

EBMC Scorecard			2023
Items	Criteria	Baseline	Jan
RFP Metrics			*The RFP metrics were updated to include detail.
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Did Not Comply - No Report Submitted
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - No Report Submitted
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 - No Report Submitted
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
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 - No Report Submitted
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards.		Did Not Comply - One unit did not meet HQS.
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	158
1.2.2	Count of open workorders	1.3	19

1.2.3	Percent NOT closed in time	1%	12%
1.2.4	Count of closed workorders	112.3	139
1.2.5	Percent closed in time	99%	88%
1.2.6	Average days open for open orders	16.1	25
1.2.7	Average days to close for closed orders	6.3	6
1.2.8	Residual open workorders	0	5
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	144
1.2.2	Count of open workorders	18	6
1.2.3	Percent NOT closed in time	19%	4%
1.2.4	Count of closed workorders	75	138
1.2.5	Percent closed in time	81%	96%
1.2.6	Average days open for open orders	9.9	18.5
1.2.7	Average days to close for closed orders	14.0	3.5
1.2.8	Residual open workorders	0	1
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		47
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		27
2.1.6	Trash/Curb Appeal - Percent Pass		57%
2.1.7	Overgrown Vegetation - Pass		0

2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		46
2.1.10	Dead Trees/Branches - Percent Pass		98%
2.1.11	Fall/Tripping Hazard - Pass		47
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		47
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		25
2.1.16	Abandoned Vehicles - Percent Pass		53%
Unit Inspections			
2.2.1	Count of inspections	0	4
2.2.2	Count of inspections passed	0	3
2.2.3	Percent of inspections passed	0%	75%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
Sunnydale			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		35
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		4
2.1.6	Trash/Curb Appeal - Percent Pass		11%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		28
2.1.10	Dead Trees/Branches - Percent Pass		80%
2.1.11	Fall/Tripping Hazard - Pass		34
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%
2.1.15	Abandoned Vehicles - Pass		17
2.1.16	Abandoned Vehicles - Percent Pass		49%

Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	N/A
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	1
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	N/A
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			
Potrero			<ul style="list-style-type: none"> On 01/25/23 Authority staff was contacted about a fire at Potrero Hill. EBMC reported that there was a fire at the site and that emergency personnel would not disclose information to EBMC and wanted to speak with the Housing Authority. Housing Authority staff rushed over to the location and made themselves available for all questions asked and requests made by emergency personnel. Authority staff was also able to assist in determining whether PUC or PG&E was the responsible party for the power lines.

Sunnydale			<ul style="list-style-type: none"> • On 1/6/23, the Authority assisted EBMC with: <ol style="list-style-type: none"> 1. Finding a tree contractor to remove a large tree that had fallen on top of a unit. 2. To locate a couple of vacant units that were suitable to transfer the affected families whose units were no longer habitable due to the damage from the fallen tree. • On 1/7/23, the Authority assisted EBMC with: <ol style="list-style-type: none"> 1. Finding an electrical contractor to repair the damaged electric service entrance (damaged by fallen tree from 1/6/23). 2. Contacting SFPUC to restore the service after the repairs were made. • On 1/9/23, the Authority assisted EBMC by contacting SFPUC to restore power due to a downed tree that affected several units (EBMC office).
Comments			

			<p>EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. 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-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.</p>
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EBMC Scorecard

Items	Criteria	Baseline	Feb
RFP Metrics			*The RFP metrics were updated to include detail.
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Did Not Comply - No Report Submitted
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - No Report Submitted
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 - No Report Submitted
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
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 - No Report Submitted
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards.		Complied
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	193
1.2.2	Count of open workorders	1.3	65

1.2.3	Percent NOT closed in time	1%	34%
1.2.4	Count of closed workorders	112.3	128
1.2.5	Percent closed in time	99%	66%
1.2.6	Average days open for open orders	16.1	41
1.2.7	Average days to close for closed orders	6.3	8
1.2.8	Residual open workorders	0	17
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	132
1.2.2	Count of open workorders	18	2
1.2.3	Percent NOT closed in time	19%	2%
1.2.4	Count of closed workorders	75	130
1.2.5	Percent closed in time	81%	98%
1.2.6	Average days open for open orders	9.9	39
1.2.7	Average days to close for closed orders	14.0	3
1.2.8	Residual open workorders	0	3
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		48
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		24
2.1.6	Trash/Curb Appeal - Percent Pass		50%
2.1.7	Overgrown Vegetation - Pass		0

2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		47
2.1.10	Dead Trees/Branches - Percent Pass		98%
2.1.11	Fall/Tripping Hazard - Pass		48
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		48
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		22
2.1.16	Abandoned Vehicles - Percent Pass		46%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	N/A
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
Sunnydale			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		35
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		8
2.1.6	Trash/Curb Appeal - Percent Pass		23%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		35
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	Fall/Tripping Hazard - Pass		35
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		33
2.1.14	Sewer Backed Up - Percent Pass		94%
2.1.15	Abandoned Vehicles - Pass		18
2.1.16	Abandoned Vehicles - Percent Pass		51%

Unit Inspections			
2.2.1	Count of inspections	0	1
2.2.2	Count of inspections passed	0	1
2.2.3	Percent of inspections passed	0%	100%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	N/A
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	N/A
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			
Potrero			

Sunnydale			
Comments			

			<p>EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. 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-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.</p>
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EBMC Scorecard

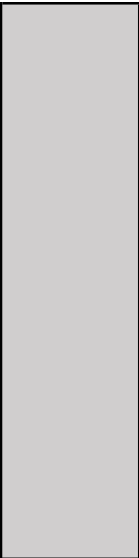
Items	Criteria	Baseline	Mar
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Did Not Comply - No Report Submitted
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - No Report Submitted
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 - No Report Submitted
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Did Not Comply - No Report Submitted
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 - No Report Submitted
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards.		Complied
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	256
1.2.2	Count of open workorders	1.3	35

1.2.3	Percent NOT closed in time	1%	14%
1.2.4	Count of closed workorders	112.3	221
1.2.5	Percent closed in time	99%	86%
1.2.6	Average days open for open orders	16.1	32
1.2.7	Average days to close for closed orders	6.3	6
1.2.8	Residual open workorders	0	48
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	0
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	N/A
1.1.4	Count of closed workorders	0	0
1.1.5	Percent closed in time	N/A	N/A
1.1.6	Average days open for open orders	0	0
1.1.7	Average days to close for closed orders	0	0
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	114
1.2.2	Count of open workorders	18	13
1.2.3	Percent NOT closed in time	19%	11%
1.2.4	Count of closed workorders	75	101
1.2.5	Percent closed in time	81%	89%
1.2.6	Average days open for open orders	9.9	42
1.2.7	Average days to close for closed orders	14.0	2
1.2.8	Residual open workorders	0	4
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		107
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		43
2.1.6	Trash/Curb Appeal - Percent Pass		40%

2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		102
2.1.10	Dead Trees/Branches - Percent Pass		95%
2.1.11	Fall/Tripping Hazard - Pass		107
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		107
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		91
2.1.16	Abandoned Vehicles - Percent Pass		85%
Unit Inspections			
2.2.1	Count of inspections	0	2
2.2.2	Count of inspections passed	0	2
2.2.3	Percent of inspections passed	0%	100%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	N/A
Sunnydale			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		79
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		14
2.1.6	Trash/Curb Appeal - Percent Pass		18%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		75
2.1.10	Dead Trees/Branches - Percent Pass		95%
2.1.11	Fall/Tripping Hazard - Pass		78
2.1.12	Fall/Tripping Hazard - Percent Pass		99%
2.1.13	Sewer Backed Up - Pass		75
2.1.14	Sewer Backed Up - Percent Pass		95%

2.1.15	Abandoned Vehicles - Pass		36
2.1.16	Abandoned Vehicles - Percent Pass		46%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	N/A
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	N/A
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	8
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	N/A
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	6
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	N/A
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<p>EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. 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-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.</p>
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EBMC Scorecard

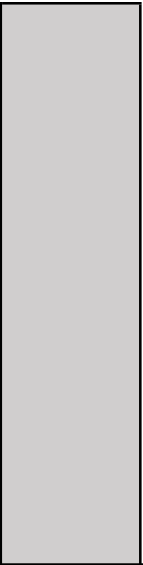
Items	Criteria	Baseline	Apr
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Did Not Comply - No Report Submitted
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - No Report Submitted
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 - No Report Submitted
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
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 - No Report Submitted
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards.		Complied
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	50
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	50
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.86
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	128
1.2.2	Count of open workorders	1.3	0

1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	128
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	4.1
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	26
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	26
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.42
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	105
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	105
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	1
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		83
2.1.3	Count of inspections passed		1
2.1.4	Percent of inspections passed		1%
2.1.5	Trash/Curb Appeal - Pass		5
2.1.6	Trash/Curb Appeal - Percent Pass		6%

2.1.7	Overgrown Vegetation - Pass		1
2.1.8	Overgrown Vegetation - Percent Pass		1%
2.1.9	Dead Trees/Branches - Pass		71
2.1.10	Dead Trees/Branches - Percent Pass		86%
2.1.11	Fall/Tripping Hazard - Pass		83
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		83
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		76
2.1.16	Abandoned Vehicles - Percent Pass		92%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	0
2.2.4	Holds	0	1
2.2.5	Average Days Held	0	26
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
Sunnydale			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		109
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		0
2.1.6	Trash/Curb Appeal - Percent Pass		0%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		109
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	Fall/Tripping Hazard - Pass		109
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		109
2.1.14	Sewer Backed Up - Percent Pass		100%

2.1.15	Abandoned Vehicles - Pass		24
2.1.16	Abandoned Vehicles - Percent Pass		22%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	0
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	4
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	24
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<p>EBMC has yet to classify those workorders considered "life threatening conditions" as emergency workorders. Section 8-I.C. 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-threatening. The Authority has no way to track whether emergency workorders are being completed within 24 hours without an "emergency" classification (column) in the workorder data.</p>
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EBMC Scorecard			
Items	Criteria	Baseline	May
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Submitted Rent Collection Document Stating Data is Not Clean and Cannot Be Reported
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
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards.		Complied
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	53
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	53
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.86
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			

1.2.1	Count of workorders	113.7	77
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	77
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	4.6
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	22
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	22
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.13
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	59
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	59
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	1.3
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		100
2.1.3	Count of inspections passed		1
2.1.4	Percent of inspections passed		1%

2.1.5	Trash/Curb Appeal - Pass		25
2.1.6	Trash/Curb Appeal - Percent Pass		25%
2.1.7	Overgrown Vegetation - Pass		83
2.1.8	Overgrown Vegetation - Percent Pass		83%
2.1.9	Dead Trees/Branches - Pass		100
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	Fall/Tripping Hazard - Pass		100
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		100
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		100
2.1.16	Abandoned Vehicles - Percent Pass		100%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	0
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	31
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
Sunnydale			
Exterior Site Inspections			
<i>*Failure in any one area results in an overall failure</i>			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		134
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		1
2.1.6	Trash/Curb Appeal - Percent Pass		1%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		134
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	Fall/Tripping Hazard - Pass		134
2.1.12	Fall/Tripping Hazard - Percent Pass		100%

2.1.13	Sewer Backed Up - Pass		134
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		32
2.1.16	Abandoned Vehicles - Percent Pass		24%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	0
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	0
2.2.6	Abatements	0	0
2.2.7	Average Days Abated	0	0
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	6
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	9
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero

There has been noticeable improvement in trash/debris pick up, including illegal dumping. There has also been improvement in grass and vegetation cutting, and cleaning of the streets and around the buildings. Tree trimming is still needed throughout, especially close to the buildings and retaining walls.

Sunnydale			There has been noticeable improvement in trash/debris pick up, including illegal dumping. There has also been improvement in grass and vegetation cutting, and cleaning of the streets and around the buildings. Tree trimming is still needed throughout, especially close to the buildings and retaining walls.
Comments			

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EBMC Scorecard

Items	Criteria	Baseline	Jun
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Not Submitted
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	115
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	115
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.64
1.1.8	Residual open workorders	0	0

Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	245
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	245
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	2.8
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	39
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	39
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.304
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	153
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	153
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	1.3
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		85
2.1.3	Count of inspections passed		8

2.1.4	Percent of inspections passed		9%
2.1.5	Trash/Curb Appeal - Pass		42
2.1.6	Trash/Curb Appeal - Percent Pass		49%
2.1.7	Overgrown Vegetation - Pass		9
2.1.8	Overgrown Vegetation - Percent Pass		11%
2.1.9	Dead Trees/Branches - Pass		78
2.1.10	Dead Trees/Branches - Percent Pass		92%
2.1.11	Fall/Tripping Hazard - Pass		85
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		85
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		83
2.1.16	Abandoned Vehicles - Percent Pass		98%
Unit Inspections			
2.2.1	Count of inspections	0	77
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	0%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A - No Holds
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	26
Sunnydale			
Exterior Site Inspections			
<i>*Failure in any one area results in an overall failure</i>			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		61
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		14
2.1.6	Trash/Curb Appeal - Percent Pass		23%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		59
2.1.10	Dead Trees/Branches - Percent Pass		97%
2.1.11	Fall/Tripping Hazard - Pass		61

2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		61
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		31
2.1.16	Abandoned Vehicles - Percent Pass		51%
Unit Inspections			
2.2.1	Count of inspections	0	55
2.2.2	Count of inspections passed	0	8
2.2.3	Percent of inspections passed	0%	15%
2.2.4	Holds	0	1
2.2.5	Average Days Held	0	30
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	26
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	8
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	12
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero

There is continued improvement with trash and bulky items picked up more frequently and grass being trimmed in most areas. EBMC continues to work on clearing the parking lots with abandoned vehicles. There are still areas where grass and vegetation need to be trimmed.

Sunnydale			There is continued improvement with trash and bulky items picked up more frequently and grass being trimmed in most areas. EBMC continues to work on clearing the parking lots with abandoned vehicles. There are still areas where grass and vegetation need to be trimmed, and in some cases the garbage sits out for too long.
Comments			

			<div>- Full detailed rent collection reports still have not been submitted with the Monthly Report</div>
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EBMC Scorecard

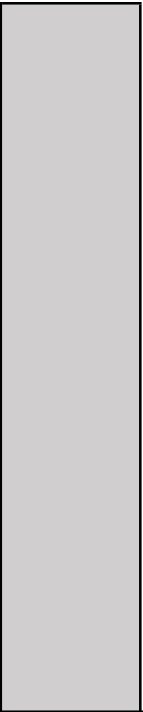
Items	Criteria	Baseline	Jul
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Rent Collection 64%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	155
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	155
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.4
1.1.8	Residual open workorders	0	0

Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	384
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	384
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	2.5
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	62
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	62
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	68
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	392
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	392
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	2.2
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
	<i>*Failure in any one area results in an overall failure</i>		
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		120
2.1.3	Count of inspections passed		7

2.1.4	Percent of inspections passed		6%
2.1.5	Trash/Curb Appeal - Pass		68
2.1.6	Trash/Curb Appeal - Percent Pass		57%
2.1.7	Overgrown Vegetation - Pass		7
2.1.8	Overgrown Vegetation - Percent Pass		6%
2.1.9	Dead Trees/Branches - Pass		104
2.1.10	Dead Trees/Branches - Percent Pass		87%
2.1.11	Fall/Tripping Hazard - Pass		120
2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		120
2.1.14	Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		120
2.1.16	Abandoned Vehicles - Percent Pass		100%
Unit Inspections			
2.2.1	Count of inspections	0	83
2.2.2	Count of inspections passed	0	27
2.2.3	Percent of inspections passed	0%	33%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A - No Holds
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	47
Sunnydale			
Exterior Site Inspections			
<i>*Failure in any one area results in an overall failure</i>			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		85
2.1.3	Count of inspections passed		0
2.1.4	Percent of inspections passed		0%
2.1.5	Trash/Curb Appeal - Pass		7
2.1.6	Trash/Curb Appeal - Percent Pass		8%
2.1.7	Overgrown Vegetation - Pass		0
2.1.8	Overgrown Vegetation - Percent Pass		0%
2.1.9	Dead Trees/Branches - Pass		84
2.1.10	Dead Trees/Branches - Percent Pass		99%
2.1.11	Fall/Tripping Hazard - Pass		85

2.1.12	Fall/Tripping Hazard - Percent Pass		100%
2.1.13	Sewer Backed Up - Pass		83
2.1.14	Sewer Backed Up - Percent Pass		98%
2.1.15	Abandoned Vehicles - Pass		47
2.1.16	Abandoned Vehicles - Percent Pass		55%
Unit Inspections			
2.2.1	Count of inspections	0	53
2.2.2	Count of inspections passed	0	17
2.2.3	Percent of inspections passed	0%	32%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A - No Holds
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	47
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	20
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	16
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale

Comments

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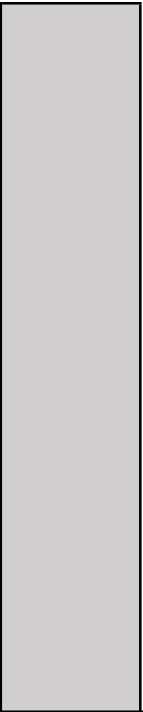
EBMC Scorecard			
Items	Criteria	Baseline	Aug
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Rent Collection 47%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	53
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	53
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.43
1.1.8	Residual open workorders	0	0

Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	83
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	4%
1.2.4	Count of closed workorders	112.3	83
1.2.5	Percent closed in time	99%	96%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	2.2
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	94
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	94
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.51
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	80
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	3%
1.2.4	Count of closed workorders	75	80
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	2
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		159

2.1.3	Count of inspections passed		123
2.1.4	Percent of inspections passed		77%
2.1.5	Trash/Curb Appeal - Pass		99
2.1.6	Trash/Curb Appeal - Percent Pass		62%
2.1.7	Overgrown Vegetation - Pass		102
2.1.8	Overgrown Vegetation - Percent Pass		64%
2.1.9	Dead Trees/Branches - Pass		153
2.1.10	Dead Trees/Branches - Percent Pass		96%
2.1.11	*Fall/Tripping Hazard - Pass		153
2.1.12	*Fall/Tripping Hazard - Percent Pass		96%
2.1.13	*Sewer Backed Up - Pass		152
2.1.14	*Sewer Backed Up - Percent Pass		96%
2.1.15	Abandoned Vehicles - Pass		153
2.1.16	Abandoned Vehicles - Percent Pass		96%
Unit Inspections			
2.2.1	Count of inspections	0	61
2.2.2	Count of inspections passed	0	33
2.2.3	Percent of inspections passed	0%	54%
2.2.4	Holds	0	0
2.2.5	Average Days Held	0	N/A - No Holds
2.2.6	Abatements	0	57
2.2.7	Average Days Abated	0	50
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		2
2.1.2	Count of inspections		110
2.1.3	Count of inspections passed		8
2.1.4	Percent of inspections passed		7%
2.1.5	Trash/Curb Appeal - Pass		6
2.1.6	Trash/Curb Appeal - Percent Pass		5%
2.1.7	Overgrown Vegetation - Pass		5
2.1.8	Overgrown Vegetation - Percent Pass		5%
2.1.9	Dead Trees/Branches - Pass		52

2.1.10	Dead Trees/Branches - Percent Pass		47%
2.1.11	*Fall/Tripping Hazard - Pass		52
2.1.12	*Fall/Tripping Hazard - Percent Pass		47%
2.1.13	*Sewer Backed Up - Pass		52
2.1.14	*Sewer Backed Up - Percent Pass		47%
2.1.15	Abandoned Vehicles - Pass		52
2.1.16	Abandoned Vehicles - Percent Pass		47%
Unit Inspections			
2.2.1	Count of inspections	0	75
2.2.2	Count of inspections passed	0	25
2.2.3	Percent of inspections passed	0%	33%
2.2.4	Holds	0	1
2.2.5	Average Days Held	0	43
2.2.6	Abatements	0	55
2.2.7	Average Days Abated	0	41.55
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	13
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	2
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<p>It was noted following review of the August Workorder Report that work orders were being marked as resolved but then units were failing subsequent HQS inspections for the same reason that the workorder was submitted for. The Authority escalated this issue to EBMC and will continue to monitor going forward.</p>
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EBMC Scorecard

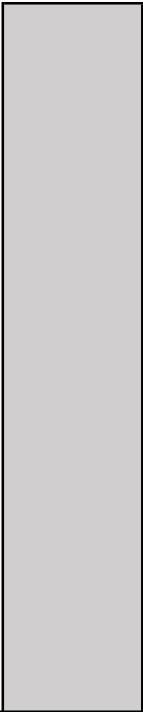
Items	Criteria	Baseline	Sep
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Rent Collection 41%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	65
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	65
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.32
1.1.8	Residual open workorders	0	0

Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	164
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	164
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	3.1
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	66
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	66
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.58
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	79
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	79
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	2.7
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		118

2.1.3	Count of inspections passed		118
2.1.4	Percent of inspections passed		100%
2.1.5	Trash/Curb Appeal - Pass		103
2.1.6	Trash/Curb Appeal - Percent Pass		87%
2.1.7	Overgrown Vegetation - Pass		118
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		118
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		118
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		118
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		108
2.1.16	Abandoned Vehicles - Percent Pass		92%
Unit Inspections			
2.2.1	Count of inspections	0	83
2.2.2	Count of inspections passed	0	58
2.2.3	Percent of inspections passed	0%	70%
2.2.4	Holds	0	11
2.2.5	Average Days Held	0	60.4
2.2.6	Abatements	0	28
2.2.7	Average Days Abated	0	75
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		86
2.1.3	Count of inspections passed		51
2.1.4	Percent of inspections passed		59%
2.1.5	Trash/Curb Appeal - Pass		42
2.1.6	Trash/Curb Appeal - Percent Pass		49%
2.1.7	Overgrown Vegetation - Pass		83
2.1.8	Overgrown Vegetation - Percent Pass		97%
2.1.9	Dead Trees/Branches - Pass		86

2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		86
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		86
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		36
2.1.16	Abandoned Vehicles - Percent Pass		42%
Unit Inspections			
2.2.1	Count of inspections	0	88
2.2.2	Count of inspections passed	0	66
2.2.3	Percent of inspections passed	0%	75%
2.2.4	Holds	0	8
2.2.5	Average Days Held	0	25.75
2.2.6	Abatements	0	27
2.2.7	Average Days Abated	0	64.1
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	4
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	7
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<p>The September 2023 Board of Commissioners report was submitted late.</p> <p>The Authority requested EBMC to send their Emergency Maintenance Plan and Tenant Accounts Receivable (TAR) report multiple times with no progress.</p>
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EBMC Scorecard

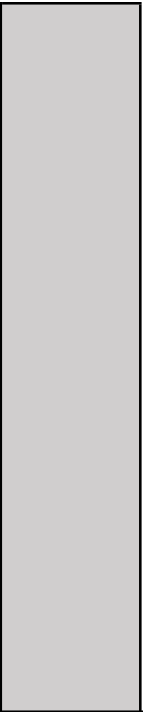
Items	Criteria	Baseline	Oct
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Complied
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 - Rent Collection 43%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	56
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	56
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.36
1.1.8	Residual open workorders	0	0

Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	414
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	414
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	1.7
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	69
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	69
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.47
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	334
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	334
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	3.7
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		140

2.1.3	Count of inspections passed		134
2.1.4	Percent of inspections passed		96%
2.1.5	Trash/Curb Appeal - Pass		134
2.1.6	Trash/Curb Appeal - Percent Pass		96%
2.1.7	Overgrown Vegetation - Pass		140
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		140
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		140
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		140
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		99
2.1.16	Abandoned Vehicles - Percent Pass		71%
Unit Inspections			
2.2.1	Count of inspections	0	72
2.2.2	Count of inspections passed	0	37
2.2.3	Percent of inspections passed	0%	51%
2.2.4	Holds	0	11
2.2.5	Average Days Held	0	92.36
2.2.6	Abatements	0	47
2.2.7	Average Days Abated	0	66.6
Sunnydale			
Exterior Site Inspections		<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>	
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		102
2.1.3	Count of inspections passed		81
2.1.4	Percent of inspections passed		79%
2.1.5	Trash/Curb Appeal - Pass		73
2.1.6	Trash/Curb Appeal - Percent Pass		72%
2.1.7	Overgrown Vegetation - Pass		102
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		102

2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		102
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		102
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		43
2.1.16	Abandoned Vehicles - Percent Pass		42%
Unit Inspections			
2.2.1	Count of inspections	0	93
2.2.2	Count of inspections passed	0	58
2.2.3	Percent of inspections passed	0%	62%
2.2.4	Holds	0	7
2.2.5	Average Days Held	0	63.14
2.2.6	Abatements	0	30
2.2.7	Average Days Abated	0	72.07
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	14
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	6
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<ul style="list-style-type: none">- The Authority requested EBMC to send their Emergency Maintenance Plan and Tenant Accounts Receivable (TAR) report multiple times with no progress.- Abatements continue to be an issue, with 77 units abated at the writing of this scorecard.- While Rent Collection notices were mailed, they were incomplete and contained incorrect information causing confusion for residents.- Matrix Service Billing escalated an issue to the Authority regarding over \$460,000 of unpaid balances for work performed at Sunnydale and Potrero. In the communication, it was also noted that EBMC has been unresponsive to requests to resolve the outstanding balances. The Authority finds both the lack of payment and the lack of responsiveness from EBMC entirely unacceptable.
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EBMC Scorecard

Items	Criteria	Baseline	Nov
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - TARS report, Emergency Maintenance Plan, Preventive Maintenance Plan still not received
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 - Rent Collection 68%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Complied - 80.7% Pass Rate
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	62
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	62
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open

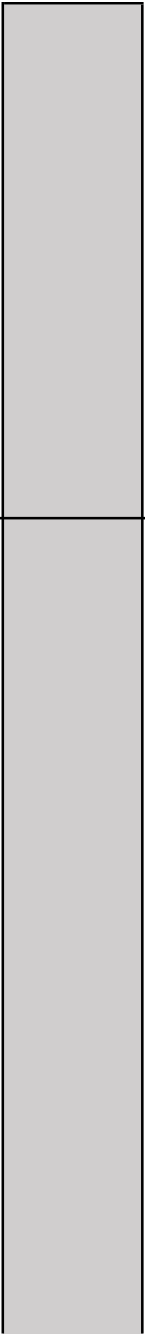
1.1.7	Average days to close for closed orders	0	0.33
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	221
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	221
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	3.6
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	46
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	46
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.66
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	64
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	64
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	3.1
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		

2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		77
2.1.3	Count of inspections passed		75
2.1.4	Percent of inspections passed		97%
2.1.5	Trash/Curb Appeal - Pass		75
2.1.6	Trash/Curb Appeal - Percent Pass		97%
2.1.7	Overgrown Vegetation - Pass		77
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		77
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		77
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		77
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		62
2.1.16	Abandoned Vehicles - Percent Pass		81%
Unit Inspections			
2.2.1	Count of inspections	0	19
2.2.2	Count of inspections passed	0	15
2.2.3	Percent of inspections passed	0%	79%
2.2.4	Holds	0	14
2.2.5	Average Days Held	0	102.57
2.2.6	Abatements	0	16
2.2.7	Average Days Abated	0	87.25
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		55
2.1.3	Count of inspections passed		49
2.1.4	Percent of inspections passed		89%
2.1.5	Trash/Curb Appeal - Pass		45
2.1.6	Trash/Curb Appeal - Percent Pass		82%
2.1.7	Overgrown Vegetation - Pass		55

2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		55
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		55
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		55
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		25
2.1.16	Abandoned Vehicles - Percent Pass		45%
Unit Inspections			
2.2.1	Count of inspections	0	38
2.2.2	Count of inspections passed	0	31
2.2.3	Percent of inspections passed	0%	82%
2.2.4	Holds	0	14
2.2.5	Average Days Held	0	60.21
2.2.6	Abatements	0	6
2.2.7	Average Days Abated	0	100
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	3
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	3
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero

Sunnydale



Comments			
			<p>- After being noticed in August that workorders were being marked as resolved but units would go on to fail subsequent HQS inspections, EBMC has not remedied this issue and it has continued through October.</p> <p>- The completion date for Workorder 177694 was edited to reduce the time to completion and move it into the acceptable range for Emergency Workorders. After noting this change, the Authority investigated and found 6 other instances of Workorder Completion dates being changed and reduced by up to 4 days. Authority staff reiterates that changes should not be made on these reports without being communicated and documented beforehand.</p>

EBMC Scorecard

Items	Criteria	Baseline	Dec
RFP Metrics	Green: 91-100%, Yellow: 71-90%, Red: <70%		
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Did Not Comply - WO #179379 marked emergency but closed in 4 days
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - TARS report, Emergency Maintenance Plan, Preventive Maintenance Plan still not received
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 - Rent Collection 70%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply - 62% Pass Rate
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	37
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	37
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open

1.1.7	Average days to close for closed orders	0	0.45
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	140
1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	140
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	2.5
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	30
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	30
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.46
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	50
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	50
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	3.1
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		

2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		71
2.1.3	Count of inspections passed		68
2.1.4	Percent of inspections passed		96%
2.1.5	Trash/Curb Appeal - Pass		67
2.1.6	Trash/Curb Appeal - Percent Pass		94%
2.1.7	Overgrown Vegetation - Pass		71
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		71
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		71
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		71
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		56
2.1.16	Abandoned Vehicles - Percent Pass		79%
Unit Inspections			
2.2.1	Count of inspections	0	29
2.2.2	Count of inspections passed	0	17
2.2.3	Percent of inspections passed	0%	59%
2.2.4	Holds	0	2
2.2.5	Average Days Held	0	244
2.2.6	Abatements	0	10
2.2.7	Average Days Abated	0	98
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		52
2.1.3	Count of inspections passed		49
2.1.4	Percent of inspections passed		94%
2.1.5	Trash/Curb Appeal - Pass		47
2.1.6	Trash/Curb Appeal - Percent Pass		90%
2.1.7	Overgrown Vegetation - Pass		51

2.1.8	Overgrown Vegetation - Percent Pass		98%
2.1.9	Dead Trees/Branches - Pass		51
2.1.10	Dead Trees/Branches - Percent Pass		98%
2.1.11	*Fall/Tripping Hazard - Pass		51
2.1.12	*Fall/Tripping Hazard - Percent Pass		98%
2.1.13	*Sewer Backed Up - Pass		51
2.1.14	*Sewer Backed Up - Percent Pass		98%
2.1.15	Abandoned Vehicles - Pass		23
2.1.16	Abandoned Vehicles - Percent Pass		44%
Unit Inspections			
2.2.1	Count of inspections	0	13
2.2.2	Count of inspections passed	0	9
2.2.3	Percent of inspections passed	0%	69%
2.2.4	Holds	0	5
2.2.5	Average Days Held	0	79.5
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	96.6
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	2
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	2
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero



Sunnydale			
Comments			

			<p>Due to non-attendance of EBMC staff at weekly meetings with service providers, the Authority was requested to join the meetings to help ensure EBMC's attendance and ability to answer questions.</p> <p>In late December 2023, the Authority learned that EBMC terminated their Potrero property manager; reasons for termination were not disclosed.</p> <p>The Authority requested for EBMC's TAR by month to show rent due and collected for the month and additional payments to be provided in a separate report (repayment agreement contributions).</p> <p>The Authority has still not received EBMC's Emergency Maintenance Plan or Preventative Maintenance Plan.</p>
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EBMC Scorecard			2024
Items	Criteria	Baseline	Jan
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property for delivery to the Owner.		Did Not Comply - Emergency Maintenance Plan, Preventive Maintenance Plan still not received
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. Green: 98-100%, Yellow: 90-97%, Red: <89%		Did Not Comply - Rent Collection 69.39%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply - 48% Pass Rate
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	16
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	16
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open

1.1.7	Average days to close for closed orders	0	0.4
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	329
1.2.2	Count of open workorders	1.3	2
1.2.3	Percent NOT closed in time	1%	6%
1.2.4	Count of closed workorders	112.3	327
1.2.5	Percent closed in time	99%	94%
1.2.6	Average days open for open orders	16.1	31.9
1.2.7	Average days to close for closed orders	6.3	4.5
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	54
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	54
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.24
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	144
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	144
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	1.8
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		69

2.1.3	Count of inspections passed		67
2.1.4	Percent of inspections passed		97%
2.1.5	Trash/Curb Appeal - Pass		62
2.1.6	Trash/Curb Appeal - Percent Pass		90%
2.1.7	Overgrown Vegetation - Pass		69
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		69
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		69
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		69
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		50
2.1.16	Abandoned Vehicles - Percent Pass		72%
Unit Inspections			
2.2.1	Count of inspections	0	17
2.2.2	Count of inspections passed	0	9
2.2.3	Percent of inspections passed	0%	53%
2.2.4	Holds	0	2
2.2.5	Average Days Held	0	273
2.2.6	Abatements	0	11
2.2.7	Average Days Abated	0	116.82
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		49
2.1.3	Count of inspections passed		41
2.1.4	Percent of inspections passed		84%
2.1.5	Trash/Curb Appeal - Pass		39
2.1.6	Trash/Curb Appeal - Percent Pass		80%
2.1.7	Overgrown Vegetation - Pass		49
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		49
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		49

2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		49
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		21
2.1.16	Abandoned Vehicles - Percent Pass		43%
Unit Inspections			
2.2.1	Count of inspections	0	8
2.2.2	Count of inspections passed	0	3
2.2.3	Percent of inspections passed	0%	38%
2.2.4	Holds	0	6
2.2.5	Average Days Held	0	97.17
2.2.6	Abatements	0	5
2.2.7	Average Days Abated	0	125.6
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	2
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero			
Sunnydale			
Comments			

			<p>Beginning in January 2024, EBMC shall request resident sign-off on workorders prior to closing them.</p> <p>The Authority has yet to receive EBMC's Emergency Maintenance Plan and Preventative Maintenance Plan and monthly schedule; these items were due within 15 days of the contract effective date of January 1, 2021.</p> <p>EBMC has confirmed weekly during weekly check-ins with the Authority that vacant units are closely monitored and swift action is taken with trespassers. In early January, the Authority learned that various vacant units were occupied by unlawful occupants and no notices had been served, action taken, or monitoring done.</p> <p>As part of the file remediation project, EBMC failed to provide signed leases for the completed resident files in Phase 1.</p> <p>EBMC has failed to finalize the FY2023-24 Sunnydale and Potrero annual operating budgets by the 9/30/2023 deadline. The Authority held several meetings with EBMC management, provided detailed feedback and budget line corrections since EBMC submitted its initial budget proposals on 9/15/2023. The Authority has still not received the revised operating budgets, incorporating its feedback and requested changes.</p> <p>EBMC has failed to complete the SFHA Housing Corporation CY2022 Financial Statements audit by the 12/31/2023 deadline. Per the Sunnydale and Potrero property management agreements, EBMC is required annually to engage an independent certified public accountant and audit the SFHA Housing Corporation financials by the 90th day following the end of the previous fiscal year (Section 14(d)).</p>
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EBMC Scorecard			
Items	Criteria	Baseline	Feb
RFP Metrics			
2.6.5	All issues or defects threatening the life or safety of residents will be abated within 24 hours.		Complied
2.6.10	The Contractor will prepare all monthly property performance reports related to the property and provide to the Authority each month and as requested. Green: Data provided on or before the due date of each month; Yellow: Data provided 1-5 days late; Red: Data provided more than 5 days late		Did Not Comply - Emergency Maintenance Plan, Preventive Maintenance Plan still not received
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. Green: 98-100%, Yellow: 90-97%, Red: <89%		Did Not Comply - Rent Collection 85.8%
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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.		Complied
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply - 62.5% Pass Rate
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	14
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	29%
1.1.4	Count of closed workorders	0	14

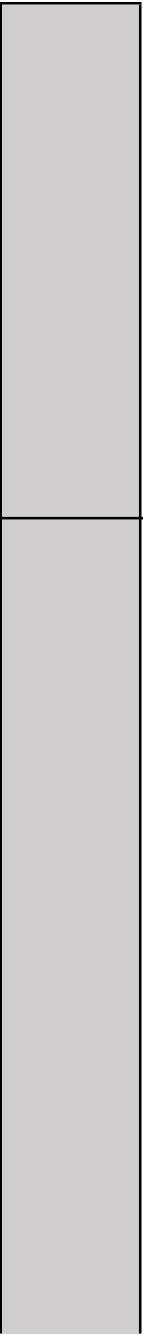
1.1.5	Percent closed in time	N/A	71%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	2.43
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	230
1.2.2	Count of open workorders	1.3	17
1.2.3	Percent NOT closed in time	1%	8%
1.2.4	Count of closed workorders	112.3	213
1.2.5	Percent closed in time	99%	92%
1.2.6	Average days open for open orders	16.1	37.3
1.2.7	Average days to close for closed orders	6.3	5.1
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	44
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	0%
1.1.4	Count of closed workorders	0	44
1.1.5	Percent closed in time	N/A	100%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.16
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	163
1.2.2	Count of open workorders	18	0
1.2.3	Percent NOT closed in time	19%	0%
1.2.4	Count of closed workorders	75	162
1.2.5	Percent closed in time	81%	100%
1.2.6	Average days open for open orders	9.9	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	14.0	2.5
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			

Exterior Site Inspections	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		74
2.1.3	Count of inspections passed		57
2.1.4	Percent of inspections passed		77%
2.1.5	Trash/Curb Appeal - Pass		54
2.1.6	Trash/Curb Appeal - Percent Pass		73%
2.1.7	Overgrown Vegetation - Pass		74
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		74
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		74
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		74
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		37
2.1.16	Abandoned Vehicles - Percent Pass		50%
Unit Inspections			
2.2.1	Count of inspections	0	11
2.2.2	Count of inspections passed	0	7
2.2.3	Percent of inspections passed	0%	64%
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	90
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	199
Sunnydale			
Exterior Site Inspections	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		40
2.1.3	Count of inspections passed		22
2.1.4	Percent of inspections passed		55%
2.1.5	Trash/Curb Appeal - Pass		10

2.1.6	Trash/Curb Appeal - Percent Pass		25%
2.1.7	Overgrown Vegetation - Pass		40
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		40
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		40
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		40
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		22
2.1.16	Abandoned Vehicles - Percent Pass		55%
Unit Inspections			
2.2.1	Count of inspections	0	5
2.2.2	Count of inspections passed	0	3
2.2.3	Percent of inspections passed	0%	60%
2.2.4	Holds	0	5
2.2.5	Average Days Held	0	27.8
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	17
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero

Sunnydale



Comments			
			<p>Workorders at Potrero are not being closed out in a timely manner, with 8% of non-emergency workorders and 29% of emergency workorders requiring longer than the allowed number of days to close. The average days required to close non-emergency workorders has doubled since December, while the average days required to close emergency workorders has increased by over 500% in the same timeframe.</p>

EBMC Scorecard			
Items	Criteria	Baseline	Mar
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 - WO #183328, 183476, 183859, 183980, 183984 and 183655 marked emergency but closed in longer than 24 hours
2.6.10	The Contractor will prepare all monthly property performance reports related to the property and provide to the Authority each month and as requested. Green: Data provided on or before the due date of each month; Yellow: Data provided 1-3 days late; Red: Data provided more than 3 days late		Partially Complied - Report was submitted late with no explanation
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. Green: 98-100%, Yellow: 90-97%, Red: <89%		Did Not Comply - 70.36% collection
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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 - 15.6% errors
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Did Not Comply - 40% Pass Rate
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	21
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	24%
1.1.4	Count of closed workorders	0	21
1.1.5	Percent closed in time	N/A	76%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.62
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	220

1.2.2	Count of open workorders	1.3	0
1.2.3	Percent NOT closed in time	1%	0%
1.2.4	Count of closed workorders	112.3	220
1.2.5	Percent closed in time	99%	100%
1.2.6	Average days open for open orders	16.1	N/A - No Workorders Open
1.2.7	Average days to close for closed orders	6.3	4.2
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	18
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	6%
1.1.4	Count of closed workorders	0	18
1.1.5	Percent closed in time	N/A	94%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.88
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	224
1.2.2	Count of open workorders	18	14
1.2.3	Percent NOT closed in time	19%	20%
1.2.4	Count of closed workorders	75	210
1.2.5	Percent closed in time	81%	80%
1.2.6	Average days open for open orders	9.9	48.1
1.2.7	Average days to close for closed orders	14.0	10.6
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		95
2.1.3	Count of inspections passed		92
2.1.4	Percent of inspections passed		97%
2.1.5	Trash/Curb Appeal - Pass		89
2.1.6	Trash/Curb Appeal - Percent Pass		94%
2.1.7	Overgrown Vegetation - Pass		95
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		95
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		95

2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		95
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		48
2.1.16	Abandoned Vehicles - Percent Pass		51%
Unit Inspections			
2.2.1	Count of inspections	0	5
2.2.2	Count of inspections passed	0	2
2.2.3	Percent of inspections passed	0%	40%
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	120
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	229
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		69
2.1.3	Count of inspections passed		58
2.1.4	Percent of inspections passed		84%
2.1.5	Trash/Curb Appeal - Pass		54
2.1.6	Trash/Curb Appeal - Percent Pass		78%
2.1.7	Overgrown Vegetation - Pass		69
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		69
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		69
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		65
2.1.14	*Sewer Backed Up - Percent Pass		94%
2.1.15	Abandoned Vehicles - Pass		28
2.1.16	Abandoned Vehicles - Percent Pass		41%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	N/A - No Inspections
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	60.5
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	47
DBI Notices			

Potrero			
3.1.1	Count of DBI notices	0	7
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	5
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			
Potrero			Workorders at Potrero are not being closed out in a timely manner, with 24% of emergency workorders requiring longer than the allowed number of days to close.

Sunnydale			Workorders at Sunnydale are not being closed out in a timely manner, with 6% of emergency workorders and 21% of emergency workorders requiring longer than the allowed number of days to close.
Comments			

General Comments			<p>Workorder close dates continue to be changed on a regular basis without the Authority being given notice or an explanation. This continues to be a problem despite the Authority being given assurances it was addressed.</p> <p>The Authority has not been receiving monthly financial reports timely since August 2023. Additionally, the Authority has repeatedly requested and has not received certain reports to be sent in Excel format instead of PDF format including Budget Comparison File, Budget Variance Analysis, Bank Reconciliation Report, Check Detail, Affordable Aging Detail Report, Payable Aging Detail, General Ledger.</p> <p>EBMC is continuing to make progress in grass cutting and vegetation trimming throughout both sites.</p> <p>The Authority has observed an increase in dogs at Potrero. Some of these dogs are tied on the walkways making it dangerous for staff to walk by.</p> <p>The Authority scheduled in advance with EBMC to open doors for the Sunnydale Community Room for voting, with multiple discussions with the Department of Elections, yet it was not opened and staff did not confirm until the day of that they did not have the key to the community room.</p> <p>The Authority discovered that HAP payment was still being sent for units that had been demolished. These cases were for residents who had moved to Megaphase units and signed leases with EBMC, yet no reconciliation had been completed to ensure correct payments were sent for the appropriate unit.</p> <p>The Authority has continued to request that EBMC have regular attendance for meetings with the service providers, and join meetings on time, prepared with proper audio, and ready to engage in discussion.</p> <p>The Authority requests that EBMC continue to work with Animal Control for unleashed dogs onsite at Sunnydale and Potrero.</p> <p>EBMC needs to pay vendors timely to maintain utilities and relationships with vendors. The water at Potrero was almost shut down due to non-payment.</p>
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EBMC Scorecard			
Items	Criteria	Baseline	Apr
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 - WO #184242, 184243, 184276, 184323, 185246, 184830, and 184562 marked emergency but closed in longer than 24 hours
2.6.10	The Contractor will prepare all monthly property performance reports related to the property and provide to the Authority each month and as requested. Green: Data provided on or before the due date of each month; Yellow: Data provided 1-3 days late; Red: Data provided more than 3 days late		Complied
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. Green: 98-100%, Yellow: 90-97%, Red: <89%		Did Not Comply - 57.91% collection
2.8.3	The Contractor will be required to implement a system for quality control sampling and report to Authority staff and Board quarterly.		Complied
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 - 18.7% errors
2.8.3.2	Units are to meet the Project Based Section 8 Housing Quality Standards with 80% pass rate.		Complied
Workorders			
Potrero			
Emergency Workorders			
1.1.1	Count of workorders	0	17
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	29%
1.1.4	Count of closed workorders	0	17
1.1.5	Percent closed in time	N/A	71%

1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	3.176
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	113.7	261
1.2.2	Count of open workorders	1.3	3
1.2.3	Percent NOT closed in time	1%	1%
1.2.4	Count of closed workorders	112.3	258
1.2.5	Percent closed in time	99%	99%
1.2.6	Average days open for open orders	16.1	30.4
1.2.7	Average days to close for closed orders	6.3	3.8
1.2.8	Residual open workorders	0	0
Sunnydale			
Emergency Workorders			
1.1.1	Count of workorders	0	38
1.1.2	Count of open workorders	0	0
1.1.3	Percent NOT closed in time	N/A	5%
1.1.4	Count of closed workorders	0	38
1.1.5	Percent closed in time	N/A	95%
1.1.6	Average days open for open orders	0	N/A - No Workorders Open
1.1.7	Average days to close for closed orders	0	0.184
1.1.8	Residual open workorders	0	0
Non-Emergency Workorders			
1.2.1	Count of workorders	93	225
1.2.2	Count of open workorders	18	5
1.2.3	Percent NOT closed in time	19%	3%
1.2.4	Count of closed workorders	75	220
1.2.5	Percent closed in time	81%	97%
1.2.6	Average days open for open orders	9.9	43.1
1.2.7	Average days to close for closed orders	14.0	4.1
1.2.8	Residual open workorders	0	0
Inspections			
Potrero			
Exterior Site Inspections			
	<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>		
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		85

2.1.3	Count of inspections passed		83
2.1.4	Percent of inspections passed		98%
2.1.5	Trash/Curb Appeal - Pass		83
2.1.6	Trash/Curb Appeal - Percent Pass		98%
2.1.7	Overgrown Vegetation - Pass		85
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		85
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		85
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%
2.1.13	*Sewer Backed Up - Pass		85
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		48
2.1.16	Abandoned Vehicles - Percent Pass		56%
Unit Inspections			
2.2.1	Count of inspections	0	1
2.2.2	Count of inspections passed	0	1
2.2.3	Percent of inspections passed	0%	100%
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	139
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	248
Sunnydale			
Exterior Site Inspections			
<i>*5 out of 6 categories pass for overall pass; asterisk denotes required pass category (effective August 2023)</i>			
2.1.1	Overall score (out of 3, 1 being best)		1
2.1.2	Count of inspections		60
2.1.3	Count of inspections passed		55
2.1.4	Percent of inspections passed		92%
2.1.5	Trash/Curb Appeal - Pass		49
2.1.6	Trash/Curb Appeal - Percent Pass		82%
2.1.7	Overgrown Vegetation - Pass		60
2.1.8	Overgrown Vegetation - Percent Pass		100%
2.1.9	Dead Trees/Branches - Pass		60
2.1.10	Dead Trees/Branches - Percent Pass		100%
2.1.11	*Fall/Tripping Hazard - Pass		60
2.1.12	*Fall/Tripping Hazard - Percent Pass		100%

2.1.13	*Sewer Backed Up - Pass		60
2.1.14	*Sewer Backed Up - Percent Pass		100%
2.1.15	Abandoned Vehicles - Pass		24
2.1.16	Abandoned Vehicles - Percent Pass		40%
Unit Inspections			
2.2.1	Count of inspections	0	0
2.2.2	Count of inspections passed	0	0
2.2.3	Percent of inspections passed	0%	N/A - No Inspections
2.2.4	Holds	0	4
2.2.5	Average Days Held	0	79.5
2.2.6	Abatements	0	1
2.2.7	Average Days Abated	0	66
DBI Notices			
Potrero			
3.1.1	Count of DBI notices	0	1
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Sunnydale			
3.1.1	Count of DBI notices	0	0
3.1.2	Count of DBI notices resolved	0	0
3.1.3	Percent of DBI notices resolved	0%	0%
3.1.4	Average days to resolve DBI notices	N/A	N/A
Escalations			

Potrero

Sunnydale

Comments



			<p>Work orders at Potrero are not being closed out in a timely manner, with 24% of emergency work orders requiring longer than the allowed number of days to close.</p> <p>Work orders at Sunnydale are not being closed out in a timely manner, with 6% of emergency work orders and 21% of non-emergency work orders requiring longer than the allowed number of days to close.</p> <p>Work order close dates continue to be changed regularly without the Authority being given notice or an explanation. This continues to be a problem despite the Authority being given assurances it was addressed.</p> <p>Response times to tenant complaints and work orders are often inadequate. Additionally, hostile interactions frequently necessitate the involvement of local community-based organizations (CBO), resulting in delays in closing out work orders. External mediation from the City is often required to find a resolution between tenant needs, CBO advocacy, and EBMC's enforcement of leases and policy follow-ups.</p> <p>EBMC continues to struggle with follow through on promised deliverables. The Authority's Finance team has requested invoices showing amounts paid, but these have not been provided despite multiple requests.</p> <p>One building at Potrero did not have hot water for four days; this was due in part to EBMC not paying their bills to the vendor, and the Authority had to call the vendor on behalf of EBMC to get the boiler work completed. Additionally, this issue was brought up in a tenant services meeting with the Mayor's Office, Department of Public Health, and other community-based organizations before being brought to the Authority.</p>
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