



**Date:** November 22, 2018

**Report to:** Board of Directors

**Submitted by:** Tom Hunter  
Chief Executive Officer/  
Secretary

**Prepared by:** Kathy McInnes  
Manager, Business  
Services

**Subject:** **Monthly Key Performance Indicators – Report #18019**

**RECOMMENDATION:**

That Report #18019 be received for information

A handwritten signature in blue ink that reads "Tom Hunter".

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Tom Hunter  
Acting Chief Executive Officer/Secretary

**BACKGROUND:**

Provided below are the Key Performance Indicators targets and actuals as of October 31, 2018.

**1. Rent Receivables**

October rent arrears are currently at 10% of revenue (\$318,399.11). The arrears are owed by 516 tenancies.

Families represent 7% (\$219,516.67) of total arrears, seniors represent 2% (\$64,872.81) of arrears and singles without dependants represent 1% (\$34,009.63).

Thirty-four percent (34%) of arrears are at the first stage of the collection process. This means that the tenant has either been served a Notice for Non Payment of Rent, or sent an Arrears Letter for minimal balances of less than \$85.00. Fifty-one percent (51%) are being collected through the Landlord and Tenant Board. Fifteen percent (15%) have been settled and are being repaid either through Mediated Settlements or Orders.

## 2. Vacancies

As of October 31, 2018 there were a total of 370 vacant units. This number excludes 281 units that are being held for revitalization projects and are therefore unavailable for rent. The total vacancy rate as outlined in the CHH Vacancy Rate chart below is 5.4% which is 1.4% above target. Vacancy statistic breakdowns are attached as Appendix A.

## 3. Maintenance

Twenty-three thousand, nine hundred and eighty-six (23,986) work orders have been completed as of October 31, 2018 by both Maintenance Servicers and external contractors.

- Maintenance Servicers have completed 15,392 work orders in 2018.
- External contractors have completed 8,594 work orders in 2018.

At this time last year 21,039 work orders had been completed - 7,574 by Maintenance Servicers and 13,465 by external contractors.

## 4. Operational Review and Internal Audit Checklist

Attached as Appendix B is a checklist of Directives and Recommendations identified through the Operational Review and Internal Audit with their current status. Completed items are highlighted in green. Staff continue to work through the identified areas and are tracking favorably for completion.

### ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:

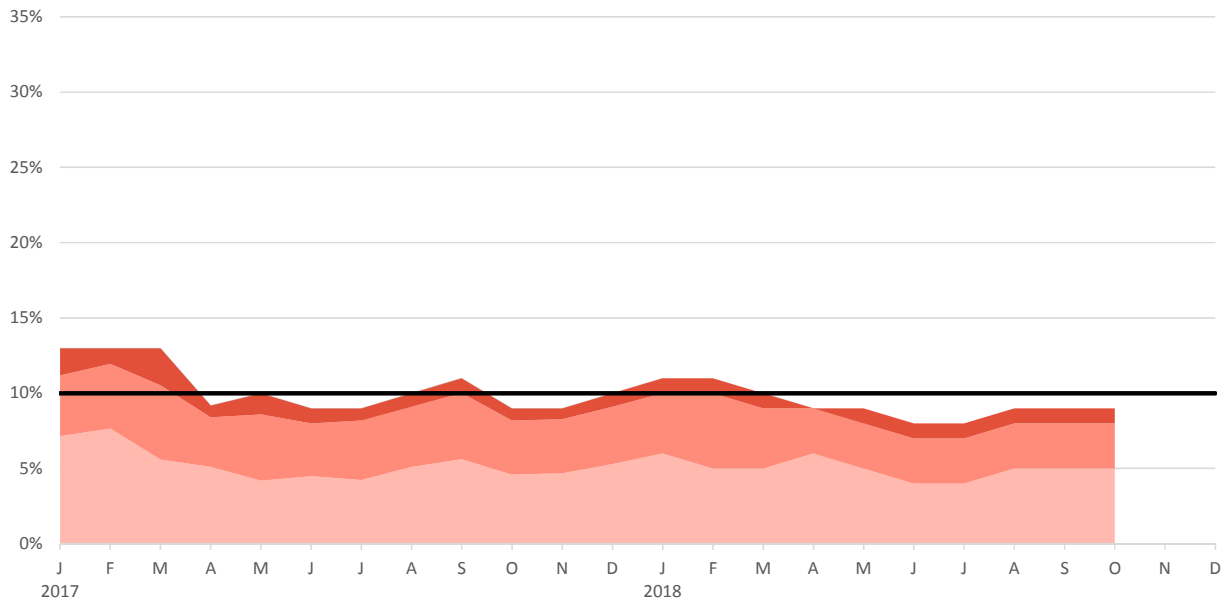
This report implements:

#### **Economic Prosperity and Growth**

CityHousing Hamilton believes that residents reach their full potential when they have access to employment, entrepreneurship or education opportunities that will contribute to the growth and prosperity of the City of Hamilton.

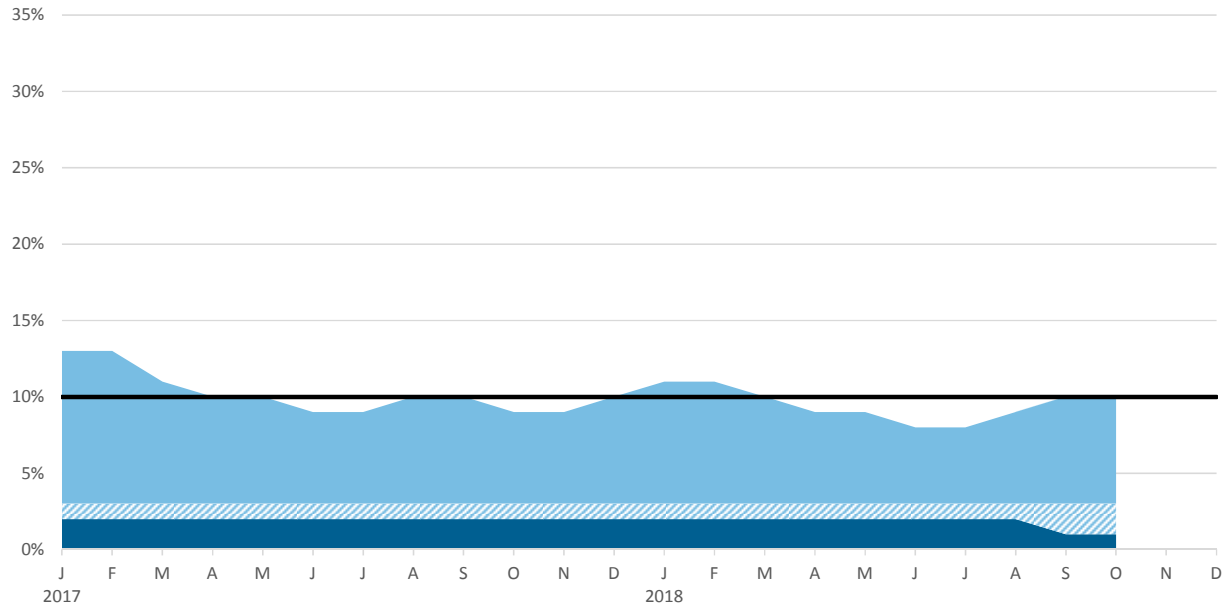
# RENT RECEIVABLE STATISTICS

## Monthly Arrear Actions



 Notice  
  Tribunal  
  Resolution

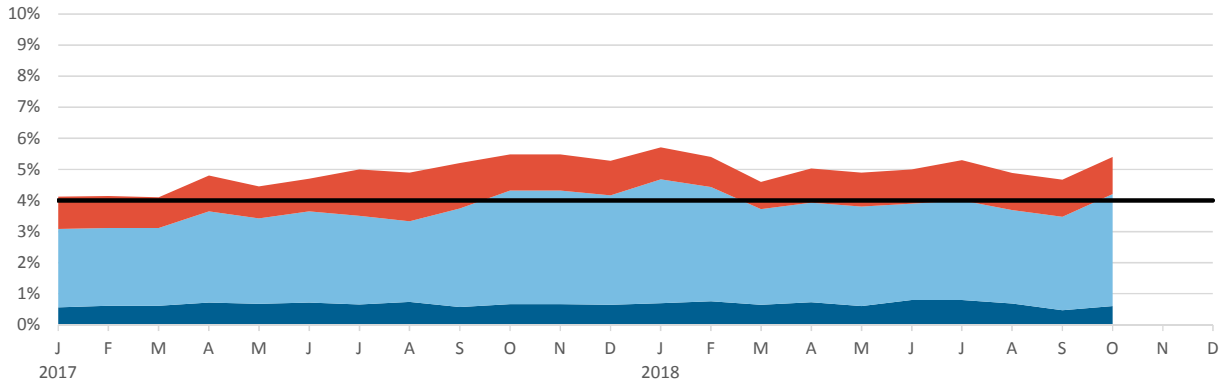
## Monthly Arrear Demographics



 Senior  
  Single  
  Family

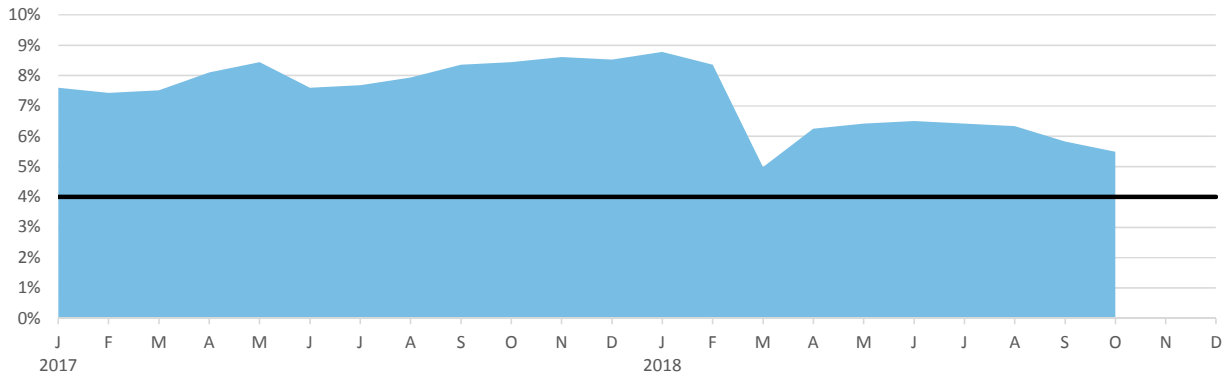
# VACANCY STATISTICS

**Monthly Vacancy Rate, Status**

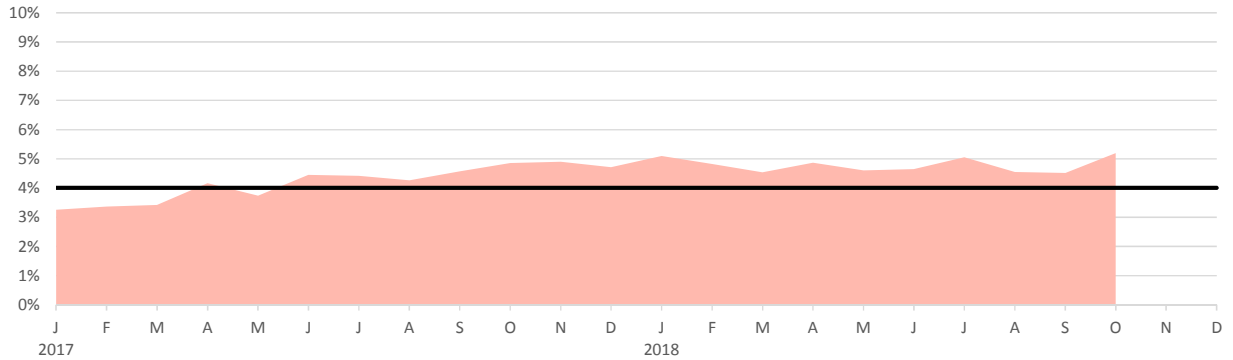


- Repairs
- Available
- Rented

**Monthly Vacancy Rate, Market Units**



**Monthly Vacancy Rate, RGI Units**



## WORK ORDER STATISTICS

