

Understanding Modules

Core Area 4		Demonstrating understanding and adherence to program delivery		
Module 4.1		Rental Housing		
Group 4.1.1		Program Administration Requirements are Fulfilled in Accordance with the Agreement		
Element	Description	Unaware - Developing	Aware - Developing	Meets
4.1.1.a	Resident data reporting to BC Housing (Housing Registry and Supportive Housing Registry) is timely, complete, and accurate.	Resident data reporting on BC Housing databases is not maintained consistently and/or is often out of date.	Reporting is completed annually, irregularly, or when requested by BC Housing.	Data entry (for vacancies and filling units) and the resident list is up to date. At a minimum, changes are reported in the month they occur with complete information. Exceptions to timely data entry always have PM approval. Data entry quality is high, and it must be accurate (no overuse of the "other" category). Rent rolls, Housing Registry, and the Supportive Housing Registry are current and accurate. All required fields are complete. For ILBC 2 and SSH, the provider conducts regular tenant surveys if/as required and provides copies of results to BC Housing upon request. Providers supply information about the number and nature of written complaints received from residents and their families, and the action taken.
4.1.1.b	Resident files are complete, accurate and current.	Resident files are not complete, accurate or current. Key documents are missing or not being used. No emergency contacts are listed. Provider has not documented special needs residents such as vision or hearing impairment or non-mobile for emergency purposes.	Most resident files exist and have been signed but are outdated or contain incomplete or inaccurate information.	Documented procedures are in place for effective records management, including resident files, move in and move out inspections, turnover repairs, residency agreements, exchange of information consent and new resident orientations. Security deposits/ membership shares (if applicable) are managed in accordance with applicable regulation.

Understanding Modules

4.1.1.c	Rents/Housing charges are correct and compliant with applicable operating agreement/program requirements. RGI Tenant Rent Contribution calculations are correct and current.	Tenant Rent Contribution calculations have more than a 20% error rate. Market rents are not being adjusted, or not being adjusted according to BC RTA regulations.	More than 20% error rate on Tenant Rent Calculations or frequent resident complaints or issues that require BC Housing support to resolve. Applicable staff are not trained on how to properly perform rent calculations.	BC Housing's Rent Calculation Audit shows less than a 20% error rating. No significant complaints to BC Housing from residents AND/OR Rents (rent on the door, market/LEM) are regularly reviewed and updated. Market rent appraisals or reviews are carried out regularly and rents are adjusted on turnover and in accordance with applicable regulations (e.g. RTA)
Group 4.1.2	Rental Housing Services are Delivered in Accordance with the Agreement			
Element	Description	Unaware - Developing	Aware - Developing	Meets
4.1.2.a	Effective resident management practices are in place that comply with all applicable legislation and regulations while supporting successful residencies and meet revenue and occupancy goals.	Resident management practices are not aligned with regulatory or legislative requirements. Provider is unable to provide data on rent collection, turnovers, or vacancies.	Staff are aware of resident management practices and generally follow them, but they are not consistently documented. Rent collection is below 95%, vacancy rate exceeds market average, and/or extended vacancies are common.	Respectful and effective resident management policies and procedures are in place to support successful residencies and ensure >95% resident rent contribution is consistently collected. All resident management policies comply with applicable legislation, are consistent with the goals and intent of the operating/operator agreement and BC Housing guidelines. ILBC covered by CCALA legislation.
4.1.2.b	Effective turnover management practices in place to support move-ins and move-outs while minimizing disruption to residents and vacancy loss.	No documented or demonstrated turnover policies or processes available. Provider has several unexplained vacant months each fiscal year.	Provider has documented process and policy, but they are not always followed. Higher than average vacancies, and consistently goes over budget on interior and exterior maintenance.	Turnover management (efficient/min vacancy loss, sign up, move in and move out procedures including inspections and resident orientation, lock/key storage and management, security deposit/member share management). Vacated units are consistently ready for new residents at the start of the next month or within a reasonable time. With ILBC ensure there is a policy to work with the Health Authority to fill vacancies. For ILBC – case manage residents into units; covered by CCALA legislation not RTA.

Understanding Modules

4.1.2.c	Resident selection and eligibility are determined by, and do not conflict with, applicable agreements.	Resident selection process and policies are not documented.	Resident selection processes and policies are documented, but do not reference key program requirements or are not followed in practice. Significant variations in unit mix/other requirements and no alignment with Society's constitution.	Resident selection is in compliance with the provider's funding programs (this includes accepting referrals from the Housing Registry or Coordinated Access where required and available). It is guided by documented policies and procedures.
4.1.2.d	Rent and income mix, and other key program requirements are met.	Rent, income mix , and other key requirements do not reflect the provider's funding program	Rent, income mix, and other key requirements are partly or sporadically in compliance with the provider's funding program.	Rent and income mix, and occupancy requirements are in compliance with the provider's funding program.