

Briefing Note: For Information

To: Board of Director (the “Board”)

From: Allen Murray, Vice President, Facilities Management

Date: September 13, 2021

Re: Public Action Item #2: State of Good Repair – In Your Unit Program Update

At the April 27, 2021 meeting, the Board requested that Management report annually in Q4 on the on the State of Good Repair - In your Unit (SOGR) program. This report contains the number of unit repairs completed compared, to the number of units planned in the SOGR program. Variances between number of eligible units and number of units completed should be explained. This report responds to that request.

BACKGROUND:

The SOGR program was developed to complete necessary specific interior repairs in tenant units. Each year, communities are selected for this program based on various factors which include consultation with Regional Teams and Facilities Management staff, needs identified in the Annual Unit Inspection (AUI) program and work order history. Under the SOGR Program, general unit repairs are completed ranging from simple repairs like replacing towel bars or closet doors up to and including full kitchen or bathroom renovations as required.

All units participating within the selected communities undergo inspections to determine necessary interior repair work. At the time of inspection, tenants are offered the opportunity to identify their biggest concerns/needs for repairs within their unit. A scope of work is then created based on tenant feedback and unit assessment.

Move out units are identified at program start up and are excluded from SOGR program as they are addressed by the move out program. Tenants do have the option to opt-out of the program if they choose. The most common reasons for opting out of the program include:

- Tenant not wanting work done
- No work required / unit is in a state of good repair
- COVID reluctant (not wanting people entering their suite during the pandemic)

RECAP OF SOGR 2020 PROGRAM:

The SOGR program in 2020 focused on units in 3 Communities: Lawrence/Orton, Roywoods Drive and Flemingdon Park. Details of the 2020 program include:

- 945 units (majority townhouses) were eligible for SOGR
- 770 units participated in the program after removing move-out units and tenant opt-outs
- All 770 units were completed
- Budget of \$8.0M dollars allocated to the program
- \$7.3M total budget was completed in the 2020 program
- The remaining budget was not sufficient to complete a full building and was therefore returned to the budget contingency

Work is completed by one of four pre-approved contractors utilizing a standard price list.

For example, the average cost for a complete kitchen renovation in a high rise unit was approximately \$7,400.00 and \$3,600.00 for a complete bathroom renovation. Similar renovations in a townhouse are slightly higher at \$8,300.00 for a kitchen and \$5,100.00 for a bathroom due to a larger footprint.

See **Appendix A** for a list of the most common repairs completed.

TENANT SATISFACTION

Upon completion of the work all units within the SOGR program received a survey to determine their satisfaction with repairs and quality of work. Tenants were also asked if they would recommend the program to other tenants.

25% of the units that participated in the program responded to the survey.

- 90% of respondents indicated that they were satisfied with the overall program
- 92% of respondents indicated that they would be likely to recommend the program to other tenants.

SIGNATURES:

“Allen Murray”

Allen Murray
Vice President, Facilities Management

Appendix A: Common Repairs

The table below shows some of the types of work conducted by the number of units that received those repairs.

Work Conducted	Units Delivered
Supply and Install Ceiling light Fixture	740
Supply and Install shower head	706
Paint Bathroom complete	684
Paint Kitchen complete	677
Supply and Install Complete tub enclosure	662
Supply and Install Bathroom light fixture	626
Supply and Install Medicine cabinet	559
Supply and Install bathtub	516
Supply and Install stainless steel towel bar	484
Supply and Install single stainless steel sink for kitchen	447
Supply and Install hollow core door	392
Supply and Install vanity	360
Supply and Install pedestal sink	253
Supply and Install double stainless steel sink for kitchen	225
Paint one average room complete	196
Supply and Install sliding closet door metal frame	111
Supply and Install new switch	49