



**Date:** September 24, 2019

**Report to:** Board of Directors

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

**Prepared by:** Jenney Josipović  
Planning and Policy  
Coordinator

**Subject:** **Monthly Key Performance Indicators – Report #19025**

**RECOMMENDATION:**

That Report #19025 be received for information

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

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Tom Hunter  
Chief Executive Officer/Secretary

**BACKGROUND:**

Provided below are the Key Performance Indicators targets and actuals as of August 31, 2019.

**1. Rent Receivables**

August rent arrears are currently at 11.95% of revenue (\$368,380.31).

Families represent 9% (\$278,310.40) of total arrears, seniors represent 2% (\$81,307.31) of arrears and singles without dependants represent 1% (\$8762.60)

Thirty-nine percent (39%) 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-two (32%)

percent (32%) are being collected through the Landlord and Tenant Board. Twenty-nine percent (29%) have been settled and are being repaid either through Mediated Settlements or Orders.

## 2. Vacancies

As of August 31, 2019 there were a total of 309 vacant units. This number excludes 456 units that are unavailable for rent of which 261 units are being held for revitalization projects and 139 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. Vacancy statistic breakdowns are attached as Appendix A.

## 3. Maintenance

Twenty-three thousand, four hundred and seventy-eight (23,478) work orders have been completed as of August 31, 2019 by both Maintenance Servicers and external contractors.

- Maintenance Servicers have completed 12,581 work orders in 2019.
- External contractors have completed 10,897 work orders in 2019.

At this time last year 22,445 work orders had been completed – 14,332 by Maintenance Servicers and 8113 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:

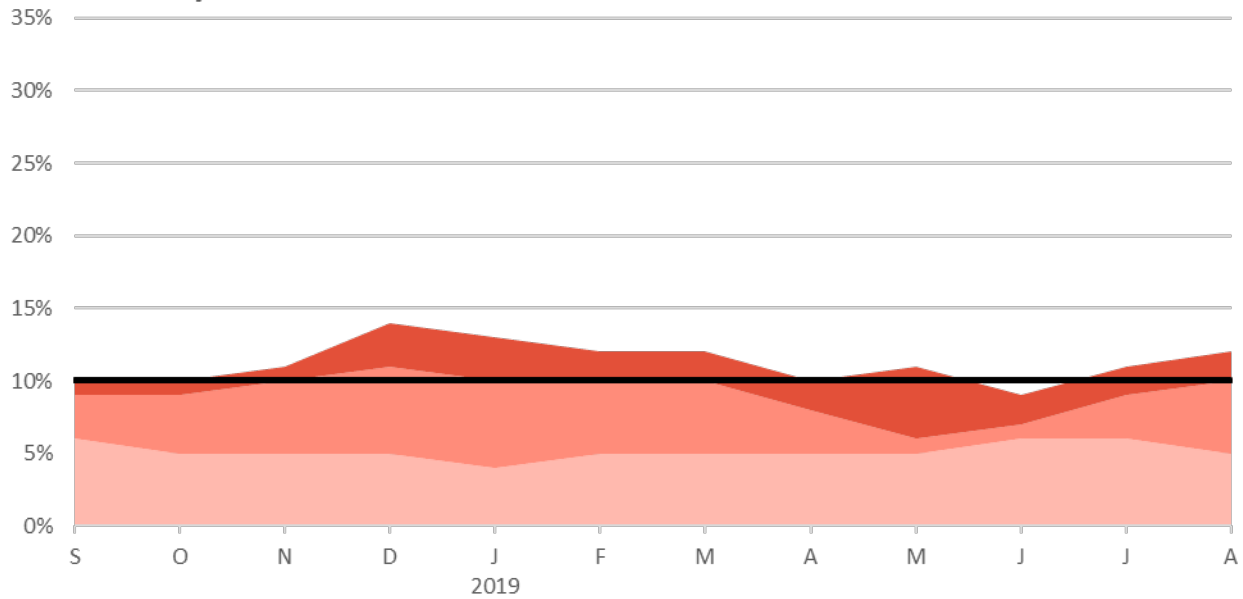
#### **Economic Prosperity and Growth**

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.

TH/jj

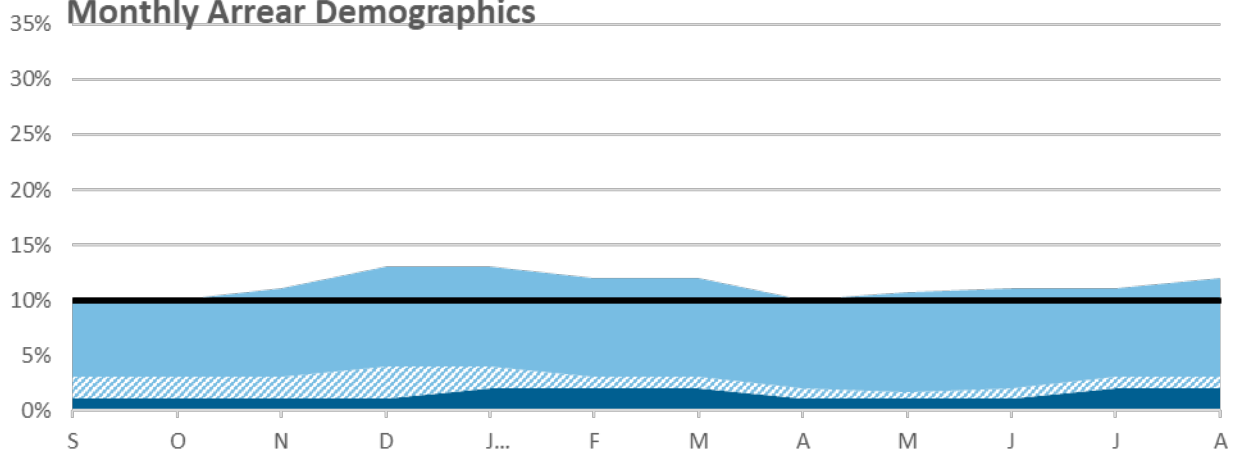
## RENT RECEIVABLE STATISTICS

### Monthly Arrear Actions



 Notice  Tribunal  Resolution

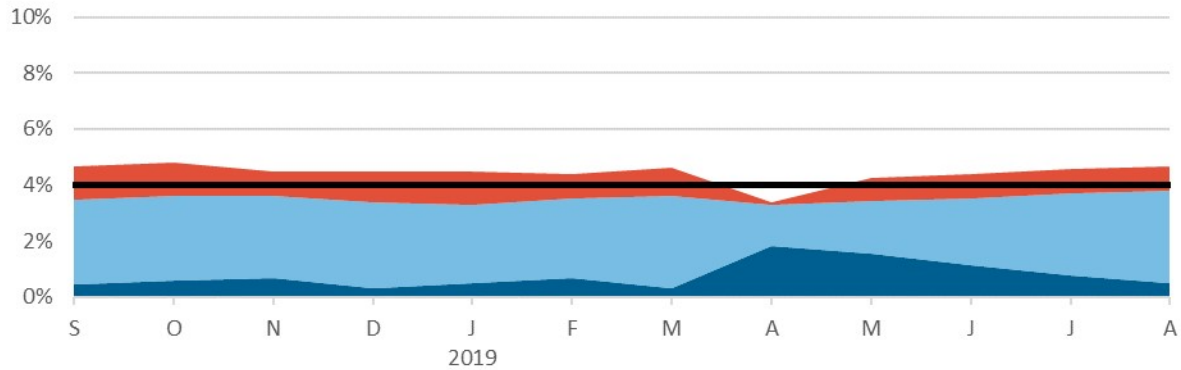
### Monthly Arrear Demographics



 Senior  Single  Family

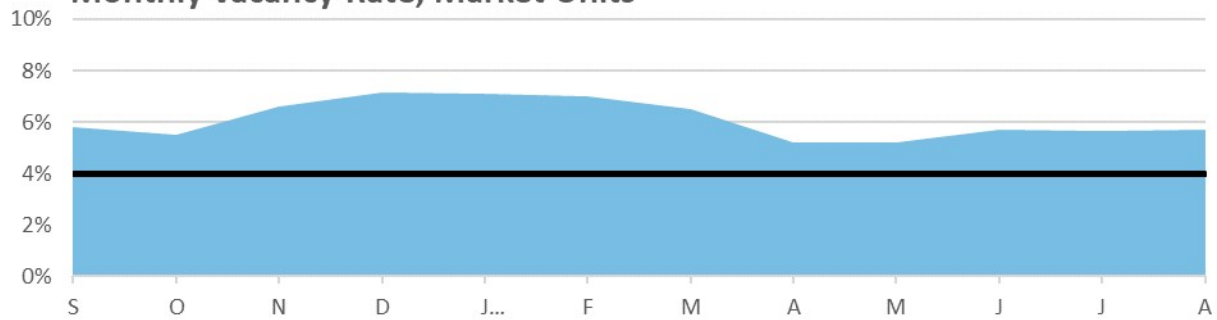
## VACANCY STATISTICS

### Monthly Vacancy Rate, Status

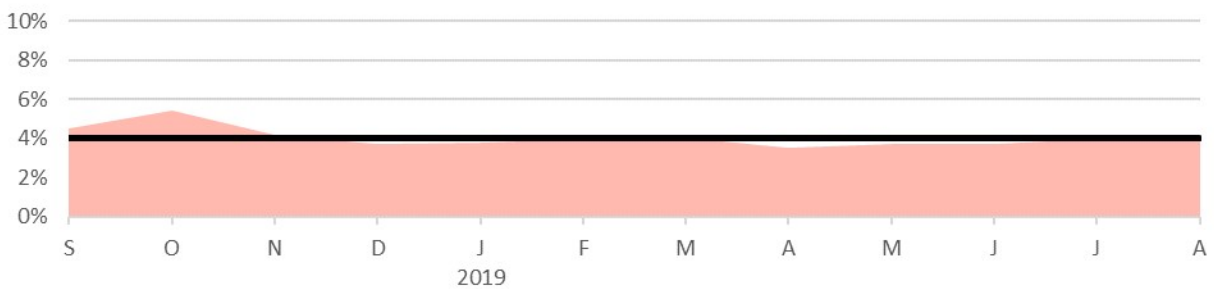


- Repairs
- Available
- Rented

### Monthly Vacancy Rate, Market Units



### Monthly Vacancy Rate, RGI Units



## WORK ORDER STATISTICS

