



**Date:** February 25, 2020  
**Report to:** Board of Directors

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

**Prepared by:** Patrick O'Neill  
Planning and Policy  
Coordinator

**Subject:** **Monthly Key Performance Indicators (Report #20004)**

**RECOMMENDATION:**

That Report #20004 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 January 31, 2020.

**1. Rent Receivables**

January rent arrears are currently at 15.71% of revenue (\$436,349.24).

Families represent 11% (\$316,212.49) of total arrears, seniors represent 3% (\$113,057.49) of arrears and singles without dependants represent 1% (\$5,055.26).

Sixty-four percent (64%) 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. Twenty nine percent (29%) are being collected through the Landlord and Tenant Board. Ten percent (10%) have been settled and are being repaid either through Mediated Settlements or Orders.

## **2. Vacancies**

As of January 31, 2020, there were a total of 360 vacant units. This number excludes 472 units that are unavailable for rent of which 288 units are being held for revitalization projects and 133 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 5.4% which is 1.4% above target. Vacancy statistic breakdowns are attached as Appendix A.

## **3. Maintenance**

Two thousand, seven hundred and four six (2746) work orders have been completed as January 31, 2020 of by both Maintenance Servicers and external contractors.

- Maintenance Servicers have completed 1442 work orders in January 2020.
- External contractors have completed 1304 work orders in January 2020.

At this time last year 2,796 work orders had been completed – 1436 by Maintenance Servicers and 1360 by external contractors.

## **4. Operational Review and Internal Audit Checklist**

The checklist of Directives and Recommendations identified through the Operational Review and Internal Audit with their status will be updated at the April Board meeting. Completed items are highlighted in green.

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

This report implements:

**Economic Prosperity and Growth**

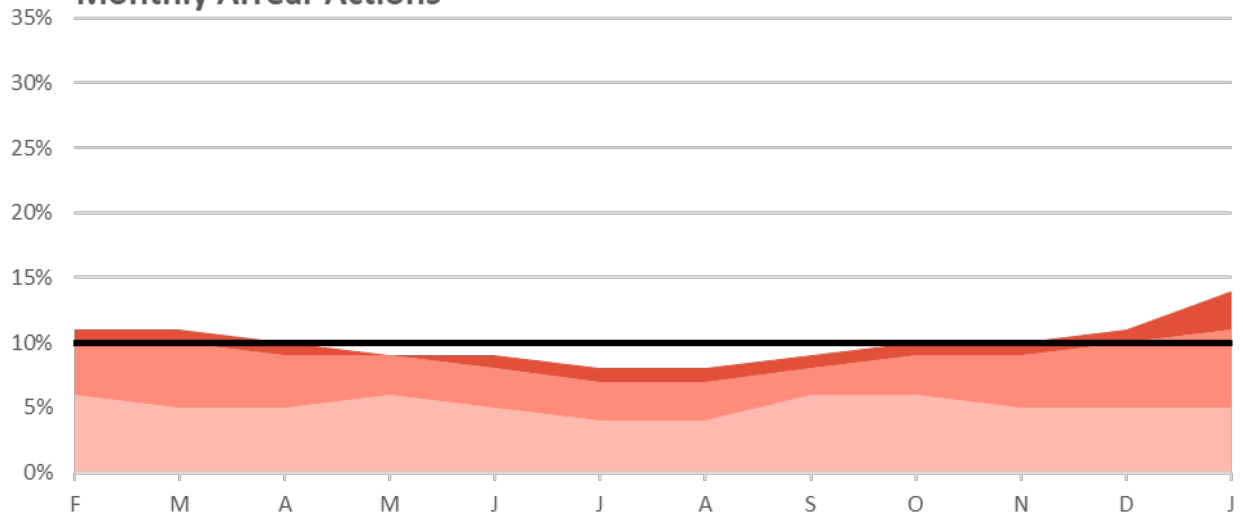
CityHousing Hamilton believes that residents reach their full potential when they have access to employment, entrepreneurship or education opportunities that will contribute to the growth and prosperity of the City of Hamilton.

TH/po

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

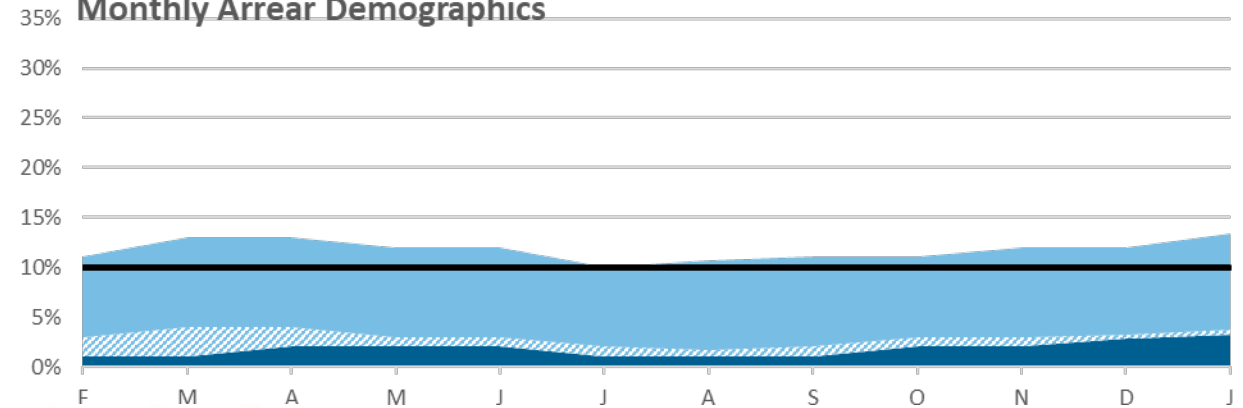
**RENT RECEIVABLE STATISTICS**

**Monthly Arrear Actions**



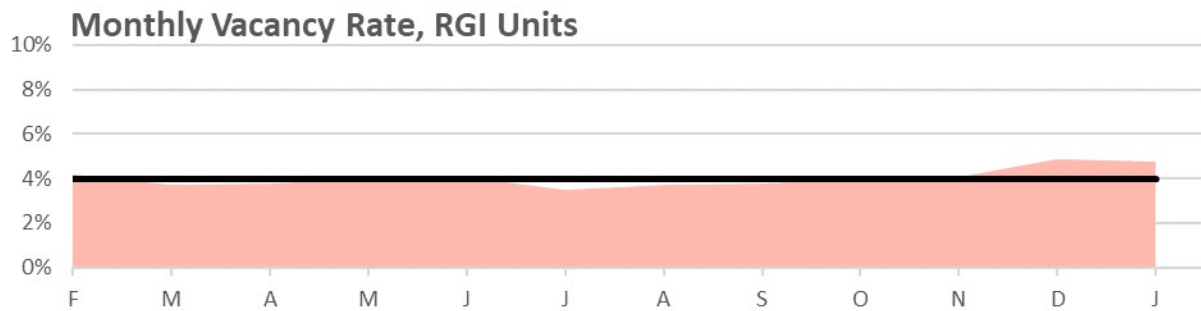
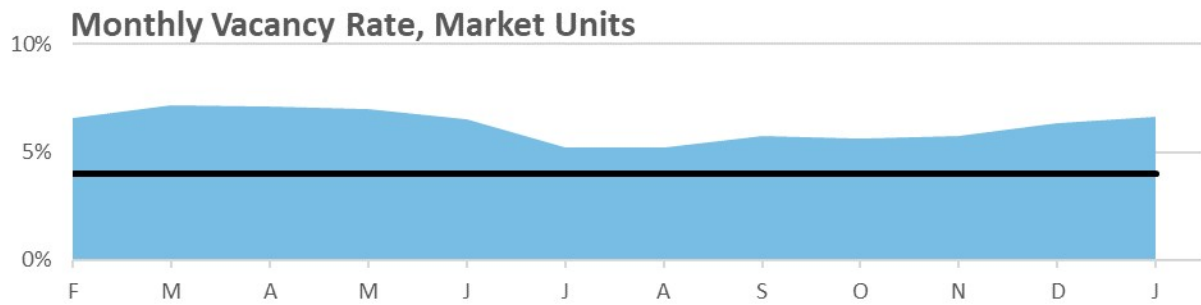
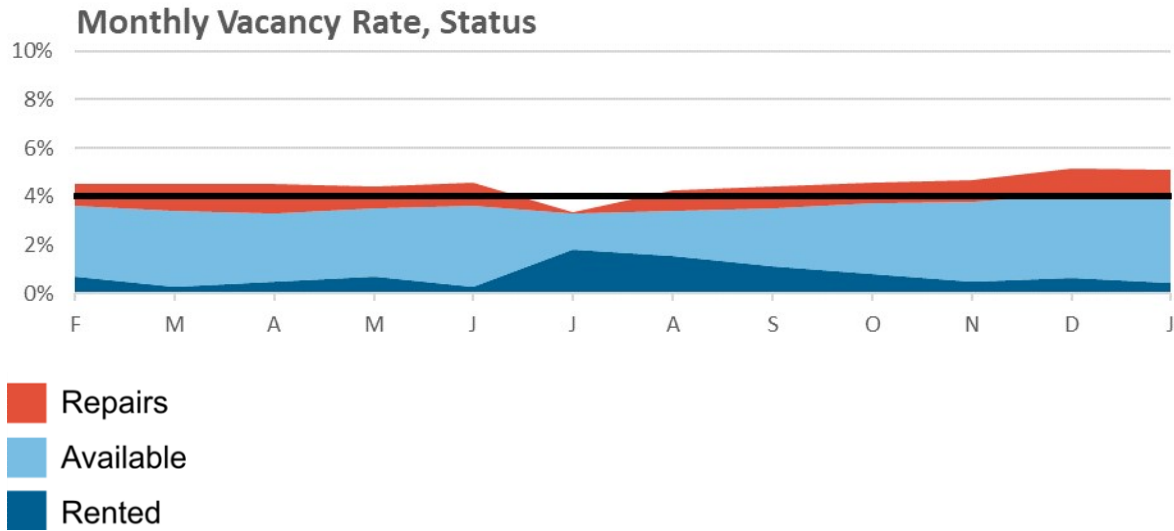
 Notice
  Tribunal
  Resolution

**Monthly Arrear Demographics**



 Senior
  Single
  Family

**VACANCY STATISTICS**



## WORK ORDER STATISTICS

