feedback.</p>
<p><u>2. Efficiencies</u> To maintain occupancy at 99%</p>	<p><u>2. Efficiency Activities (last Year 2015-16):</u> Although this target was not quite reached the results were close at 98%. There are a total of 60 SRH units available monthly. During the course of the 12-month reporting period there was a total of 14.5 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: 14.5 vacant units / 720 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> Staff will strive to obtain an occupancy rate of 99% for the 2016-17 year</p>
<p><u>3. Accessibility</u> 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 (last Year 2015-16):</u> Four tenants were able to access this housing due to staff assistance with special accommodation requests. Eleven of 11 tenants on the housing registry were housed in these units during the year.</p>	<p><u>3. Accessibility Activities (Current Year 2016-17):</u> 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> Monitor tenant and stakeholder satisfaction levels (target 85% satisfaction rates)</p>	<p><u>4. Satisfaction Activities (last Year 2015-16):</u> Tenants and stakeholders indicated their overall satisfaction with housing and property management services was well beyond the targeted 85% ratio. Actual results: tenants at 90%; stakeholders at 100%)</p>	<p><u>4. Satisfaction Activities (Current Year 2016-17):</u> Continue to monitor to ensure a minimum of 85% tenant satisfaction is sustained by formally soliciting and recording stakeholder satisfaction feedback data throughout the 2016-17 year. Staff will work to increase tenant survey response rates.</p>
<p><u>5. Administrative Objectives</u> Make available at least two external professional development opportunities to staff by end of the fiscal year.</p>	<p><u>5. Administrative Objectives (last 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> 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>