**Appendix 8 – Response Form Part B**

* **Operations (version 1.0)**

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| **Proponent Name:** |   |
| **Proposed project address:** |   |

Complete and include this Response Form in your submission. Unless expressly requested, information submitted by the proponent outside the Response Template may not be considered.

Please keep your narrative response brief and follow the page size instruction in each section. Bullet points and/or simple visuals are acceptable to convey information briefly.

* 1. **Housing Provider Operations, Experience, Capacity** **& Operating Budget (40%)**
		1. **Housing Provider Capacity, Experience and Governance**

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| **Information Required:** |
| 1. **How many years has the proponent organization operated rental housing? Exclude the experience of project partners or staff.** (*This question is specific to the proponent entity and excludes operating partners. A closely related entity with common board and/or staff may be included.)*
 | Choose an item. |
| 1. **Are all Board of Director positions filled by qualified & eligible directors, in accordance with constating documents?**
 |  | Yes |  | No |
| If no, list how many positions are required and how many and which positions are vacant (e.g. member at large, Treasurer, etc.). Also indicate how long these positions have been vacant.*(Please keep your response brief, no more than half page)* |
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| 1. **In the space below, briefly describe how the board ensures an inclusive governance model, including representation relevant to those who access the services/housing provided?**

*(Please keep your response brief, no more than half page)* |
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| 1. **In the space below, describe what actions the board has taken in the last three years related to Equity, Inclusion, Diversity and Belonging?**

*(Please keep your response brief, no more than half page)* |
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| 1. **Does the board have an effective, up to date policy and procedures in place to eliminate conflicts of interest?**
 |  | Yes |  | No |
| 1. **Does the board and its committees meet regularly?**
 |  | Yes |  | No |
| Please briefly describe the frequency/cadence of board and committee meetings over the past 12 months.*(Please keep your response brief, no more than half page)* |
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| 1. **How often did the Board of Directors or relevant committee meet to review financial performance of the organization in the last 12 months, as verified in formal meeting minutes?**
 | Choose an item. |
| 1. **In the spaces below, list Board/committee members, organization’s officers, directors, and senior staff; including their roles and their relevant experience, skills and/or education, particularly in the context of incorporating the proposed project and past experience providing affordable housing.**
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| **Name & Position within the proponent organization** *(e.g. Board President, Executive Director, etc.). Specify if the position resides within a partner or related entity if applicable.* | **Describe quality and length (in years) of relevant Experience.***(No more than one paragraph for each person)* |
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| 1. **In the space below, provide a maximum 2-page overview demonstrating the organization’s capacity to deliver and operate the proposed project, including:**
	* + - Describe how this proposed project fits into your existing portfolio of housing.
			- Detail any new properties or development projects that will overlap with the timeline of the proposed project. What planning and steps has the proponent considered to manage this overlap successfully?
			- Describe how the organization will successfully deliver the proposed project within existing resources, and/or what additional resources will be required.
			- Where additional resources will be required, detail how those resources are incorporated into the proposed capital and operating budget.
			- Confirm that all pre-occupancy costs for the organization are included in the Capital Budget submitted.
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* + 1. **Housing Provider Experience, Portfolio Summary and Performance**

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| **Information Required:** |
| Complete **Portfolio Summary** tab in **Appendix 9 – Response Form PART C - Excel** to provide **up to 5** current rental properties information in the proponent's property portfolio.If proponents who do not have an existing housing portfolio may submit data for: * + - * a confirmed operating partner, if a copy of the partnership agreement is submitted, or

a related entity that will support* + - * ongoing operations, with description of the organizational structure
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| **Required Documents:** |
|  | For all Project(s) reported in the **Portfolio Summary** tab, submit most recent **Year to Date (YTD) Budget vs Actuals Report** for the project(s) reported on **Portfolio Summary** tab in **Appendix 9 – Response Form PART C - Excel**. This can be submitted in the format currently used by the proponent and should be identified as “**Portfolio YTD Budget v Actuals report”** in your submission. |
| **Document type** | **File name in the submission** | **Page#** |
| **(YTD) Budget vs Actuals Report** |   |   |
|  | If Proponent does not have an existing housing portfolio, or that of a related entity or operating partner, please use the space below to provide a brief written description outlining their plan for ensuring relevant skills, knowledge and experience is available to support excellence in operating the proposed project.*(Please keep your response brief, no more than a half page)* |
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* + 1. **Rental Property Management**

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| **Information Required:** |
| 1. **Does the proponent have a Senior Manager or equivalent with the authority to oversee and manage operation and oversight of the proposed project, its staff, and contractors?**
 |  | Yes |  | No |
| IF **YES**, in the space below, briefly describe the position and duties and the date of the last performance review by the board.*(Please keep your response brief, no more than half page.)* |
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| IF **NO**, in the space below, please describe what is or will be in place to support operational management over the project once complete?*(Please keep your response brief, no more than half page)* |
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| 1. **Does the proponent have an Information Technology (IT) security strategy and policies in place at time of submission, to address both internal and external IT threats?**
 |  | Yes |  | No |
| 1. **Do your Records & Information management practices retain all key operational records, and align with legal and regulatory requirements, including applicable privacy legislation?**
 |  | Yes |  | No |
| 1. **In the space below, briefly describe how the proponent will ensure properties remain in good condition, pest and hazard free, and meet all statutory health, safety and fire safety requirements.**

*(Please keep your response brief, no more than one page.)* |
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| 1. **In the space below, briefly describe the core elements of your Business Continuity and Emergency Response Plan.**

*(Please keep your response brief, no more than half page.)* |
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* + 1. **Resident Selection & Management**

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| **Information Required:** |
| 1. **In the space below, provide a maximum 2 pages initial tenanting plan as outlined in the RFP to include the following:**
	* + Describe the target population for the proposed project, and your approach to resident selection to meet the CHF Income and Rent Mix.
		+ Describe how you will support access to housing for equity seeking groups.
		+ Describe how you will ensure cultural safety for indigenous residents.
		+ Describe your lease-up strategy to reach full occupancy within a three to six month lease-up period to meet expectations for timely takeout financing.
			- If you will not be able to achieve full occupancy within 6 months, explain why and provide a schedule.
		+ Confirm that any pre-occupancy costs associated with the lease-up strategy are budgeted and included in the capital budget.
		+ Contingency for revenue loss during initial rent up may also be included in the capital budget, up to a maximum of 10% of the estimated annual rent revenue.
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| 1. **In the space below, briefly describe your resident selection process to align target population and CHF requirements.**

*(Please keep your response brief, no more than half pages)* |
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| 1. **In the space below, briefly describe how you will market the development in your community to ensure applications from moderate income households to fill 30% of units at market rent.**

*(Please keep your response brief, no more than half pages)* |
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| 1. **In the space below, describe how you support access to housing for equity-seeking groups within your resident selection process.**

*(Please keep your response brief, no more than half pages)* |
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| 1. **Are you willing to accept referrals (Housing Registry applicants) from Coordinated Access & Assessment table, where eligible households are able to live independently?**
 |  | Yes |  | No |
| 1. **Do you have a tenant communication and engagement plan in place?**
 |  | Yes |  | No |
| IF **YES**, in the space below, briefly describe the plan.*(Please keep your response brief, no more than half pages)* |
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| 1. **In the space below, briefly describe your complaint resolution approach.**

*(Please keep your response brief, no more than half pages)* |
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* + 1. **Operating Budget**

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| **Information Required:** |
| Complete **Operating Budget** tab in **Appendix 9 – Response Form PART C - Excel** following BC Housing’s requirements below:* Mortgage amount may only be adjusted for confirmed equity and CHF grants as indicated and use BC Housing Financing amortization of 35 years and indicated interest rates.
* Include source of validation (third party or actuals) as per Mandatory Requirements and any assumptions, and/or rationale explaining how each figure in the budget was determined.
* Monthly expected rents (Refer to **RGI Rent Estimation Tables** in **Appendix 12**)
* Anticipated maintenance costs – breakdown between ongoing and periodic
* Staffing costs
* Anticipated Capital Replacement Reserves
* Anticipated cost sharing charges (if applicable)
* Any other identified costs
* Identify any anticipated surplus or deficit. If project will be in a deficit position, clearly demonstrate ongoing subsidy request.
* Projects that include a non-residential component to be funded outside of CHF should be presented separately from residential portion to be funded by CHF, including all revenues and expenses.
* Confirmation of funding is required for non-residential space relying on revenue to operate and if applicable pay financing costs.
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