

FAMILY 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 (target goal expectancy 90%) b. Provide Affordable Housing c. Provide Housing Stability (b. and c. target goal expectancy is 5 years)</p>	<p><u>1. Effectiveness Findings (last Year 2015-16):</u> 76 surveys were distributed and, of these, 68 completed surveys returned. Of the 68 returned surveys 48 responded to the question asking if this housing had reduced their safety risk. Forty seven of these 48 respondents indicated yes to this question. The average length of stay is a statistic recorded in, and gathered from, tenant files. The average length of tenancy remains at 5 years, and appears to represent the time period required for a family to stabilize financially and then secure other (non-subsidized) housing.</p>	<p><u>1. Effectiveness Activities (Current Year 2016-17):</u> a. Continue to monitor and report tenant feedback on the effectiveness of family housing relative to the areas of safety (target 90%); and monitor length of tenancy to assess affordability and stability of these housing units (target 5 year averages) . b. Review survey questionnaire to enhance clarity.</p>
<p><u>2. Efficiencies</u> To maintain occupancy at 99%</p>	<p><u>2. Efficiency Activities (last Year 2015-16):</u> There are a total of 65 family units available monthly. During the course of the 12 month reporting period there was a total of 45 vacant units for the year. The majority of these vacancies came from our Golden site because, with the downturn experienced in the economy, it became impossible for us to rent 12 units at Low End of Market rates a written requirement of this site’s operating agreement. To address the problem we had to apply for and wait to receive a two year amendment to the operating agreement granting us permission to rent all units as rent-g geared-to-income subsidized units. This amendment wasn’t received until after the end of the fiscal year. When calculating the occupancy / vacancy rates our formula is as follows: 45 vacant units / 780 total units = .06 or (.06 x 100 =) 6% vacancy. The corresponding occupancy rate is 94%. The operating agreement has since been modified and it is expected that these chronic vacancies will be filled quickly as a result.</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 housing requiring accommodation to facilitate or maintain access b. To enhance application process to shorten waitlist times via (via application on-line through the housing registry)</p>	<p><u>3. Accessibility Activities (last Year 2015-16):</u> a. Twenty-one of 65 tenants made requests for special accommodation and each of these requests were granted. b. Fourteen of 14 tenants on the waitlist were housed during the course of the year.</p>	<p><u>3. Accessibility Activities (Current Year 2016-17):</u> a. Continue to consider and support tenants with accommodation requests. b. Fill 100% available vacant units with tenants from BC Housing Registry waitlist as units become available.</p>
<p><u>4. Satisfaction</u> Monitor tenant and stakeholder satisfaction levels</p>	<p><u>4. Satisfaction Activities (last Year 2015-16):</u> Tenants and stakeholders indicated their overall satisfaction with housing and property management services beyond the targeted 85% ratio. (Satisfaction Results: tenants @ 97% and stakeholders @ 93%)</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.</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>