

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	15.1	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																									

