Items	Criteria	Baseline	2023												2024											
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
RFP Metrics																										
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours		Did Not Comply	Did Not Comply																						
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner		Did Not Comply	Did Not Comply																						
2.8.1.1	Rents are to be collected with a goal of 98% and delinquencies are to be managed by appropriate, timely follow-up notices to residents and timely referral for appropriate legal action.		Did Not Comply	Did Not Comply																						
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly		N/A: Reviewed Quarterly	N/A: Reviewed Quarterly																						
2.8.3.1	Rents are to be charged pursuant to the HCV rules as determined by the HCV Contractor, with no more than 5% errors		Did Not Comply	Did Not Comply																						
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards		Did Not Comply	Complied																						
Workorders																										
Potrero																										
Emergency Workorders																										
1.1.1	Count of workorders	0	0	0																						
1.1.2	Count of open workorders	0	0	0																						
1.1.3	Percent NOT closed in time	N/A	N/A	N/A																						
1.1.4	Count of closed workorders	0	0	0																						
1.1.5	Percent closed in time	N/A	N/A	N/A																						
1.1.6	Average days open for open orders	0	0	0																						
1.1.7	Average days to close for closed orders	0	0	0																						
1.1.8	Residual open workorders	0	0	0																						
Non-Emergency Workorders																										
1.2.1	Count of workorders	114	158	193																						
1.2.2	Count of open workorders	13	19	65																						
1.2.3	Percent NOT closed in time	11%	12%	34%																						
1.2.4	Count of closed workorders	112.3	139	128																						
1.2.5	Percent closed in time	99%	88%	66%																						
1.2.6	Average days open for open orders	16.1	25	41																						
1.2.7	Average days to close for closed orders	6.3	6	8																						
1.2.8	Residual open workorders	0	5	17																						
Sunnydale																										
Emergency Workorders																										
1.1.1	Count of workorders	0	0	0																						
1.1.2	Count of open workorders	0	0	0																						
1.1.3	Percent NOT closed in time	N/A	N/A	N/A																						
1.1.4	Count of closed workorders	0	0	0																						
1.1.5	Percent closed in time	N/A	N/A	N/A																						
1.1.6	Average days open for open orders	0	0	0																						
1.1.7	Average days to close for closed orders	0	0	0																						
1.1.8	Residual open workorders	0	0	0																						
Non-Emergency Workorders																										
1.2.1	Count of workorders	93	144	132																						
1.2.2	Count of open workorders	18	6	2																						
1.2.3	Percent NOT closed in time	19%	4%	2%																						
1.2.4	Count of closed workorders	75	138	130																						
1.2.5	Percent closed in time	81%	96%	98%																						
1.2.6	Average days open for open orders	9.9	18.5	39.5																						
1.2.7	Average days to close for closed orders	14.0	3.5	3.4																						
1.2.8	Residual open workorders	0	1	3																						
Inspections																										
Potrero																										
Site Inspections																										
2.1.1	Overall score (out of 3, 1 being best)		2	2																						
2.1.2	Count of inspections		47	48																						
2.1.3	Count of inspections passed		0	0																						
2.1.4	Percent of inspections passed		0%	0%																						
2.1.5	Trash/Curb Appeal - Pass		27	24																						
2.1.6	Trash/Curb Appeal - Percent Pass		57%	50%																						
2.1.7	Overgrown Vegetation - Pass		0	0																						
2.1.8	Overgrown Vegetation - Percent Pass		0%	0%																						
2.1.9	Dead Trees/Branches - Pass		46	47																						
2.1.10	Dead Trees/Branches - Percent Pass		98%	98%																						
2.1.11	Fall/Tripping Hazard - Pass		47	48																						
2.1.12	Fall/Tripping Hazard - Percent Pass		100%	100%																						
2.1.13	Sewer Backed Up - Pass		47	48																						
2.1.14	Sewer Backed Up - Percent Pass		100%	100%																						
2.1.15	Abandoned Vehicles - Pass		25	22																						
2.1.16	Abandoned Vehicles - Percent Pass		53%	46%																						
Unit Inspections																										
2.2.1	Count of inspections	0	4	0																						
2.2.2	Count of inspections passed	0	3	0																						
2.2.3	Percent of inspections passed	0%	75%	N/A																						
2.2.4	Holds	0	0	0																						
2.2.5	Average Days Held	0	0	0																						
2.2.6	Abatements	0	0	0																						
2.2.7	Average Days Abated	0	0	0																						
Sunnydale																										
Site Inspections																										
2.1.1	Overall score (out of 3, 1 being best)		2	2																						
2.1.2	Count of inspections		35	35																						
2.1.3	Count of inspections passed		0	0																						
2.1.4	Percent of inspections passed		0%	0%																						
2.1.5	Trash/Curb Appeal - Pass		4	8																						
2.1.6	Trash/Curb Appeal - Percent Pass		11%	23%																						
2.1.7	Overgrown Vegetation - Pass		0	0																						
2.1.8	Overgrown Vegetation - Percent Pass		0%	0%																						
2.1.9	Dead Trees/Branches - Pass		28	35																						
2.1.10	Dead Trees/Branches - Percent Pass		80%	100%																						
2.1.11	Fall/Tripping Hazard - Pass		34	35																						

2.1.12	Fall/Tripping Hazard - Percent Pass		97%	100%																								
2.1.13	Sewer Backed Up - Pass		33	33																								
2.1.14	Sewer Backed Up - Percent Pass		94%	94%																								
2.1.15	Abandoned Vehicles - Pass		17	18																								
2.1.16	Abandoned Vehicles - Percent Pass		49%	51%																								
Unit Inspections																												
2.2.1	Count of inspections	0	0	1																								
2.2.2	Count of inspections passed	0	0	1																								
2.2.3	Percent of inspections passed	0%	N/A	100%																								
2.2.4	Holds	0	0	0																								
2.2.5	Average Days Held	0	0	0																								
2.2.6	Abatements	0	0	0																								
2.2.7	Average Days Abated	0	0	0																								
DBI Notices																												
Potrero																												
3.1.1	Count of DBI notices	0	1	0																								
3.1.2	Count of DBI notices resolved	0	0	0																								
3.1.3	Percent of DBI notices resolved	0%	0%	N/A																								
3.1.4	Average days to resolve DBI notices	N/A	N/A	N/A																								
Sunnydale																												
3.1.1	Count of DBI notices	0	0	0																								
3.1.2	Count of DBI notices resolved	0	0	0																								
3.1.3	Percent of DBI notices resolved	0%	N/A	N/A																								
3.1.4	Average days to resolve DBI notices	N/A	N/A	N/A																								
Escalations																												
Potrero			• On 01/25/23 Authority staff was contacted about a fire at Potrero Hill. EBMC reported that there was a fire at the site and that emergency personnel would not disclose information to EBMC and wanted to speak with the Housing Authority. Housing Authority staff rushed over to the location and made themselves available for all questions asked and requests made by emergency personnel. Authority staff was also able to assist in determining whether PUC or PG&E was the responsible party for the power lines.																							
Sunnydale			• On 1/6/23, the Authority assisted EBMC with: 1. Finding a tree contractor to remove a large tree that had fallen on top of a unit. 2. To locate a couple of vacant units that were suitable to transfer the affected families whose units were no longer habitable due to the damage from the fallen tree. • On 1/7/23, the Authority assisted EBMC with: 1. Finding an electrical contractor to repair the damaged electric service entrance (damaged by fallen tree from 1/6/23). 2. Contacting SFPUC to restore the service after the repairs were made. • On 1/9/23, the Authority assisted EBMC by contacting SFPUC to restore power due to a downed tree that affected several units (EBMC office).																							
Comments																												
			EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the Authority's Administrative Plan (found here: https://sfha.org/resources-forms/administrative-plan-0) defines conditions that are "life threatening." HUD requires 24-hour response for workorders considered emergencies or life-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.	EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the Authority's Administrative Plan (found here: https://sfha.org/resources-forms/administrative-plan-0) defines conditions that are "life threatening." HUD requires 24-hour response for workorders considered emergencies or life-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.																						