

## Understanding Standard 2.1

Core Area 2		Strategies and long-term capital planning are in place to ensure that assets are effectively and efficiently resourced; those facilities are safe, secure, and free of hazards and that business continuity and resilience are managed through risk assessment and mitigation policies.		
Standard 2.1		All applicable facilities managed by the provider are safe, secure, healthy, and free from hazards. Facilities are welcoming, comfortable and all key components are well maintained and in working order.		
Element	Description	Unaware - Developing	Aware - Developing	Meets
2.1.a	Maintenance Plan and Routine Inspection Schedule is in place to ensure properties remain in good condition, pest and hazard free, and meet all statutory health, safety and fire safety requirements.	No maintenance plan in place. Fire protection, elevator and deficiency inspections not carried out annually. Emergency maintenance procedures not in place.	Annual Maintenance Plan exists but is not up to date, or does not cover all aspects of cyclical, regulated or warranty maintenance	Provider has established and follows a maintenance plan and schedule for routine inspection of facilities (including common areas, grounds, exterior and units). All inspection results and completed maintenance (planned and unplanned) is documented. Provider is current with all municipal required inspections for health and safety.
2.1.b	There is a defined process in place for repair and maintenance requests. These are tracked and prioritized according to client needs, insurance requirements and risks. Repairs and maintenance are completed without exceeding available annual budget	There is no defined process to receive and prioritise maintenance requests, including emergency requests. Annual budget, client needs, and insurance requirements are not considered in the planning.	A system is in place but not well documented and consistently used. It might need review or updating. There is no follow up process. System in place does not consider accessibility challenges.	System in place is effective and efficient, it is consistently used. Maintenance log is used to track, prioritise, and follow up on repair requests. Priority to requests is considerate of client needs, insurance requirements and budget.
2.1.c	Qualified staff and/or contractors carry out a program of cost-effective maintenance and timely repairs.	Maintenance and repairs are done by staff and volunteers who are not qualified and do not have property management experience	Staff or volunteers carrying out renovations and maintenance lack formal qualifications or significant experience or supervision.	Job descriptions are in place for maintenance staff who can demonstrate that they meet these requirements via certificates, verified work experience or other documented means. The provider maintains a roster of qualified professionals for work outside the scope of staff. Multiple comparable quotes are always obtained where appropriate and feasible. Any work carried out by volunteers is supervised/inspected by qualified personnel.
2.1.d	Provider uses appropriate materials and installation methods, with attention to client/resident comfort, when conducting maintenance and renovations.	Renovation, repair, and maintenance practises do not consider BC Housing guidelines or client/resident comfort	Renovation, repair, and maintenance practises informally and inconsistently consider BC Housing guidelines or client/resident comfort	Renovation, repair, and maintenance practises consider BC Housing agreement and guidelines as well as client/resident comfort in design, materials used and scheduling.