

LEVELS OF SERVICE HEAT MAP

	Performance Measure
1.1	Average Facility Condition Index (FCI) for the portfolio
1.2	Rolling 3-year capital plan and budget forecast maintained, with priority assigned to life safety and critical building systems.
2.1 a	Maintenance requests are triaged and responded to based on priority.
2.1 b	Tenant satisfaction with maintenance request response
2.2 a	NCHC buildings are compliant with all applicable legislative and regulatory requirements.
2.2 b	Preventative maintenance program optimizes the useful life of major building systems.
2.2 c	Tenants are satisfied with the maintenance of their homes/buildings.
3.1	Total deferred capital work divided by current year capital budget.
3.2	Financial reports include prior year comparators, mid-year capital forecast provided as needed.
3.3	Procurement report summarizing public procurement activity and results provided to the Board.
4.1	# households housed from the waiting list in NCHC units divided by the total number households on the NCHC waiting list
4.2	Report to the Board summarizing relevant actions.

