

Expectation: During the Operational Review/Site Visit, Housing Division staff will review operations to ensure the *Alberta Housing Act* and Regulations are being adhered to and suggest best practice methods to follow.

1. PRE-VISIT PREPARATION			
Expectation: All file documentation is reviewed in advance of the Operational Review/Site Visit to identify outstanding issues that need to be followed up on-site.			
Requirement Based on Applicable Acts and Regulations	A	NI	Comments
1.1 Previous Operational Review			
What was the date of the last Operational Review?	October 13, 16 - 2015		
Were there any outstanding issues from the previous Operational Review? (List, if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • There were issues in the management letter from the audit. • Board package did not include in the board minutes. • FOIP policy was required. • Reserve funds were not invested in accordance with guidelines set forth by the Act. • Eligibility criteria has not been met in the application process. • Allocation for social housing accommodation was not appropriately determined. • Issues with social housing allocations. • Signatures were missing on some agreements. • Elevator certification was not put in elevators. • Unit inspections missing on files. • Improper forms being used. •
1.2 Financial Statements			
Has the housing provider has met the following reporting requirements? (AHA s.16-1/2)			
- Client profile report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Has not reported in three of four of the previous quarters, including most recent quarter. Board Response:

- Quarterly financial reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Audit (AHA s.15-1/2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Business Plan (MBOAR s. 16)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Site level budget template	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- LAP (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Rent Supplement template (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Has the Board approved expenditures not approved by the Minister? (MBOAR s.21)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Are there any outstanding issues from the audit management letter? (if so, address in section 2.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This was discussed at entrance interview.
1.3 Miscellaneous			
Have any significant issues been raised through previous correspondence?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There are still some concerns with the Berwyn Lodge closure.
Review Ministerial Order prior to visit			
Verify if Affordable Housing Grant Review is required, if applicable			We need to get copies of the land titles for 2 projects. Information GOA has differs from what is reported on the annual report. This information was provided at the Operational Review. No further action required.

2. ORGANIZATION / ADMINISTRATION			
<u>Expectation:</u> The organizational structure is assessed to determine that policies are in place in accordance with <i>Alberta Housing Act</i> program requirements, and that they ensure efficient and effective management of the HMB portfolio. The HMB's policies governing housing and staffing should be documented, clear, and up to date.			
Requirement Based on Applicable Acts and Regulations	A	NI	Comments
2.1 Board of Directors			
Does the housing provider follow the Ministerial Order/agreement when appointing Board members? (AHA s.5, HMB MO)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Has the Ministry been advised of changes to the CAO? (MBOAR s.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Has the Ministry been advised of changes to the Chairperson and vice-chair? (HMB MO)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Does the Board hold enough meetings to adequately deal with the business of the housing provider? (MBOAR s.7, HMB MO)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Does the board have difficulty meeting quorum? (MBOAR s.8)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Does the board appoint alternates?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No they do not
Does the board delegate any of their power, functions or duties to the CAO? (MBOAR s.14-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No they do not
- Develop and evaluate policies (MBOAR s.2b)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Expenditure of money (MBOAR s. 21)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Opening and closing accounts (MBOAR s.27)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

<ul style="list-style-type: none"> - Signing authority (MBOAR s.28) 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified in November 2018 minutes, signing authority consists of Board Chair, Board member from the Town of Peace River, Grimshaw, Northern Sunrise County, and one Exec Director or Director of HR/Operations. In the case of emergency only, and further two signatures are required to constitute legal authority
Does the Board receive the following reports during Board meetings? (best practice) <ul style="list-style-type: none"> - Expenditure listing report - year-to-date versus budget report - Bank reconciliation report - Vacancy report - Committee reports 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Balance sheet and income sheet is provided
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	N/A no committees
Were the lodge rates and maximum basic rent for seniors' self-contained set by the Board and reviewed at least once each year (SHAR Schedule B Part 1.4 and H:033/2001)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Best practice: This was approved in the September 2018 minutes however the lodge rate was not attached to the minutes to verify. Copy was provided by Tammy. Recommend that anything mentioned in minutes "as provided" should be included in the minutes package
2.2 Policy/Operating Manual			
Does the Board develop and evaluate policies? (MBOAR s.2b)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is there a policy/operating manual in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is there evidence that the policy/operating manual is kept up to date? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This is ongoing
Are there policies in place for: (best practice, not limited to) <ul style="list-style-type: none"> - smoking of tobacco and cannabis - pets - alcohol use - evictions - tenant safety 			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Although there is a smoking policy for each building, however there is no mention of Cannabis
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Follow RTA. There is mention in each lease agreement.
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Follow RTA
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Through the Health and Safety program in place. Also addressed

			in the lodge agreements and SSC agreement
- inventory	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This is ongoing. It is not all update. Barcodes have been printed but not necessarily on each item
- bad debts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Best Practice: NPF has an internal process. There is no policy developed. Recommend a policy be developed
- late payments/ arrears	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Addressed in the lease
- dispute resolution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- cyber security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- record retention	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clayton Bober is the FOIP co-ordinator
- residency policy (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2.3 Staffing			
Is the CAO the only employee reporting to the Board? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is there an employment agreement in place for the CAO? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Has the Board reviewed the CAO? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified in the November 2018 minutes
2.4 Budget and Financial Information			
Has the Board appointed an independent auditor? (AHA s.14-1/2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Last year, NPF did an RFP prior to audit time and decided to rehire MNP. This was verified in the November 2018 minutes.
Have the issues raised by the Auditor in the management letter been addressed? (best practice)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This was discussed at the entrance interview with the CAO. Clayton is working with Ilan Hadary on some of the outstanding items.
Does the housing provider have a reserve fund?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clayton confirmed they have approx. \$67,000
- If the housing provider chooses to invest the reserve fund, is it invested according to legislation? (MBOAR s.23-3/26-2)	<input type="checkbox"/>	<input type="checkbox"/>	N/A
If the housing provider has borrowed money to carry out their operations, has it been paid back in the same year? (MBOAR s.25-1/2)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- If borrowed beyond one year, did the housing provider receive Ministerial approval? (MBOAR s.25-1/2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified June 27, 2012 letter from Minister Griffiths
If there are law suits by or against the housing provider, has written notification been sent to the Housing Division? (MBOAR s.36.1)	<input type="checkbox"/>	<input type="checkbox"/>	N/A

2.5 Tenant Meeting			
Does the housing provider hold a minimum of one tenant meeting per year? (MBOAR s.9-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NPF has also had follow up meetings to address any issues that are brought forward at the tenant meeting.
Is adequate notice given? (MBOAR s.9-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is it accessible to all tenants? (MBOAR s.9-4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Various locations are given and the option to call in.
2.6 Insurance			
Does the housing provider have sufficient liability insurance? (MBOAR s.34-1/5)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing provider have sufficient vehicle insurance? (MBOAR s.34-6)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing provider have crime/fidelity insurance that adequately covers the housing provider's need? (MBOAR s.34-7)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing provider have Board insurance? (MBOAR s.34-7)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
2.7 Record Retention			
Does the housing provider retain records pertaining to the following for a minimum of 7 years on-site? (MBOAR s.13-1 [schedule 2017/021-A001]) <ul style="list-style-type: none"> - Board management - Report management - Maintenance - Financial management 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing provider retain records pertaining to the following for a minimum of 10 years on-site? (MBOAR s.13-1 [schedule 2017/021-A001]) <ul style="list-style-type: none"> - Policies - Landlord and tenant management 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Are all records disposed of appropriately once the specified time has passed? (MBOAR s.13-1 [schedule 2017/021-A001])	<input type="checkbox"/>	<input type="checkbox"/>	Did not verify this

3. INVENTORY / MAINTENANCE			
<u>Expectation:</u> The physical condition of the HMB properties provides evidence that maintenance of the housing stock is a priority. Policies are assessed as to their effectiveness in terms of short and long term maintenance planning and contact administration. Adequate security measures are in place.			
Requirement Based on Applicable Acts and Regulations	A	NI	Comments
3.1 Inventory			
Are detailed inventory records maintained for appliances, furniture, tools, machinery, and equipment? (MBOAR s. 32- 1/2)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Inventories have not been well maintained. This is an item that has been identified and is currently being worked on by Clayton
3.2 Maintenance			

Does the housing provider have a formal maintenance program in place? (ie – red book) (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing provider have standing contracts in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Are the following being maintained adequately: (MBOAR s.29)			
- Fire alarms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Elevators	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Emergency generators	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Are unit inspections completed annually? (best practice)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Best Practice: This needs improvement especially the senior self-contained units.
Is the logbook filled out consistently? (best practice)	<input type="checkbox"/>	<input type="checkbox"/>	Did not verify
Do the buildings appear to be well-maintained? (MBOAR s.29)	<input type="checkbox"/>	<input type="checkbox"/>	Did not verify
3.3 Procurement			
Does the housing provider follow the proper procurement process?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Policies in place for this

4. COMMUNITY HOUSING TENANT / OCCUPANT FILES			
<u>Expectation:</u> Policies governing rental/occupancy and tenant/member relations are documented, clear, and up to date. Tenant/occupant files are assessed as to their completeness and accuracy, and provide evidence of consistent application of GOA program requirements.			
Requirement Based on Applicable Acts and Regulations	A	NI	Comments
4.1 CH Application and Point Score			
Does the management body have a tenant file checklist or organization system in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NPF uses YARDI
Does the management body verify eligibility? (SHAR s.9-2)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	HMB has in their policies that priority will be given to residents of Alberta. In 1999 the Social Union Framework Agreement was made between the Prime Minister and Premiers of the provinces (except Quebec). The Agreement was to bring about equality of opportunity, social programs, mobility rights and other rights. This agreement is to treat all Canadians equally therefore we must remove any mention of “Alberta Resident”.

			Board Response:
Does the management body housing application include the following eligibility determination criteria: (best practice)			
- Income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Canadian citizen/ permanent resident	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the housing application also include:			
- Assets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Household composition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The information is in YARDI.
Is the application signed and dated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Information is stored in YARDI. Some of the older files have not been scanned yet. Physical files did contained the information.
Does the management body use the highest point score on their waiting list to assign the next available unit? (SHAR s.3-1, 4)	<input type="checkbox"/>	<input type="checkbox"/>	Not applicable as there is no waitlist for Community Housing.
Does the management body confirm the point score prior to assigning a unit? (best practice)	<input type="checkbox"/>	<input type="checkbox"/>	Not applicable as there is no waitlist.
Is the point score calculated properly? (SHAR s.3-1, 4)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Some of the files reviewed had discrepancies in the rent calculations. Some of the concerns are based on the monthly income is not the correct amount. On one of the new move in it was noted that the point score form has not been updated. The new form came into effect on January 1, 2018, Points should be based on 125 not 100
			Board Response:
4.2 CH Rent			
Does the management body verify income at: (SHAR s.5)			
- Application	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Acceptance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Most cases the acceptance has been done at the time of original application
- Annually?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body establish the rent as per their income? (SHAR s.6-1)			

- Employment income/pension income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Students	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Income Support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- AISH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Carbon levy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Some files still include the carbon levy which has now been repealed in July. These files are currently being reviewed.
4.3 CH Tenancy Agreement			
Have the HMB and the tenant entered into a written tenancy agreement? (HATR s.4-1/2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lease agreement was not found on one of the files reviewed.
Does the current tenancy agreement contain clauses as required by the RTA and HATR? (Best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Older files did not include the HATR clause however this was changed in the more recent files.
Are security deposits collected?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- If so, are they limited to a maximum of the first month's rent? (RTA 43-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Has the security deposit been deposited into a trust account separate from operations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This was identified by the auditor
Do tenants have a move in-inspection report in accordance to the RTA? (RTA 19-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In some cases we were unable to verify this in YARDI
Have move out inspection reports been completed in accordance to the RTA? (RTA 19-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
If the management body charges security deposits, have they been returned, including a statement of account, within 10 business days and include all appropriate interest payments (RTA 46-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified

5. SENIORS SELF-CONTAINED TENANT / OCCUPANT FILES			
<u>Expectation:</u> Policies governing rental/occupancy and tenant/member relations are documented, clear, and up to date. Tenant/occupant files are assessed as to their completeness and accuracy, and provide evidence of consistent application of GOA program requirements.			
Requirement Based on Applicable Acts and Regulations	A	NI	Comments
5.1 SSC Application and Point Score			
Does the management body have a tenant file checklist or organization system in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	HMB Uses YARDI
Does the management body verify eligibility? (SHAR s.13-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body housing application include the following eligibility determination criteria: (best practice)			
- Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Canadian citizen/ permanent resident	<input type="checkbox"/>	<input checked="" type="checkbox"/>	HMB has in their policies that priority will be given to residence of Alberta. In 1999 the Social

			Union Framework Agreement was made between the Prime Minister and Premiers of the provinces (except Quebec). The Agreement was to bring about equality of opportunity, social programs, mobility rights and other rights. This agreement is to treat all Canadians equally therefore we must remove any mention of "Alberta Resident".
Does the housing application also include:			
- Assets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Household composition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Information is in YARDI under "roommate"
Is the application signed and dated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body use the highest point score on their waiting list to assign the next available unit? (SHAR s.3-1, 4)	<input type="checkbox"/>	<input type="checkbox"/>	NPF does not have a waitlist
Is the point score calculated properly? (SHAR s.3-1, 4)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The old point score form is still being used for new applicants. Board Response:
5.2 SSC Rent			
Does the management body verify income at: (SHAR s.5)			
- Application	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Acceptance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is usually no need as there is no waitlist. Applicants usually receiving housing shortly after applying/being approved.
- Annually	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In the most recent income reviews completed, the carbon levy is still included as income. NPF has advised that they are currently reviewing these. They have until the end of September 2019 to complete this.
Does the management body follow the proper setting of rent for: (SHAR s.6-1)			
- Employment/pension income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Carbon levy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Although the Carbon Levy was included, it has since been removed from Yardi and is not longer being included.

- Maximum basic rent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Was the maximum basic rent for seniors' self-contained set by the Board and reviewed at least once each year (SHAR Schedule B Part 1.4 and H:033/2001)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This was verified in the minutes
5.3 SSC Tenancy Agreement			
Have the HMB and the tenant entered into a written tenancy agreement? (HATR s.4-1/2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	On one of the files reviewed (Milton Machuk), the lease was not filled out properly (no unit number or address, no rent amount, no effective date, no security deposit amount, no effective date, etc). The lease was dated and signed.
Does the current tenancy agreement contain clauses as required by the RTA and HATR? (Best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The older files did not contain the HATR clause. This has been changed in YARDI
Are security deposits collected?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- If so, are they limited to a maximum of the first month's rent? (RTA 43-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Has the security deposit been deposited into a trust account separate from operations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Do tenants have a move in-inspection report in accordance to the RTA? (RTA 19-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Have move out inspection reports been completed in accordance to the RTA? (RTA 19-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
If the management body charges security deposits, have they been returned, including a statement of account, within 10 business days and include all appropriate interest payments (RTA 46-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified

6. LODGE OPERATIONS

Expectation: Policies governing lodge rental/occupancy and tenant/member relations are documented, clear, and up to date. Lodge tenant/occupant files are assessed as to their completeness and accuracy, and provide evidence of consistent application of GOA program requirements.

Requirement Based on Applicable Acts and Regulations	A	NI	Comments
6.1 Lodge Point Score			
Does the management body have a tenant file checklist or organization system in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NPH uses YARDI
Does the management body verify eligibility? (SHAR s.10)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Is eligibility criteria included on the application? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Canadian citizen/ permanent resident	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
- Eligibility requirements of the management body	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Is the application signed and dated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified

Does the management body use the highest point score on their waiting list to assign the next available unit? (MO 041/2005, SHAR s.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	HPF does not have a waitlist for lodges
Is the point score calculated properly? (MO 041/2005, SHAR s.3-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified information on a recent move in. Proper point score form was used,
Is there a Board approved policy regarding special circumstances? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is the basic lodge rate for lodge accommodation determined and set by the management body at least annually? (AHA s.33-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This was verified in the September 2018 minutes
6.2 Lodge Rate			
Does the management body use the Notice of Assessment Line 150 to determine the total monthly income? (SHAR s.1-o-A)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body leave each lodge resident (65 or older) a disposable income amount that matches the current rate? (AHA 33.3)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	In some of the files reviewed, tenants were not left with the \$322 disposable income. This was noted in files for couples. Board Response:
If a lodge tenant (who is 65 years of age or older) is moved to a hospital, auxiliary hospital, or nursing home and has paid a full month's lodge rate, does the management body refund a pro-rated portion of the lodge rate for those days in the month that the person did not occupy their unit? (SHAR s.11-1 and MO 029/2005)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body impose a reasonable charge for any services or facilities provided to a senior household in addition to lodge accommodation? (SHAR s.12)			
- Parking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$20 (includes scooter parking)
- Personal laundry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$60.00 per person
- Cable	<input type="checkbox"/>	<input type="checkbox"/>	N/A
- Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$5.00 for fridge
6.3 Lodge Tenancy Agreement			
Does the management body and resident have a written tenancy agreement? (HATR s.4-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the tenancy agreement have a clause that it follows the <i>Alberta Housing Act</i> ? (Best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified
Does the management body provide sufficient notice to residents regarding the following:			
- Rent increases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

- Lodge closures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Residents received proper notice but the Ministry did not receive formal notification.
- Eviction criteria	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Information is stated in the lease.
- Level of care changes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified

7. RENT SUPPLEMENT

Expectation: Policies governing Rent Supplement rental/occupancy and tenant/member relations are documented, clear, and up to date. Rent Supplement tenant/occupant/landlord files are assessed as to their completeness and accuracy, and provide evidence of consistent application of GOA program requirements.

Requirement Based on Applicable Acts and Regulations	A	NI	Comments
7.1 PLRS Operating Agreement			
Did the management body inspect the PLRS housing accommodation to determine its suitability to be used as rent supplement housing accommodation at the time of application? (RSR s.4-3a)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Inspections are not being done. Board Response:
- Was an evaluation of the PLRS housing accommodation completed at the time of application? (RSR s.4-3b)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Inspections are not being done. Board Response:
Have the management body and the landlord of the housing accommodation entered into an operating agreement respecting the use of that housing accommodation to provide rent supplement housing accommodation? (RSR s.5-1/2/3)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Was the form and content of the operating agreement determined by the Minister? (RSR s.5-1/2/3)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
If any terms of the operating agreement were changed or omitted in any way by either of the parties, was it agreed to in writing by the Minister? (RSR s.5-1/2/3)	<input type="checkbox"/>	<input type="checkbox"/>	NA
Does the management body use the CMHC rental market report to determine market rent?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7.2 PLRS Application and Point Score			
Does the management body have a tenant file checklist or organization system in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	YARDI
Does the management body housing application include the following eligibility determination criteria: (best practice)			
- Income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Canadian citizen/ permanent resident	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is the application signed and dated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Does the management body use the highest point score on their waiting list to assign the next available unit? (SHAR s.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Verified by waitlist provided
Is the point score calculated properly? (RSR s.8.3-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7.3 PLRS Rent			
Does the management body verify income at: (RSR s.8.5)			
- Application	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Acceptance	<input type="checkbox"/>	<input type="checkbox"/>	
- Annually?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Does the management body establish the rent as per their income? (SHAR s.6-1)			
- Employment/pension income	<input type="checkbox"/>	<input type="checkbox"/>	
- Students	<input type="checkbox"/>	<input type="checkbox"/>	
- Income Support	<input type="checkbox"/>	<input type="checkbox"/>	
- AISH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Both files reviewed were on AISH
- Carbon levy	<input type="checkbox"/>	<input type="checkbox"/>	
7.4 DTRS Agreement			
Have the management body and the tenant of the housing accommodation entered into a direct rent supplement agreement under which the management body will pay direct rent supplements to the household? (RSR s.8.6-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Was the form and content of the direct rent supplement agreement determined by the Minister? (RSR s.8.6-2)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
If any terms of the direct rent supplement agreement were changed or omitted in any way by either of the parties, was it agreed to in writing by the Minister? (RSR s.8.6-3)	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Has the management body paid the DTRS client at the times and in the amounts set out in the tenancy agreement? (RSR s.8.7)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7.5 DTRS Application and Point Score			
Does the management body have a tenant file checklist or organization system in place? (best practice)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	YARDI
Does the management body housing application include the following eligibility determination criteria: (best practice)			
- Income	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Canadian citizen/ permanent resident	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Is the application signed and dated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	YARDI
Does the management body use the highest point score on their waiting list to assign the next available unit? (SHAR s.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No waitlist
Is the point score calculated properly? (RSR s.8.3-1)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

7.6 DTRS Rent			
Does the management body verify income at: (RSR s.8.5)			
- Application	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Acceptance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No waitlist
- Annually?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Does the management body establish the rent as per their income? (SHAR s.6-1)			
- Employment/pension income	<input type="checkbox"/>	<input type="checkbox"/>	
- Students	<input type="checkbox"/>	<input type="checkbox"/>	
- Income Support	<input type="checkbox"/>	<input type="checkbox"/>	
- AISH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
- Carbon levy	<input type="checkbox"/>	<input type="checkbox"/>	

Please finalize this report by having the Board Chair sign below. If you wish to share any additional comments about the operational review, please feel free to include these comments here:

X _____
 Hazel Reintjes, Board Chair
 North Peace Housing Foundation