					2022													20	24				
Items	Criteria	Baseline	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		2111110	0.10.0																			
	abated within 24 hours		Did Not Comply	Did Not Comply											_								
2.6.10	The Contractor will prepare all monthly property performance		Did Not Comply	Did Not Comply																			
	reports related to the property for delivery to the Owner																						
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		Did Not Comply	Did Not Comply																			
2.8.3	and timely referral for appropriate legal action.																						
	The Contractor will be required to implement a system for quality		N/A: Reviewed Quarterly	N/A: Reviewed Quarterly																			
2.8.3.1	control sampling and report to Authority staff and Board quarterly			,																			
2.0.3.2	Rents are to be charged pursuant to the HCV rules as determined by		Did Not Comply	Did Not Comply																			
2.8.3.2	the HCV Contractor, with no more than 5% errors Units are to meet the Project Based Section 8 Housing Quality														-								
	Standards		Did Not Comply	Complied																			
Workorders Potrero																							
Emergency Workorder	rs																						
1.1.1 1.1.2	Count of workorders Count of open workorders	0	0	0											-	-							
1.1.3	Percent NOT closed in time	N/A	N/A	N/A																			
1.1.4 1.1.5	Count of closed workorders Percent closed in time	N/A	0 N/A	0 N/A											-								
1.1.6	Average days open for open orders	0	0	0																			_
1.1.7 1.1.8	Average days to close for closed orders Residual open workorders	0	0	0											1							\vdash	
Non-Emergency Work	orders	0	Ü																				
1.2.1 1.2.2	Count of workorders Count of open workorders	114 13				<u> </u>									_	_		_		_		\vdash	
1.2.3	Percent NOT closed in time	11%	12%	34%																			_
1.2.4 1.2.5	Count of closed workorders Percent closed in time	112.3 99%													_								
1.2.6	Average days open for open orders	16.1	25	41																			_
1.2.7 1.2.8	Average days to close for closed orders Residual open workorders	6.3	6	8																			
Sunnydale	nesidual upen workorders	0		17																			
Emergency Workorder	Count of workorders	0																					
1.1.2	Count of open workorders	0	0	0																			
1.1.3 1.1.4	Percent NOT closed in time Count of closed workorders	N/A	N/A	N/A																			
1.1.5	Percent closed in time	N/A	N/A	N/A																			_
1.1.6 1.1.7	Average days open for open orders Average days to close for closed orders	0	0	0																			
1.1.8	Residual open workorders	0	0	0																			
Non-Emergency Work 1.2.1	Count of workorders	93	144	132																			
1.2.2	Count of open workorders	18	6	2																			
1.2.3 1.2.4	Percent NOT closed in time Count of closed workorders	19% 75													-								
1.2.5	Percent closed in time	81%	96%	98%																			_
1.2.6 1.2.7	Average days open for open orders Average days to close for closed orders	9.9 14.0	18.5 3.5																				
1.2.8	Residual open workorders	0	1	3																			
Inspections Potrero																							
Site Inspections																							
2.1.1 2.1.2	Overall score (out of 3, 1 being best) Count of inspections		2 47	2 48											-								
2.1.3	Count of inspections passed		0	0																			
2.1.4 2.1.5	Percent of inspections passed Trash/Curb Appeal - Pass		0% 27							\vdash								-					
2.1.6	Trash/Curb Appeal - Percent Pass		57%	50%																			=
2.1.7 2.1.8	Overgrown Vegetation - Pass Overgrown Vegetation - Percent Pass		0	0%		 				 										—		 	
2.1.9	Dead Trees/Branches - Pass		46	47																			_
2.1.10 2.1.11	Dead Trees/Branches - Percent Pass Fall/Tripping Hazard - Pass		98% 47	98%											+	 	-						—
2.1.12	Fall/Tripping Hazard - Percent Pass		100%	100%																			_
2.1.13 2.1.14	Sewer Backed Up - Pass Sewer Backed Up - Percent Pass		47 100%			 									1								
2.1.15	Abandoned Vehicles - Pass		25	22																			_
2.1.16 Unit Inspections	Abandoned Vehicles - Percent Pass		53%	46%																			
2.2.1	Count of inspections	0	4	0																			_
2.2.2	Count of inspections passed Percent of inspections passed	0%	3 75%	N/A											+					_		 	—
2.2.3		0	0	. 0																			_
2.2.4	Holds		. 0	0											-								
	Average Days Held Abatements	0	0	0											1	1							_
2.2.4 2.2.5 2.2.6 2.2.7	Average Days Held	0	0													_							
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale	Average Days Held Abatements	0 0																					
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Site Inspections 2.1.1	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best)	0	2	2																			
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Site Inspections 2.1.1 2.1.2	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections	0 0																					
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Ste Inspections 2.1.1 2.1.2 2.1.3 2.1.4	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections Count of inspections Count of prespections passed Percent of inspections passed	0 0	2	2 2 35 0																			
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Site inspections 2.1.1 2.1.2 2.1.3 2.1.4 2.1.5	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections Count of inspections passed Percent of inspections passed Trash/Curb Appeal - Pass	0 0 0	2 335 0 0%	2 3 35 35 0 0%																			
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Site Inspections 2.1.1 2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.7	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections Count of inspections passed Percent of inspections passed Trash/Curb Appeal - Parcs	0 0 0	2 2 3 35 5 0 0 0 % 4 11% 0 0 0 0 0	2 2 3 3 5 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																			
22.4 22.5 22.6 22.7 Sunmydate Site Inspections 21.1 21.2 21.3 21.4 21.5 21.6 21.7 21.8	Average Days Hdd Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections Count of inspections Count of inspections passed Percent of inspections passed Trash/Curb Appeal - Pass Overgrown Vegetation - Pass Overgrown Vegetation - Pass	0 0 0	2 2 3 35 0 0 0 0 4 11 11 11 11 11 11 11 11 11 11 11 11 1	2 2 35 5 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																			
2.2.4 2.2.5 2.2.6 2.2.7 Sunnydale Site Inspections 2.1.1 2.1.2 2.1.3 2.1.4 2.1.5 2.1.6 2.1.7	Average Days Held Abatements Average Days Abated Overall score (out of 3, 1 being best) Count of inspections Count of inspections passed Percent of inspections passed Trash/Curb Appeal - Parcs	0 0	2 2 3 35 5 0 0 0 % 4 11% 0 0 0 0 0	2 2 3 35 35 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																			

2.1.12	Fall/Tripping Hazard - Percent Pass		97%																
2.1.13	Sewer Backed Up - Pass		33																
2.1.14	Sewer Backed Up - Percent Pass		94%	94%															
2.1.15	Abandoned Vehicles - Pass		17																
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	/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		/A N/	/A	N/A						1									
Sunnydale	Average days to resolve but notices	11/2	^	190															
3.1.1	Count of DBI notices	0	0	0															_
3.1.2	Count of DBI notices Count of DBI notices resolved	0	0	0											- +				
3.1.2	Percent of DBI notices resolved	0% N/		N/A			\vdash	_					-	_					
3.1.4	Average days to resolve DBI notices N/	/A N/	/A	N/A			\vdash	_					-		- +	-			
Escalations	IN COURT OF SOME DELITITIES	/A N//		9/0															
			On 01/25/23 Authority staff was contacted about																
Potrero			On 01/25/23 Authority staff was contacted about fire at Potrero Hill. EBMC reported that there was		1			- 1	- 1									1	
					1			- 1	- 1									1	
			fire at the site and that emergency personnel		1			- 1	- 1									1	
1			rould not disclose information to EBMC and			1 1			1	1								1	
			ranted to speak with the Housing Authority.																
			ousing Authority staff rushed over to the location																
		and	nd made themselves available for all questions																
			sked and requests made by emergency																
			ersonnel. Authority staff was also able to assist in																
			etermining whether PUC or PG&E was the																
		res	esponsible party for the power lines.																
			ļ																
			ļ																
			ļ																
			ļ																
Communication Co			0-1/6/22 at - A. at - itit EDIAGit -					_	 	_			_	_	_	_			
Sunnydale		1.0	On 1/6/23, the Authority assisted EBMC with: Finding a tree contractor to remove a large tree																
			nat had fallen on top of a unit.																
			To locate a couple of vacant units that were																
			uitable to transfer the affected families whose																
			nits were no longer habitable due to the damage																
		fro	om the fallen tree.																
			ļ																
			On 1/7/23, the Authority assisted EBMC with:																
		1. F	. Finding an electrical contractor to repair the																
			amaged electric service entrance (damaged by																
		fall	allen tree from 1/6/23).																
			. Contacting SFPUC to restore the service after		1			- 1	- 1									1	
1		the	ne repairs were made.			1 1			1	1								1	
1						1 1			1	1								1	
1		• 0	On 1/9/23, the Authority assisted EBMC by			1 1			1	1								1	
1			ontacting SFPUC to restore power due to a			1 1			1	1								1	
1			owned tree that affected several units (EBMC			1 1	1		1	1								1	
												1						1	
			ffice).													- 1			
			ffice).											- 1	- 1		- 1	l l	
			ffice).																
			ffice).																
			ffice).																
Company			ffice).																
Comments		off		FMC Land and a second as															
Comments		off EBI	BMC has yet to classify those workorders	EBMC has yet to classify those workorders															
Comments		EBI cor	BMC has yet to classify those workorders onsidered "life threatening conditions" as	considered "life threatening conditions" as															
Comments		EBI cor em	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-LC of the	considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the															
Comments		EBI cor	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-LC. of the uthority's Administrative Plan (found here:	considered "life threatening conditions" as emergency workorders. Section 8-1.C. of the Authority's Administrative Plan (found here:															
Comments		EBI cor em Au	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 81.C. of the utbority's Administrative Plan (found here: ttps://sfha.org/resources-form/administrative	considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the Authority's Administrative Plan (found here: https://sha.org/resources-forms/administrative-															
Comments		EBI cor em Au	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-LC. of the uthority's Administrative Plan (found here: ttps://sfha.org/resources-forms/administrative- lano) defines conditions that are "life."	considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the Authority's Administrative Plan (found here: https://sha.org/resources-forms/administrative- plan-0) defines conditions that are "life															
Comments		EBI cor em Au' htt	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 81.c. of the uthority's Administrative Plan (found here: true):/fisha org/resources-forms/administrative- lan-0) defines conditions that are "life reatening." HU orgunies 24-hour response for	considered "life threatening conditions" as emergency workorders. Section 8-I.C. of the Authority's Administrative Plan (found here: https://sha.org/resources-forms/administrative- plan-0 defines conditions that are "life threatening." HUD requires 24-hour response for															
Comments		EBI COT em Authtt pla	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-LC of the uthority's Administrative Plan (found here: ttps://sfh.aorg/resources-forms/administrative- lan-0) defines conditions that are "life rereatening." HUD requires 24-hour response for forcorders considered emergencies or life-	considered "life threatening conditions" as emergency workorders. Section 8-LC. 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.															
Comments		EBI cor em Au htt pla thr wo	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 81.C. of the uthority's Administrative Plan (found here: true):/fisha org/resources-forms/administrative- lan-0) defines conditions that are "life rereatening." HU orgunies 24-hour response for orkorders considered emergencies or life- restenting. The Authority has no way to track	considered "life threatening conditions" as emergency workorders. Section 8+.C. of the Authority's Administrative Plan (found here: https://sha.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 now yet to track															
Comments		EBI cor em Au htt pla thr wo	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 81.C. of the uthority's Administrative Plan (found here: true):/fisha org/resources-forms/administrative- lan-0) defines conditions that are "life rereatening." HU orgunies 24-hour response for orkorders considered emergencies or life- restenting. The Authority has no way to track	considered "life threatening conditions" as emergency workorders. Section 8-LC. 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.															
Comments		EBI Corn em Au' htt pla thr wo thr wh	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 81.C. of the uthority's Administrative Plan (found here: true):/fisha coryfecources-forms/administrative- lan-0) defines conditions that are "life remeatening." HU orgunies 24-hour response for orkorders considered emergencies or life- rorestening. The Authority has no way to track hether emergency workorders are being ompleted within 24 hours without an	considered "life threatening conditions" as emergency workorders. Section 84.C of the Authority's Administrative Plan (found here: https://shta.org/sources-forms/administrative- plan-0) defines conditions that are "life threatening." Hull prequires 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															
Comments		EBI Corn em Au' htt pla thr wo thr wh	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-L. of the utbordy's Administrative Plan (found harterive- land) of defines conditions that are "life rereatening." HUD requires 24-hour response for orkorders considered emergencies or life- recatening. The Authority has no way to track thether emergency workorders are being	considered "He threatening conditions" as emergency workorders. Section 84.C of the Authority's administrative Plan (found here: https://shta.org/resources-forms/administrative- plan-D) 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															
Comments		EBI cor em Au htt pla thr woo thr wh cor "er er e	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-L. of the utbordy's Administrative Plan (found harter): land o) defines conditions that are "life rereatening." HUD requires 24-hour response for orkorders considered emergencies or life- resatening. The Authority has no way to track thether emergency workorders are being ompleted within 24 hours without an emergency" (assistation (column) in the	considered "life threatening conditions" as emergency workorders. Section 84.C of the Authority's Administrative Plan (found here: https://shta.org/sources-forms/administrative- plan-0) defines conditions that are "life threatening." Hull prequires 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															
Comments		EBI cor em Au htt pla thr woo thr wh cor "er er e	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-L. of the utbordy's Administrative Plan (found harter): land o) defines conditions that are "life rereatening." HUD requires 24-hour response for orkorders considered emergencies or life- resatening. The Authority has no way to track thether emergency workorders are being ompleted within 24 hours without an emergency" (assistation (column) in the	considered "life threatening conditions" as emergency workorders. Section 84.1. Of the Authority's Administrative Plan (found here: https://sha ang/sucures-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" (sastification (column) in the															
Comments		EBI cor em Au htt pla thr woo thr wh cor "er er e	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-L. of the utbordy's Administrative Plan (found harter): land o) defines conditions that are "life rereatening." HUD requires 24-hour response for orkorders considered emergencies or life- resatening. The Authority has no way to track thether emergency workorders are being ompleted within 24 hours without an emergency" (assistation (column) in the	considered "life threatening conditions" as emergency workorders. Section 84.1. Of the Authority's Administrative Plan (found here: https://sha ang/sucures-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" (sastification (column) in the															
Comments		EBI cor em Au htt pla thr woo thr wh cor "er er e	BMC has yet to classify those workorders onsidered "life threatening conditions" as mergency workorders. Section 8-L. of the utbordy's Administrative Plan (found harter): land o) defines conditions that are "life rereatening." HUD requires 24-hour response for orkorders considered emergencies or life- resatening. The Authority has no way to track thether emergency workorders are being ompleted within 24 hours without an emergency" (assistation (column) in the	considered "life threatening conditions" as emergency workorders. Section 84.1. Of the Authority's Administrative Plan (found here: https://sha ang/sucures-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" (sastification (column) in the															