



Date: September 29th, 2020
Report to: Board of Directors

Submitted by: Tom Hunter
Chief Executive Officer/
Secretary

Prepared by: Amanda Warren-Ritchie
Manager, Strategy &
Quality Improvements

Subject: Monthly Key Performance Indicators Report #20015

RECOMMENDATION:

That Report whatever number be received for information.

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

Tom Hunter
Chief Executive Officer/Secretary

BACKGROUND:

Provided below are the Key Performance Indicators targets and actuals as of August 31, 2020.

1. Rent Receivables

As of August 31, 2020 CHH, rent arrears represent 26% of the total tenant population with an associated value of \$716,923.75.

Families represent 17% (\$468,757.84) of total arrears, seniors represent 7% (\$193,017.93) of arrears and singles represent 2% (\$55,147.98).

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Sixty-three percent (63%) 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. Thirty percent (30%) are being collected through the Landlord and Tenant Board. Seven percent (7%) have been settled and are being repaid either through Mediated Settlements or Orders.

2. Vacancies

As of August 31, 2020, there were a total of 314 vacant units. This number excludes 401 units that are unavailable for rent of which 299 units are being held for revitalization projects and 110 units are being held for resident projects such as Congress Crescent and Vanier Towers. The total vacancy rate as outlined in the CHH Vacancy Rate chart below is 4.7% which is 0.7% above target. The vacancy rate has remained consistent over the last few months and is result of factors surrounding the Coronavirus, as CHH stopped renting units from March till late April. Vacancy statistics breakdowns are attached as Appendix A.

3. Maintenance

One thousand, eight-hundred and thirty-three (1833) work orders were completed from August 1, 2020 to August 31, 2020 by both Maintenance Servicers and External Contractors.

- Maintenance Servicers have completed 1136 work orders in August 2020.
- External contractors have completed 697 work orders in August 2020.

During August of 2019 2329 work orders were completed – 1431 by Maintenance Servicers and 898 by external contractors. Year over year work orders have decreased due to Covid-19.



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.

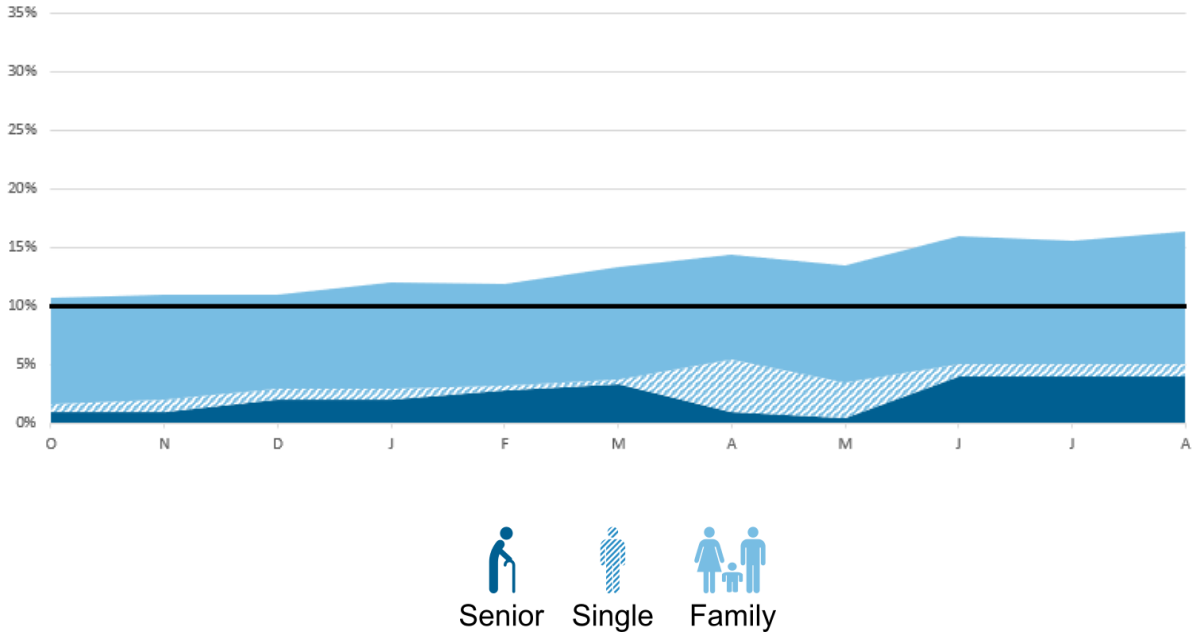
TH/AWR

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.

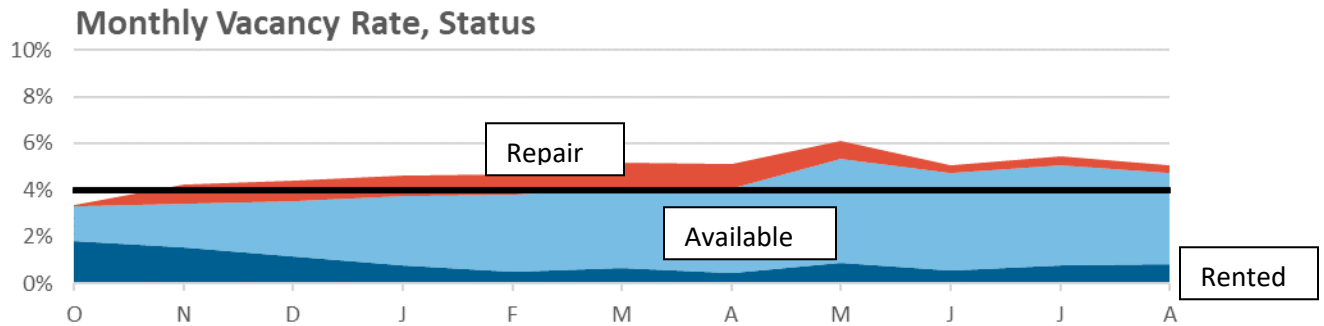
RENT RECEIVABLE STATISTICS

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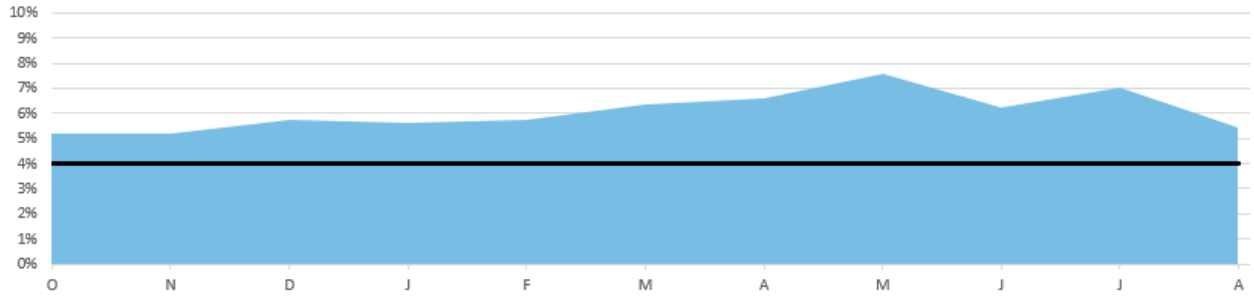
Monthly Arrear Demographics



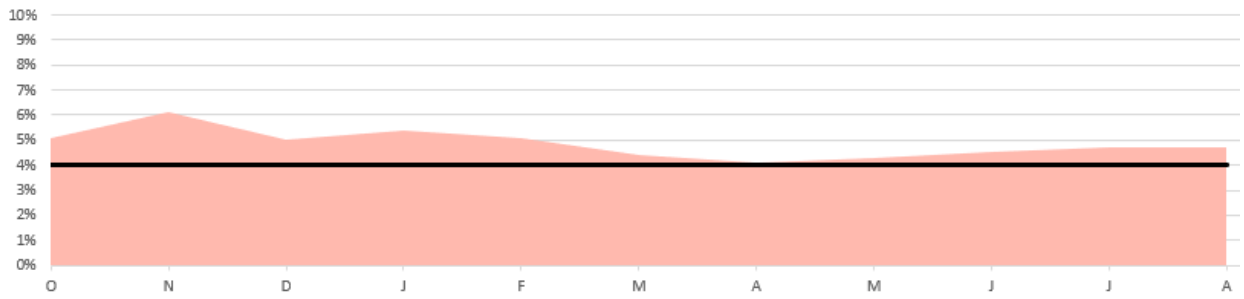
VACANCY STATISTICS



Monthly Vacancy Rate, Market Units



Monthly Vacancy Rate, RGI Units



WORK ORDER STATISTICS

