



## Module 1: Maintenance Management

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>1.1. Scheduled Maintenance - Records of Inspections and Service and Visual Verification</b>							
1	painting - interior / exterior	1					
2	elevator (annually)	5					
3	furnace/boilers and pumps (annually)	3					
4	air conditioners ( three months after / annual service)	1					
5	generators (monthly test/six months service)	3					
6	emergency hall and exit lights (if batteries, monthly)	3					
7	fire systems (annual inspections)	5					
8	fire extinguishers (annually)	5					
9	heat detectors and smoke alarms (annually)	5					
10	fire hoses (three years)	5					
11	sprinkler systems (annually)	5					
12	lobby entry security systems	3					
13	building security systems	1					
14	children's play equipment	3					
15	snow removal on internal roads and walkways	3					
16	roof and gutters	1					
17	roof anchors (annual inspection)	3					
18	regular inspections of every suite as per society policy - minimum of once every three years (copy on file)	1					
19	move-in inspection	1					
20	move-out inspection	1					
21	dates / type / location of repair	1					
<b>1.2 Repairs, Maintenance Problems</b>							
1	a procedure is in place to respond to identified repair requirements in a timely manner	1					
2	standing agreements with pre-qualified tradespeople to deal with unanticipated repair requirements in a timely manner	1					
3	repetitive maintenance problems are recorded	1					
<b>1.3 Major Asset Planning</b>							
1	major asset plan	1					
2	adequate funds in the replacement reserve	1					
3	records of major asset plans and completed work	1					
<b>1.4 Security and Emergency Response</b>							
1	separate key code / storage maintained	3					
2	locks changed when residents move	3					
3	emergency number posted (names and availability)	5					
4	has an emergency response plan in place and conducts regular emergency preparedness training for staff and residents	3					
<b>1.5 Contract Administration</b>							
1	warranties, guarantees (keep all copies of warranties)	1					
2	inventory - make, model, serial # of all equipment, purchase date	1					
3	uses specifications to outline job requirements	1					
4	employs tendering processes that promote competitive price and quality standards	1					
		83					

Comments:

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# Module 1.A: Building Inspection

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>1.A.1</b>	<b>Grounds Maintenance - Area is Hazard Free</b>						
	Building 1 - Estate Reference #	5					
	Building 2 - Estate Reference #	5					
	Building 3 - Estate Reference #	5					
<b>1.A.2</b>	<b>Grounds Maintenance - Good Visual Appearance</b>						
	Building 1 - Estate Reference #	1					
	Building 2 - Estate Reference #	1					
	Building 3 - Estate Reference #	1					
<b>2.A.1</b>	<b>Building Exterior - Building integrity is intact and is hazard free</b>						
	Building 1 - Estate Reference #	5					
	Building 2 - Estate Reference #	5					
	Building 3 - Estate Reference #	5					
<b>2.A.2</b>	<b>Building Exterior - Good Visual Appearance</b>						
	Building 1 - Estate Reference #	1					
	Building 2 - Estate Reference #	1					
	Building 3 - Estate Reference #	1					
<b>3.A.1</b>	<b>Building Interior - Building integrity is intact and is hazard free</b>						
	Building 1 - Estate Reference #	5					
	Building 2 - Estate Reference #	5					
	Building 3 - Estate Reference #	5					
<b>3.A.2</b>	<b>Building Interior - Good Visual Appearance</b>						
	Building 1 - Estate Reference #	1					
	Building 2 - Estate Reference #	1					
	Building 3 - Estate Reference #	1					
<b>4.A.1</b>	<b>Service Area - is hazard free</b>						
	Building 1 - Estate Reference #	5					
	Building 2 - Estate Reference #	5					
	Building 3 - Estate Reference #	5					
		51					

Comments:

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## Module 2: Financial Management

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>2.1</b>	<b>Financial Planning</b>						
	1 budgets are reviewed and approved by the Board or designate	1					
	2 reports produced including actuals and budget for analysis	1					
	3 process of updating and accessing replacement reserve funds	1					
	4 has a plan for safely investing replacement reserves	1					
<b>2.2</b>	<b>Financial Management and Controls</b>						
	1 has authorized spending limits and signing authorities in place	1					
	2 the Board reviews and approves extraordinary expenditures	1					
	3 the Board reviews analysis of budget to actual revenue/expenditures regularly	1					
	4 at least two signatures on a cheque	3					
	5 no signatory signs blank cheques	3					
<b>2.3</b>	<b>Information Systems/Record Keeping</b>						
	1 general ledger posted and balanced monthly	3					
	2 cheques and cash received, recorded and deposited	1					
	3 receipts issued for all cash received	1					
	4 rent reviewed monthly	1					
	5 interest paid on security deposits	1					
	6 petty cash fund - reconciled regularly	1					
	7 invoices reviewed and approved before payment	1					
	8 bank accounts in name of society	1					
	9 bank statements reconciliation monthly	3					
	10 replacement reserve funds deposited in a secured interest bearing bank account	1					
<b>2.4</b>	<b>Minimizing Risk</b>						
	1 has appropriate liability insurance protection	3					
	2 participation in BC Housing approved group insurance program - or quote on file	1					
<b>2.5</b>	<b>Revenue Generation</b>						
	1 review rooftop leases	0					
	2 review advertising revenue	0					
	3 vending machines	0					
	4 collects fees for non-resident use of onsite amenities	0					
	6 cable rights as a source of alternate revenue	0					
	7 coin-operated laundry	0					
	8 hydro surcharge	0					
		31					

Comments:

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## Module 3: Resident Management

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>3.1 Selecting Residents, Managing Vacancies, Collecting Rents</b>							
	1	marketing plan for vacancies	1				
	2	maintains an up to date application list	1				
	3	enforces procedure to ensure timely payment of rents	3				
	4	has a procedure in place to assess and recover costs related to resident □ damage or rent arrears	1				
	5	ensures vacant units are filled as soon as available	3				
	6	documented fair and consistent resident selection process	3				
	7	pre-selects applicants to minimize the time a unit remains vacant	1				
<b>3.2 Resident Files (contain)</b>							
	1	signed tenancy / occupancy agreement (complete copy)	3				
	2	current proof of income	3				
	3	original application form	1				
	4	documentation of selection process	1				
	5	application for subsidy completed correctly	1				
	6	an emergency contact who can be contacted in the event of a personal emergency	1				
<b>3.3 Tenancy/Occupancy Agreement (contains)</b>							
	1	market rent or economic rent (as per program)	3				
	2	prohibition against subletting	1				
	3	provision for termination in over / under housing situations	1				
	4	clause for annual income verification	1				
	5	clause that Tenant Rent Contribution will change if resident's income or assets change	1				
	6	clause on Freedom of Information and Protection of Privacy Act	1				
	7	clause on landlord's / co-op's right to end tenancy if resident fails to disclose or misrepresents any information requested in Application for Subsidy	1				
<b>3.4 Resolving Resident Conflict</b>							
	1	residents are informed about the process for bringing their issues to the housing provider	1				
	2	residents have appropriate access to common facilities	1				
			34				

Comments:

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## Module 4: Information & Records Management

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>4.1 Policies and Procedures</b>							
1	Board of Directors approves policies	1					
2	policies and procedures are accessible to staff, board members and volunteers	1					
3	written policy about entry of resident suites	1					
4	written policy and procedure relating to the death of a resident	1					
5	a process is in place for residents to view their files	1					
6	residents' personal information is protected (confidentiality)	1					
7	written personnel policy or collective agreement	1					
8	policy to establish onsite caretaker rent	1					
9	follow-up on damage claims/ chargebacks	1					
10	written procedure to follow up arrears	1					
11	delinquent accounts are sent to a collection agency	1					
<b>4.2 Records</b>							
1	records are stored securely	1					
2	access is given appropriately	1					
3	copies of applicable Acts are readily accessible	1					
4	copies of business license, community care license, Health and Fire Safety Inspections / Licenses as required	1					
		15					

Comments:

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## Module 5: Human Resources Management

Review in detail as follows:

		Total Points	Y	N	N/A	Follow up Date	Date complete
<b>5.1 Staffing</b>							
	1 approved private management contract	1					
	2 WCB coverage	3					
	3 written current job descriptions	1					
<b>5.2 Board</b>							
	1 is elected	1					
	2 ensures minutes are retained	1					
	3 ensures minutes are available for Board members	1					
	4 reviews staff actions	1					
	5 Board members (or a company related to a Board member) do not get paid for doing work for the housing provider	1					
<b>5.3 Legislation &amp; Regulation (Discussion Only)</b>							
	1 WCB, Employment Standards	0					
	2 Residential Tenancy Act/Co-operative Association Act	0					
	3 carries out their duties in accordance with the Society Act, the organization's bylaws and all other relevant legislation	0					
		10					

Comments:

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### Summary

	Total Points	Society Points	%
Maintenance Management	134		
Financial Management	31		
Resident Management	34		
Information & Records Management	15		
Human Resources Management	10		
<b>Administrative Review Rating</b>	<b>224</b>		

Next Operational Review Date \_\_\_\_\_

Comments:

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Signature \_\_\_\_\_

Date \_\_\_\_\_