

Status Update Template

September 26, 2019

Chapter 27, SHC – Providing Social Housing to Eligible Clients, Volume 2, 2017

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>New:</p> <p>1. We recommend that SHC have its housing authorities follow its policies to calculate point scores prior to placing applicants in suitable social housing.</p> <p>Status - New</p>	212	Implemented	<ul style="list-style-type: none"> • In January 2018, communications were sent to all housing authorities reaffirming policy to: <ul style="list-style-type: none"> ○ calculate point scores prior to placing social housing applicants in suitable Social Housing; ○ retain records to document the offering and placement of approved social housing applicants, including reasons why units were allocated to one tenant over others with the same score. • In early 2018, policies related to prioritization and notification to applicants was reviewed for clarity. The revised policy documents were forwarded to housing authorities in April 2018. • In 2018, Operational Reviews conducted have been enhanced to include additional review of processes and policy compliance related to prioritization, placement and communications with applicants 	<ul style="list-style-type: none"> • NA 	Implemented April 2018
<p>New:</p> <p>2. We recommend that SHC maintain accurate and complete point score data for social housing in its provincial database.</p> <p>Status – New</p>	212	Implemented	<ul style="list-style-type: none"> • Included in the January 2018 communication sent to housing authorities that have access to the provincial data base were instructions to ensure applicants’ point scores in paper files are consistent with those in provincial data base • In 2018, Operational Reviews conducted have been enhanced to include additional review of processes and policy compliance related to prioritization, placement and communications 	<ul style="list-style-type: none"> • NA 	Implemented April 2018

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<p>New:</p> <p>3. We recommend that SHC set timelines to assess applications for social housing and notify applicants of decisions regarding program eligibility.</p> <p>Status – New</p>	213	Implemented	<p>with applicants</p> <ul style="list-style-type: none"> In April 2018, a policy update was sent to all housing authorities that all applications for Social Housing must be assessed for eligibility within 90 days of receipt. Within this period the applicants must be advised if they qualify or if their application has not been accepted and the reason for the rejection (such as insufficient information). 	<ul style="list-style-type: none"> NA 	Implemented April 2018
<p>New:</p> <p>4. We recommend that SHC require housing authorities to retain documentation to verify applicants are offered social housing units based on their point score priority.</p> <p>Status - New</p>	213	Implemented	<ul style="list-style-type: none"> In January 2018, a communication was forwarded to all housing authorities that they must retain records to document the offering and placement of approved applicants, including reasons why units were allocated to one tenant over others with the same score. 	<ul style="list-style-type: none"> NA 	Implemented April 2018

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Chapter 43, SHC – Maintaining Housing Units, Volume 2, 2017

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
<p>Outstanding:</p> <p>We recommend that SHC develop a corporate maintenance plan for the medium to long-term timeframe. (2012 Report, Volume 1; Public Accounts Committee Agreement June 17, 2014)</p> <p>Status – Not Implemented</p>	292	Partially Implemented	<ul style="list-style-type: none"> SHC has worked with a consultant to undertake an assessment of the current and a ten-year projection of the housing need in the Province. This report was finalized in late spring 2019. 	<ul style="list-style-type: none"> SHC will use this need assessment to determine the housing in the portfolio that will be required to meet current, mid-term and long-term need. This work is currently underway. It is expected this preliminary work will be completed by early 2020. SHC will then examine its portfolio and prioritize properties based on short, medium and long-term needs and develop a medium and long-term maintenance plan for these prioritized properties. This information will be incorporated into the capital asset planning tool. To be completed by April 2020. 	April 2020
<p>Outstanding:</p> <p>We recommend that SHC regularly give senior management and the Board appropriate written reports on planned and completed maintenance activities and the overall condition and key risks to the housing units it owns. (2012 Report, Volume 1; Public Accounts Committee Agreement June 17, 2014)</p> <p>Status – Partially Implemented</p>	294	Implemented	<ul style="list-style-type: none"> The Provincial Auditor has indicated that the Corporation has improved its maintenance reporting to the Board, however senior management still did not receive sufficient detail on certain maintenance activities. Annually upon approval of the corporate business plan and budget by the Board, senior management receives a summary of approved maintenance work to be undertaken in the upcoming budget year, as well within three months of year-end, senior management receives a summary of maintenance work completed for the previous year. The Board receives on an annual update on planned versus completed maintenance work for the previous year 	<ul style="list-style-type: none"> NA 	Implemented 2019