



BC Housing

Service Plan
Appendix 1
2005/06 - 2007/08



APPENDIX 1

DISCLOSURE OF KEY REPORTING JUDGEMENTS

In keeping with the requirements adopted by the government under the *BC Reporting Principles*, this section provides information on how the measures are derived including data sources used, the availability of comparable data and benchmarks and the extent to which the reader can have confidence in the findings. Any changes in measurement and reporting are also discussed.

Goal 1 – Respond to Gaps in Housing Supply
<p>Measure: Inventory of subsidized housing</p> <p>About the Measure</p> <p>The inventory of subsidized housing includes all forms of housing assistance including market and non-market housing. Data captured under the inventory of subsidized housing include households living in public housing, non-profit and co-operative housing as well as households receiving housing assistance in the private rental market.</p> <p>Data Source</p> <p>Data to support this measure is captured in BC Housing’s information systems and includes all households receiving some level of housing assistance as well as all developments where there is direct provincial involvement.</p> <p>Reliability of the Data</p> <p>Tracking the number of households receiving housing assistance is a valid measure of the number of provincially-subsidized units available. However, this measure only includes developments where the province has a direct role to play in funding and/or administering the housing. Housing that is unilaterally funded by the federal government falls outside of the scope of this measure and has therefore not been reflected in the total.</p> <p>Changes in Measurement/Reporting</p> <p>This measure is reported annually. Previously information on this measure was reported in BC Housing’s Service Plan as part of the Business Overview. There have been no changes in the way this information is reported.</p>
<p>Measure: Number of new housing units created</p> <p>About the Measure</p> <p>This measure includes all new units that are expected to reach completion or receive subsidy during the reporting period. The targets set out under this measure include: developments that are under construction and expected to reach completion within a given fiscal year, units levered through different partnership strategies outside of the traditional program approach, and any new rent supplement units targeted to households in the private market.</p> <p>Data Source</p> <p>Data to support this measure is captured in BC Housing’s information systems and includes units created through traditional program approaches including the <i>Provincial Housing Program</i> and the <i>Independent Living BC</i> program as well as units levered through <i>Community Partnership Initiatives (CPI)</i>.</p> <p>Reliability of the Data</p> <p>Tracking the number of new housing units created is a valid measure of BC Housing’s performance in creating an expanded range of options for those in the greatest housing need. The data supporting this measure is managed and updated on a regular basis resulting in a high degree of confidence in the reported findings. At the same time, it should be recognized that the complexity of the development process and the potential impact of external factors can influence the outcomes and/or result in the need for adjustments to be made to the targets.</p> <p>Changes in Measurement/Reporting</p> <p>This measure is an annual measure that was previously reported in BC Housing’s Service Plan under Goal 1- Increased Housing Options. There have been no changes in the way in which this information is tracked and reported.</p>

Goal 2 - Protect and Manage Existing Housing for the Long Term

Measure: Percentage of social housing developments meeting 'best management practices'

About the Measure

This measure will provide a comprehensive picture of the financial and operational health of the provincial social housing portfolio based on established 'best management practices'.

Data Source

The methodology to support this measure will be developed in 2005/06 and will build on information currently being tracked and reported through the *Housing Provider Profile* -- an automated system designed to allow staff to adjust their level of review and support of housing providers to focus on those who are experiencing the greatest difficulty in operating within established guidelines and standards. Data to support this measure will also include the identification of evidence-based research and industry standards that help to provide greater clarity around what is meant by 'best management practices'.

Reliability of the Data

While it is possible to identify specific practices that are considered 'good practices' in terms of the day to day management of the existing housing stock, there are many external factors that need to be taken into consideration when defining 'best management practices'. Key factors to take into consideration include differences in operating contexts (urban, rural), geographic locations, tenant needs, management experience, portfolio size as well as the age and condition of the building. These types of factors will have to be taken into consideration in terms of the development of a suitable methodology for tracking and reporting on results under this measure.

Changes in Measurement/Reporting

This is a new measure and as such there is no comparable data available.

Measure: Percentage of clients reporting satisfaction with the quality and safety of their housing

About the Measure

This measure is designed to gather information on the extent to which those living in social housing are satisfied with the quality and safety of their housing.

Data Source

The methodology to support this measure will be developed in 2005/06 and will include tenants living in public housing as well as a representative sample of non-profit and co-op housing tenants. The information related to this measure will build on information currently being tracked and reported through the *Tenant Satisfaction Survey* that is included as part of BC Housing's annual review process.

Reliability of the Data

Client feedback can help to provide important insight for strengthening and improving management practices and ensuring that tenant needs are being met. The information captured through this measure can not only help to provide important insight into our existing services and practices but it will also allow for comparisons to be made with the private sector as well as housing providers in other jurisdictions where comparable information is available.

Changes in Measurement/Reporting

This measure will build on the data currently being captured and reported through BC Housing's *Tenant Satisfaction Survey* which was included as part of Goal 2 in the previous Service Plan but will be expanded to include a representative sample of tenants living in housing managed by non-profit and co-op housing providers.

Measure: Level of funding for future improvements in the stock

About the Measure

This measure includes information on the current level of funding available for modernization and improvement of the existing public housing portfolio as well as replacement reserve provisions for housing managed by the non-profit and co-operative housing sectors with the underlying objective being to ensure that provisions are in place to meet future funding requirements.

Data Source

The methodology to support this measure will be developed over 2005/06.

Reliability of the Data

The need for funding for future improvements to the stock is subject to a broad range of external factors including planned and unplanned maintenance activities, the level of deferred maintenance, the age, condition, and structure of the existing housing as well as factors related to the quality of the original housing construction. Client needs as well as regional factors can also have a role to play in influencing the outcomes related to this measure. These factors will be taken into consideration in the development of an appropriate methodology to support this measure.

Changes in Measurement/Reporting

This is a new measure and as such there is no comparable data available.

Goal 3 – House Eligible Applicants and Respond to Those In the Greatest Housing Need

Measure: Percentage of new applicants reporting satisfaction with the process

About the Measure

This measure provides feedback on the extent to which applicants feel satisfied with the information and assistance that they received when applying for housing through BC Housing and the *Housing Registry*.

Data Source

A client feedback form will be included as part of the package of information provided to households applying for subsidized housing. Interested applicants will be asked to complete the feedback form and return it to BC Housing along with their housing application.

Reliability of the Data

Client feedback can help to provide important insight for strengthening and improving existing processes and for providing information about the quality of service provided. The feedback form is self-administered with applicants being given the choice about whether they wish to complete and return the form. Completed forms will be entered into a database with results reported regularly.

Changes in Measurement/Reporting

This measure replaces the current measure in the Service Plan which tracks and reports on the time taken to process new applications.

Measure: Percentage of units represented through the *Housing Registry*

About the Measure

This measure reports on the number of housing providers actively participating in the *Housing Registry* and the percentage of provincially-funded social housing units represented.

Data Source

Data to support this measure is captured in BC Housing's information systems and includes all housing providers with signed Members' Agreements.

Reliability of the Data

Participation in the *Housing Registry* provides an important measure of the extent to which access to social housing is being provided in a coordinated manner across housing providers. The underlying objective is to continue to work to increase the level of provider participation in the *Housing Registry* thereby expanding the range of options available to eligible applicants as well as provide applicants with 'one-window' service. The data supporting this measure is up-dated on a regular basis as new housing providers join the *Housing Registry* resulting in a high degree of confidence in the reported findings.

Changes in Measurement/Reporting

This measure builds on an existing measure that was used in BC Housing's Service Plan under Goal 3 with a change in reporting from the number of housing providers participating in the *Housing Registry* to capturing information on the percentage of the social housing stock represented through the participation levels that have been realized.

Measure: Percentage of tenants belonging to priority groups

About the Measure

This measure reports on the percentage of existing and new housing units targeted to the priority groups including low income and frail seniors, persons with physical and mental disabilities, those who are homeless or at risk of homelessness including women and children fleeing abuse.

Data Source

Data to support this measure is captured in BC Housing's information systems based on client data that is available.

Reliability of the Data

It is likely that this measure is under-reporting the extent to which the needs of the designated priority groups are being served through access to social housing as a result of limitations in the information that is available on their general health status and their specific housing and support needs. In 2005/06 additional questions related to the housing and support needs of tenants will be included as part of the tenant satisfaction survey thereby helping to provide a more complete picture of the full range of needs that are being met. In addition, it should be noted that *all* new housing is targeted to the designated priority groups.

Changes in Measurement/Reporting

This is a new measure and as such there is no comparable data available.

Goal 4 - Financial and Operating Success

Measure: Year over year increases in controllable operating costs

About the Measure

There is the need to ensure that provincial housing investments are used in an efficient and cost-effective manner and that there are strategies in place to control costs or improve operating outcomes. This includes strategies and initiatives designed to ensure that year over year increases in controllable operating costs remain at or below inflation.

Data Source

The methodology to support this measure will be developed in 2005/06 using cost information captured in BC Housing's information systems.

Reliability of the Data

There is a significant degree of variation within the social housing stock in terms of building age, size, structure, and type as well as in the management approaches and strategies adopted. Prior to measuring and reporting on results set out under this measure it is important to ensure that there is a consistent approach for determining controllable versus non-controllable costs and that potential confounding factors are reflected in the analysis. While there are significant data limitations and challenges to take into consideration, it should be recognized that this measure is a valid and important measure for ensuring that BC Housing's business results are competitive.

Changes in Measurement/Reporting

This is a new measure and as such there is no comparable data available.

Measure: Per square foot construction costs

About the Measure

This measure reports on the extent to which BC Housing has been successful in achieving positive business results in the area of new housing construction with the underlying objective being to ensure that construction costs are competitive with the private market.

Data Source

The methodology to support this measure will be developed in 2005/06 through the use of external consultants and quantity surveyors helping to identify appropriate standards and benchmarks to allow for comparisons to be made.

Reliability of the Data

In many cases, the housing developed through BC Housing is unique in terms of the types of developments that are created and/or in terms of the needs that are being met. This makes direct comparisons to the private market difficult. It is also the case that there can be significant variations in the cost of inputs—land, materials, labour and financing. These factors will be addressed through the measurement process with industry experts having an important role to play in providing external verification and validation of the results.

Changes in Measurement/Reporting

This is a new measure and as such there is no comparable data available.



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