Memorandum

MIAMI-DADE COUNTY

Date: February 19, 2015

To: Honorable Chairman Jean Monestime
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor

Subject: PHCD's Section 8 Housing Choice Voucher Reports for November-December 2014

This report is in response to a request made at the June 21, 2011 Board of County Commissioners (Board) meeting by Commissioner Rebeca Sosa for a monthly report on Public Housing and Community Development's (PHCD) Housing Choice Voucher (HCV) Program.

On May 20, 2014, the Board approved Resolution No. R-467-14 authorizing the County to execute agreements with Nan McKay and Associates, Inc. (NMA) and CVR Associates, Inc. for consultant services related to the oversight and management for the County's HCV Program.

The attached NMA monthly report covers metrics in the following areas:

- Leasing and Utilization
- Housing Assistance Payment (HAP) expenditures
- Attrition
- Monthly Change in Units Leased
- Change of Dwelling
- End of Participation
- Section 8 Management Assessment Program (SEMAP)
- Public and Indian Housing Information Center (PIC) reporting rate
- HCV Household Demographics
- Customer Service
- Annual Re-Examinations
- Family Self Sufficiency and Homeownership
- Number of HCV Owners
- New Vouchers Issued

The CVR Inspection report includes the following metrics:

- Housing Quality Standards (HQS) Enforcement of Life Threatening Violations as well as Enforcement of Failed Inspections
- Annual Inspections
- Quality Control Inspections
- Inspections Workload and Pass Rate

If additional information if required, please contact PHCD Director Michael Liu at 786-469-4106.

Attachments

c: Robert A. Cuevas, Jr., County Attorney
Russell Benford, Deputy Mayor
Michael Liu, Director, PHCD
Charles Anderson, Commission Auditor

MIAMI-DADE COUNTY: PUBLIC HOUSING & COMMUNITY DEVELOPMENT

Housing Choice Voucher Program Monthly Management Executive Summary Report - November 2014

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SECTION 1: EXECUTIVE SUMMARY

Call Center activity was at its lowest point since the transition in November. As Nan McKay & Associates (NMA) continues to educate owner and tenants on the program and transaction time frames and staffs become more experienced in processing the various transactions, our expectations are for another 20% to 25% decrease in call volume.

Over the past two months, the NMA Quality Control team has reviewed over 500 transactions. The teams are analyzing the results of these reviews for accuracy, systemic errors, and trends to develop targeted training for staff in opportunity areas. NMA will conduct a 1st quarter SEMAP review and provide the results in the January 2015 Report.

NMA has converted 50% of the owner files from paper/hard files to electronic files. We remain on pace to complete the project by the end of calendar year 2014.

SECTION 2: LEASING AND UTILIZATION

Leasing Status	Aug-14	Sept - 14	Oct-14	Nov-14	Dec-14
A.) Total HCV Allocated	15,253	15,253	15,253	15,287	-
B.) Total HCV Administered	14,071	14,024	14,133	14,083	-
C.) Outgoing Payable Portables	450	463	430	359	-
D.) Total Clients Active Searching	-	88	71	73	-
E.) Active Participants	14,521	14,818	14,697	14,594	-
F.) Voucher Utilization (%)	95.2%	94.98%	95.89%	94.47%	-
G.) Incoming Billable Portables	0	0	0	4	-
H.) Total HCV Leased	14,521	14,487	14,563	14,442	-

A. *Total HCV Allocated = All HCV programs included*
B. *Total HCV Administered = Participants in a unit but not including (Outgoing Payable Ports- units leased in other jurisdictions)*
C. *Outgoing Payable Portables = Participants with an active Outgoing Portable Payable Voucher Issuance types*
D. *Total Active Clients Searching = Current HCV participants who have moved from their current unit and have not leased at time of Annual*
E. *Active Participants = Total HCV Administered + Total Clients Searching - Outgoing Non-payable Ports*
F. *Voucher Utilization (%) = Vouchers under HAP contract as of 1st of the month, including $0 HAP; Unit Months Leased (UML)*
G. *Incoming Billable Portables = Port In vouchers PCHD bills to other Housing Authority – PHCD had previously absorbed all incoming vouchers; but will begin billing new incoming vouchers that submit paperwork after September 2014.*
H. *Total HCV Leased = Housing Assistance Payments (HAP) for all participants leased as of last day of month (Only includes clients who are currently leased up, including Outgoing Payable Portables)*

SECTION 3: HOUSING ASSISTANCE PAYMENT EXPENDITURES

HAP/UAP	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Housing Assistance Payments (HAP) Expenditures ($m)	$11,296,533	$11,503,903	$11,295,423	$11,203,796	-
B. Utility Allowance Payments (UAP) Expenditures ($k)	$145,178	$151,004	$150,881	$152,766	-
C. Total HAP/UAP Expenditures ($m)	$11,441,711	$11,654,907	$11,446,304	$11,356,562	-
D. Authorized HAP/UAP ($m)	$11,064,918	$11,064,648	$11,064,068	$11,064,068	-
E. HAP Utilization (%)	103.41%	105.33%	103.50%	102.60%	-
F. Average HAP ($)	$787.94	$804.50	$785.99	$786.36	-

A. HAP Expenditures ($m) = Total dollar amount of HAP paid during the reporting month (expressed in millions)

B. UAP Expenditures ($m) = Total dollar amount of UAP paid during the reporting month (expressed in thousands)

C. Total HAP/UAP Expenditures ($m) = Total dollar amount of HAP/UAP paid during the reporting month (expressed in millions)

D. Authorized HAP/UAP ($m) = The maximum amount of funds available for payment to PHCD for each HAP contract

E. HAP Utilization (%) = Total HAP/UAP Expenditures divided by Authorized HAP/UAP; expressed as a percentage (August number did not include UAP which affected the utilization percentage)

F. Average HAP($) = Average HAP paid for all bedroom sizes; expressed in dollars (based on Total HAP/UAP expenditures made in the month/ not adjusted)

SECTION 4: ATTRITION OF

Change in Active Participants	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Total Active Participants	14,521	14,818	14,697	14,594	-
B. Terminations	46	43	67	54	
C. Attrition	0.31%	0.29%	0.46%	0.37%	-

A. Total Active Participants = Total Number of Participants excluding Outgoing Non Payable Portables

B. Terminations= Number of participants with a program exit in the reporting month

*C. Attrition= B/A *100*

SECTION 5: MONTHLY CHANGE IN UNITS LEASED

Change in Units Leased	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Leased Units at Beginning of the Month	N/A	14,521	14,487	14,563	-
B. New Admissions Completed in Month	13	5	46	12	-
C. End of Participations/Terminations (EOP) Reversals	34	5	0	0	-
D. Participant Did Not Occupy a Unit in Prior Month	245	0	0	0	-
E. Participant Searching (moved out of unit last month but still searching)	0	38	71	73	
F. Port-Ins Absorbed by PHCD	7	20	18	18	-
G. EOPs Completed in the Month	46	43	67	54	-
H. Port-Outs Absorbed by Receiving PHA	0	3	31	79	-
I. Other Changes	0	20	105	50	
J. Total Changes in Units Leased	35	-34	+76	-126	-
K. Current Month Leased Units (add A+B+C-D-E+F-G-H+I)	14,521	14,487	14,563	14,442	-

A. Leased Units at Beginning of the Month = Total number of units under contract as of 1st of the month

B. New Admissions Effective in Month = New participants lease in reporting month

C. EOP Reversals = Number of participants where end of participation was reversed

D. COD where tenant did not occupy a unit in prior month

E. Participants Searching = Number of participants who are out of a unit and searching and newly not in leased unit this month

F. Port-Ins Absorbed by PHCD

G. EOPs Effective in Month or Prior = End of Participations with completion dates in the reporting month

H. Port-Outs Absorbed by Receiving PHA = In the reporting month

I. Other changes

J. Total Changes in Units Leased = Net change in units leased between prior and reporting month

K. Current Month Units Leased = Total number of units under contract as of the end of the month

SECTION 6: CHANGE OF DWELLING ACTIVITY

Change Of Dwelling Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. COD Requests Received	222	305	383	283	-
B. Vouchers Issued	213	286	281	261	-
C. RFTAs Received	167	173	178	182	-
D. New Contracts	101	120	83	124	-
E. Outgoing Portability Vouchers Issued	5	15	67	42	-

A. *COD Requests Received= Number of Change of Dwelling requests received in the reporting month*
B. *Vouchers Issued= Number of Vouchers issued in the reporting month*
C. *Request for Tenancy Approvals (RFTA) Received=Number of received in the reporting month*
D. *New Contracts= Number of new HAP contracts executed (change of dwelling only)*
E. Outgoing Portability Vouchers Issued = *Number of participants with a COD to another jurisdiction*

New Admission Activity	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. New Admission Vouchers Issued	-	12	15	5	-
B. New Admission Vouchers Received	-	-	1	1	-
C. New Contracts Completed	-	-	14	12	-

A. New Admission Vouchers Issued = Number of New Admission Vouchers Issued during the reporting month
B. New Admission Vouchers Received = Number of New Admission Vouchers received in the reporting month
C. New Contracts Completed =Number of New HAP Signings for New Admissions during the reporting month

SECTION 7: END OF PARTICIPATIONS

	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Terminations Effective in Month	10	26	-	-	-
B. Terminations Completed in Month	46	43	67	54	-
C. Terminations Reversed in Month	34	5	0	0	-

A. EOP's Effective in Month= End of Participation effective in the reporting month

B. EOP's Processed in Month= End of Participation processed in the reporting month

C. EOP's Reversed in Month= End of Participation reversed in the reporting month

SECTION 8: SECTION 8 MANAGEMENT ASSESSMENT PROGRAM

INDICATOR	Maximum Points	Possible Points	PHCD Projected Points FY 2015
#1 Waiting List	15	15, 0	**15**
#2 Rent Reasonableness	20	20, 15, 0	**20**
#3 Adjusted Income	20	20, 15, 0	**0**
#4 Utility Allowance Schedule	5	5, 0	**5**
#5 Quality Control Inspections	5	5, 0	**5**
#6 HQS Enforcement	10	10, 0	**10**
#7 Expanding Housing Opportunities	5	5, 0	**5**
#8 Payment Standards	5	5, 0	**5**
#9 Annual Re-examinations	10	10, 5, 0	**10**
#10 Correct Tenant Rent	5	5, 0	**0**
#11 Pre-contract HQS Inspections	5	5, 0	**5**
#12 Annual HQS Inspections	10	10, 5, 0	**10**
#13 Lease- Up	20	20, 15, 0	**20**
#14 FSS	10	10, 8, 5, 3, 0	**10**
Total Points	145		**120**
De-concentration Bonus	5	5, 0	**0**
Score	100%	100% - 0%	**82.75%**
Rating - High Performer: 90% - 100% Standard Performer: 60% - 89% Troubled: 0% - 59%	**High**		**Standard Performer**

SECTION 9: PUBLIC & INDIAN HOUSING INFORMATION CENTER (PIC)

Public & Indian Housing Information Center (PIC) Data	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
A. Submitted in PIC	14,144	14,148	14,153	14,098	-
B. Missing/Outdated in PIC	252	118	229	58	-
C. Voucher Management System (VMS) Required in PIC	13,892	14,030	13,924	14,156	-
D. PIC Reporting Rate	101.81%	100.84%	101.64%	99.59%	-

A. Submitted in PIC=Number of 50058's submitted to the PIC for current month; as reported in PIC

B. Missing/Outdated in PIC= Number of 50058's missing from PIC for current month; as reported in PIC

C. VMS Required in PIC= VMS Units Leased minus port outs plus port in.

D. PIC Reporting Rate=Rate of reporting to PIC by PHCD; as reported in PIC

SECTION 10: DEMOGRAPHICS BY HEAD OF HOUSEHOLD

Demographic Profile*	Sept-14	Oct - 14	Nov - 14	Dec - 14
Elderly/Non-Elderly				
Age 62 and over	4,983	4,946	4,935	
Under Age 62	9,835	9,751	9,659	
Total	14,818	14,697	14,594	
Disabled				
Disabled and 62 and over	3,851	3,823	3,804	
Disabled and Under Age 62	2,364	2,345	2,342	
TOTAL	6,215	6,168	6,146	
Race				
White	6,632	6,580	6,576	
Black	8,157	8,088	7,989	
Others	29	29	29	
TOTAL	14,818	14,697	14,594	
Ethnicity				
Hispanic	6,892	6,838	6,826	
Non-Hispanic	7,926	7,859	7,768	
TOTAL	14,818	14,697	14,594	
Voucher Breakdown*				
0 Bedroom	48	28	26	
1 Bedroom	4,860	3,688	3,966	
2 Bedroom	4,477	4,751	4,617	
3 Bedroom	4,242	4,621	4,488	
4 Bedroom	1,051	1,420	1,310	
5 Bedroom	123	174	172	
6+ Bedroom	17	15	15	
TOTAL	14,818	14,697	14,594	

SECTION 11: CUSTOMER SERVICE

Client Office Visits	Sept-14	Oct-14	Nov-14	Dec-14
Appointments	559	777	1,015	-
Document Drop Off	1,037	778	2,004	-
Other Briefing Attendance	0	0	0	-
Landlord Quarterly Meeting Attendance	0	54	0	-
Walk-ins *	2,796	3,174	112	-
Total	4,392	4,783	3,131	-
Call Center Tracking				
Calls Answered:	13,659	13,934	11,343	-
Avg Speed of Answer (sec):	18	18	16	-
Avg Handle Time (minutes):	3.1	3.1	2.8	-
Avg Call Wait Time (sec):	10.6	29.4	15.2	-
Avg Hold Time (sec):	0	0	0	-
Avg Talk Time (min):	3.0	2.6	2.6	-

**Walk-Ins: Previous total included walk-ins with appointments, walk-ins without appointments, and document drop offs. November reporting changed as well as the annual recertification process. Initially recertifications were conducted by mail and November changed to in-person interview appointments which decreased the walk-in numbers and increased the document drop off numbers.*

SECTION 12: ANNUAL RE-EXAMINATIONS

Annual Reexaminations	Sept-14	Oct-14	Nov-14	Dec-14
A.) Due for the Month	1,381	1,411	1,451	-
B.) Processed	1,002	1,245	1,328	-
C.) Incomplete	379	166	132	-
D.) % Complete	72.56%	88.24%	91.52%	-

A. Due for the Month =Total number of Annual Reexaminations Due in the reporting month.
B. Processed = Number of Annual Reexaminations processed during the reporting month.
C. Incomplete = Number of Annual Reexaminations remaining not completed during the reporting month.
*D. % Complete = Line B / Line A * 100*

SECTION 13: FAMILY SELF SUFFICIENCY (FSS) AND HOMEOWNERSHIP

Family Self-Sufficiency (FSS) is a HUD program that enables families assisted through the Housing Choice Voucher (HCV) program to increase their earned income and reduce their dependency on welfare assistance and rental subsidies. Some of the services coordinated through the program include: child care, transportation, education, job training, employment counseling, financial literacy, and homeownership counseling, among others. An interest-bearing escrow account is established by the PHCD for each participating family. Any increases in the family's rent as a result of increased earned income during the family's participation in the program result in a credit to the family's escrow account. Once a family successfully graduates from the program, they may access the escrow.

Family Self-Sufficiency (FSS) Program	Sept-14	Oct-14	Nov-14	Dec-14
A.) Total FSS Families Enrolled	161	164	163	-
B.) FSS Families Graduated	1	1	0	-
C.) FSS Families with Escrow Balance	89	91	91	-
D.) % With Escrow Balance	56.28%	55.48%	55.83%	-
E.) Escrow Balance ($k)*	$227,216.77	$245,164.64	$268,066.63	-

A. *Total FSS Families Enrolled =Number of Families enrolled in the FSS Program*
B. *FSS Families Graduated = Families Completing Contract of Participation*
C. *FSS Families with Escrow Balance = Those FSS Families that have and Escrow Balance*
D. *% with Escrow Balance = Line C / Line A * 100*
E. *Escrow Balance = Total Escrow Balance Accumulated at the end of the reporting month (September number corrected)*

The Housing Choice Voucher Homeownership Program allows voucher participants who wish to become first-time homeowners to use their voucher subsidy to meet monthly homeownership expenses. There is separate income and work requirements for voucher participants who wish to apply to the Homeownership program. All participants must undergo homeownership counseling prior to receiving homeownership assistance. The program requires both an initial Housing Quality Standards inspection by a PHCD-selected inspector and an independent professional home inspection by an inspector selected by the family.

Homeownership Program	Sept-14	Oct-14	Nov-14	Dec-14
A.) Total Enrollees	179	179	179	-

A. Total Enrollees = Number of Clients under the HOP Increment.

SECTION 14: HCV OWNERS

OWNERS	Sept-14	Oct-14	Nov-14	Dec-14
Total Number of HAP Payee's (Owners) in Month	6,743	6,770	6,709	-

A. Total Number of HAP Payees =Number of Payees listed on Post Validation report from SSRS

CVR ASSOCIATES INC

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

INSPECTIONS MONTHLY MANAGEMENT REPORT

November 2014

FOUNDED on Experience | *BUILT* on Performance

CVR ASSOCIATES INC

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November 2014 CVR Accomplishments and Highlights

1. **Systems**

    a. CVRs Inspection Portal (miamidade.hcvinspect.com) continues to provide inspections scheduling and results information to tenants and owners

    b. Inspector field tablets continue to perform with minimal issues following the Elite upgrade

    c. Refining reports for improved analytic reporting.

    d. Processed and distributed an additional 108 inspection results as requested by CGI (HUD QC inspectors) to allow them to perform additional QC inspections.

2. **Training**

    a. Formalizing SOPs for all inspection processes and procedures for distribution this month to MDPHCD.

3. **Inspections Operations**

    a. Scheduled and performed over 3,047 Annual, Initial and Complaint Inspections

4. **Customer Service**

    a. Replaced one part-time call center agent with a full-time agent.

    b. Resolved 277 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of 1 hour and total average duration (from open to close) of 10.5 hours

    c. Received and answered over 3,456 calls through our inspections customer service call center

SECTION 7.0: INSPECTIONS

7.1 HQS Enforcement of Life Threatening Violations

Table indicates current month, because required follow up is limited to 24 hours

Emergency Inspections & Results	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
First-Time Emergency Inspections	17	28	3	17	27	32		92
Unit Passed	6	8	2	2	7	16		25
Owner Responsibility: Abated	9	11	1	11	11	8		43
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	2	9	2	6	6	8		25
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	1	0	3	0		4
Unknown/Pending	0	0	0	0	0	0		0
Emergencies Addressed on Time	17	28	3	17	27	32		92
Percent Addressed on Time	100%	100%	100%	100%	100%	100%		100.0%

7.2 HQS Enforcement of Fail Inspections

++ Table indicates previous month's data to verify required follow up actions occurred within a 30 day timeframe

HQS Fail Inspections	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Units Failing HQS Inspections	102	626	642	713	795	++		2,083
Corrected within 30 Days	65	473	541	554	660	++		1,633
Tenant Fail	NA*	NA*	12	18	14	++		30
Abated	33	97	80	141	120	++		351
Approved Extensions	0	0	0	0	0	++		0
Not Addressed On Time	4	56	9	0	1	++		69
Percent Addressed on Time	96.1%	91.1%	98.6%	100%	99.9%	++		96.4%

* Not Reported in June and July

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7.3 Annual Inspections

Annuals	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Scheduled	1,374	1,380	1,412	1,414	1,124	
Moved/Terminated Before Inspection	68	67	73	84	71	
Total Due	1,306	1,313	1,339	1,330	1,053	
Inspections Completed On Time	1,286	1,292	1,306	1,325	1,045	
Inspections not Completed On Time	20	21	33	8	8	
Percent in Compliance	**98.5%**	**98.4%**	**97.5%**	**99.6%**	**99.2%**	

7.4 Quality Control Inspections

Quality Control of HQS Inspections	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Total QC Inspections Completed	1	101	33	51	42		228
Total QC Inspections Passed	1	101	29	40	37		208
Percentage Inspector Pass Rate *	**100.0%**	**100.0%**	**87.9%**	**78.4%**	**88.1%**		91%

* Reflects findings of previous inspector

7.5 Request for Pre-Contract Inspections

Request for Pre-Contract Inspections	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Requested Inspections	5	110	142	111	149	
Average Days to First Inspection	6	9	5	5	3	

7.6 Inspections Workload & Pass Rate

Inspection Type & Result		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Attempted		**2,126**	**2,895**	**3,129**	**3,423**	**3,177**	
No-Entry Fails		**174**	**133**	**149**	**153**	**130**	
Completed	Annuals	1,355	1,408	1,663	1,830	1,812	
	Annual Re-Inspects	149	786	836	1,004	807	
	New/COD	181	187	181	150	151	
	New/COD Re-Inspects	133	99	114	64	75	
	Complaints	97	115	119	114	95	
	Emergency	36	63	34	57	65	
	Quality Control	1	101	33	51	42	
Total Completed		**1,952**	**2,759**	**2,980**	**3,270**	**3,047**	
Passed	Annuals	732	702	875	909	1,026	
	Annual Re-Inspects	99	561	640	765	626	
	New/COD	109	89	103	69	80	
	New/COD Re-Inspects	87	68	78	46	55	
	Complaints	33	29	42	45	33	
	Emergency	9	10	2	9	17	
	Quality Control	1	101	29	40	37	
Total Passed		**1,070**	**1,560**	**1,769**	**1,883**	**1,874**	
Failed	Annuals	623	706	788	921	786	
	Annual Re-Inspects	50	225	196	239	181	
	New/COD	72	98	78	81	71	
	New/COD Re-Inspects	46	31	36	18	20	
	Complaints	64	86	77	69	62	
	Emergency	27	53	32	48	48	
	Quality Control	0	0	4	11	5	
Total Failed		**882**	**1,199**	**1,211**	**1,387**	**1,173**	
% Passed	Annuals	54.0%	50.1%	47.4%	50.3%	56.6%	
	Annual Re-Inspects	66.4%	28.6%	23.4%	23.8%	77.6%	
	New/COD	60.2%	52.4%	43.1%	54.0%	53.0%	
	New/COD Re-Inspects	65.4%	31.3%	31.6%	28.1%	73.3%	
	Complaints	34.0%	74.8%	64.7%	60.5%	34.7%	
	Emergency	25.0%	84.1%	94.1%	84.2%	26.2%	
	Quality Control	100.0%	100.0%	87.9%	78.4%	88.1%	
Total % Passed (of Completed)		**54.8%**	**56.5%**	**59.2%**	**57.6%**	**61.5%**	
Total % Passed (of Attempted)		**50.3%**	**53.9%**	**56.6%**	**55.0%**	**59.0%**	

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PUBLIC HOUSING AND COMMUNITY DEVELOPMENT

MIAMI-DADE HOUSING CHOICE VOUCHER PROGRAM

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7.6 Inspections Workload & Pass Rate 4

December 2014 CVR Accomplishments and Highlights

1. **Systems**
    a. CVRs Inspection Portal (miamidade.hcvinspect.com) continues to provide inspections scheduling and results information to tenants and owners
    b. Inspector field tablets continue to perform with minimal issues following the Elite upgrade
    c. Refining reports for improved analytic reporting
2. **Training**
    a. Submitted SOPs for all inspection processes and procedures to MDPHCD
    b. Quality Control Inspector training scheduled for January 15th
3. **Inspections Operations**
    a. Scheduled and performed over 3,203 Annual, Initial and Complaint Inspections
4. **Customer Service**
    a. Maintained 3 full time call agents
    b. Resolved 260 customer service support tickets received through CVRs ticketing system (miamidade@hcvinspect.com) with an average response time of 1 hour and total average duration (from open to close) of 10.0 hours
    c. Received and answered over 3,390 calls through our inspections customer service call center

7.1 HQS Enforcement of Life Threatening Violations

Table indicates current month, because required follow up is limited to 24 hours

Emergency Inspections & Results	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
First-Time Emergency Inspections	17	28	3	17	27	32	23	147
Unit Passed	6	8	2	2	7	16	9	50
Owner Responsibility: Abated	9	11	1	11	11	8	4	55
Tenant Responsibility: Notified Tenant of Intent to Term within 24 hrs	2	9	2	6	6	8	8	41
Joint Responsibility: Abated & Notified Tenant of Intent Term within 24 hrs	0	0	1	0	3	0	2	6
Unknown/Pending	0	0	0	0	0	0	0	0
Emergencies Addressed on Time	17	28	3	17	27	32	23	147
Percent Addressed on Time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

7.2 HQS Enforcement of Fail Inspections

++ Table indicates previous month's data to verify required follow up actions occurred within a 30 day timeframe

HQS Fail Inspections*	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Units Failing HQS Inspections	102	626	642	713	795	701	++	3,579
Corrected within 30 Days	65	473	541	554	660	592	++	2,885
Tenant Fail	N/A*	N/A*	12	18	14	16	++	60
Abated	33	97	80	141	120	93	++	564
Approved Extensions	0	0	0	0	0	0	++	0
Not Addressed On Time	4	56	9	0	1	0	++	70
Percent Addressed on Time	96.1%	91.1%	98.6%	100.0%	99.9%	100.0%	N/A	97.1%

** Not reported in June or July*

7.3 Annual Inspections

Annuals	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Total Scheduled	1,374	1,380	1,412	1,414	1,124	1,004	7,708
Moved/Terminated Before Inspection	68	67	73	84	71	58	421
Total Due	1,306	1,313	1,339	1,330	1,053	946	7,287
Inspections Completed On Time	1,286	1,292	1,306	1,325	1,045	943	7,197
Inspections not Completed On Time	20	21	33	8	8	3	93
Percent in Compliance	**98.5%**	**98.4%**	**97.5%**	**99.6%**	**99.2%**	**99.7%**	98.8%

7.4 Quality Control Inspections

Quality Control of HQS Inspections	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Total QC Inspections Completed	1	101	33	51	42	44	272
Total QC Inspections Passed	1	101	29	40	32	34	237
Percentage Inspector Pass Rate	**100.0%**	**100.0%**	**87.9%**	**78.4%**	**88.1%**	**77.3%**	89%

** Reflects findings of previous inspector*

7.5 Requests for Pre-Contract Inspections

RFTA - Request for Inspection to First Attempt Inspection	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD
Requests for Inspection	5	110	142	111	149	154	671
Average Days to First Inspection	6.2	8.8	5.0	5.0	3.0	6.6	5.6

7.6 Inspections Workload & Pass Rate

Inspection Type & Result		Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Total Attempted		**2,126**	**2,895**	**3,129**	**3,423**	**3,177**	**3,374**
No-Entry Fails		**174**	**133**	**149**	**153**	**130**	**171**
Completed	Annuals	1,355	1408	1663	1,830	1,812	1,599
	Annual Re-Inspects	149	786	836	1,004	807	1,028
	New/COD	181	187	181	150	151	240
	New/COD Re-Inspects	133	99	114	64	75	107
	Complaints	97	115	119	114	95	132
	Emergency	36	63	34	57	65	53
	Quality Control	1	101	33	51	42	44
Total Completed		**1,952**	**2,759**	**2,980**	**3,270**	**3,047**	**3,203**
Passed	Annuals	732	702	875	909	1,026	910
	Annual Re-Inspects	99	561	640	765	626	786
	New/COD	109	89	103	69	80	133
	New/COD Re-Inspects	87	68	78	46	55	89
	Complaints	33	29	42	45	33	39
	Emergency	9	10	2	9	17	13
	Quality Control	1	101	29	40	37	34
Total Passed		**1,070**	**1,560**	**1,769**	**1,883**	**1,874**	**2,004**
Failed	Annuals	623	706	788	921	786	689
	Annual Re-Inspects	50	225	196	239	181	242
	New/COD	72	98	78	81	71	107
	New/COD Re-Inspects	46	31	36	18	20	18
	Complaints	64	86	77	69	62	93
	Emergency	27	53	32	48	48	40
	Quality Control	0	0	4	11	5	10
Total Failed		**882**	**1,199**	**1,211**	**1,387**	**1,173**	**1,199**
% Passed	Annuals	54.0%	49.9%	52.6%	49.7%	56.6%	43.1%
	Annual Re-Inspects	66.4%	71.4%	76.6%	76.2%	77.6%	23.5%
	New/COD	60.2%	47.6%	56.9%	46.0%	53.0%	44.6%
	New/COD Re-Inspects	65.4%	68.7%	68.4%	71.9%	73.3%	83.2%
	Complaints	34.0%	25.2%	35.3%	39.5%	34.7%	29.5%
	Emergency	25.0%	15.9%	5.9%	15.8%	26.2%	24.5%
	Quality Control	100.0%	100.0%	87.9%	78.4%	88.1%	77.3%
Total % Passed (of Completed)		**54.8%**	**56.5%**	**59.4%**	**57.6%**	**61.5%**	**62.6%**
Total % Passed (of Attempted)		**50.3%**	**53.9%**	**56.5%**	**55.0%**	**59.0%**	**59.4%**