



CITY OF NEW ORLEANS

BlightSTAT

Reporting Period: August, 2014

www.nola.gov/opa



Office of Performance and Accountability

Agenda

**8:00-8:10 Introduction and
Announcements**

8:10-8:20 Intake

8:20-8:40 Inspections

8:40-9:00 Hearings

9:00-9:20 Demolitions

**9:20-9:40 Code Lien Foreclosures and
Sheriff's Sales**

9:40-10:00 Reinvestment



INTRODUCTION



Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In BlightSTAT, City leaders and managers review key performance results related to the Mayor's strategy to reduce blighted properties by 10,000 by the end of 2014 . In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, BlightSTAT meetings are open to the public.

Scope: BlightSTAT focuses on the Citywide, cross-departmental issue of blight. BlightSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

***Questions and Comments:** Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.*



City Strategic Framework

Mission

The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.

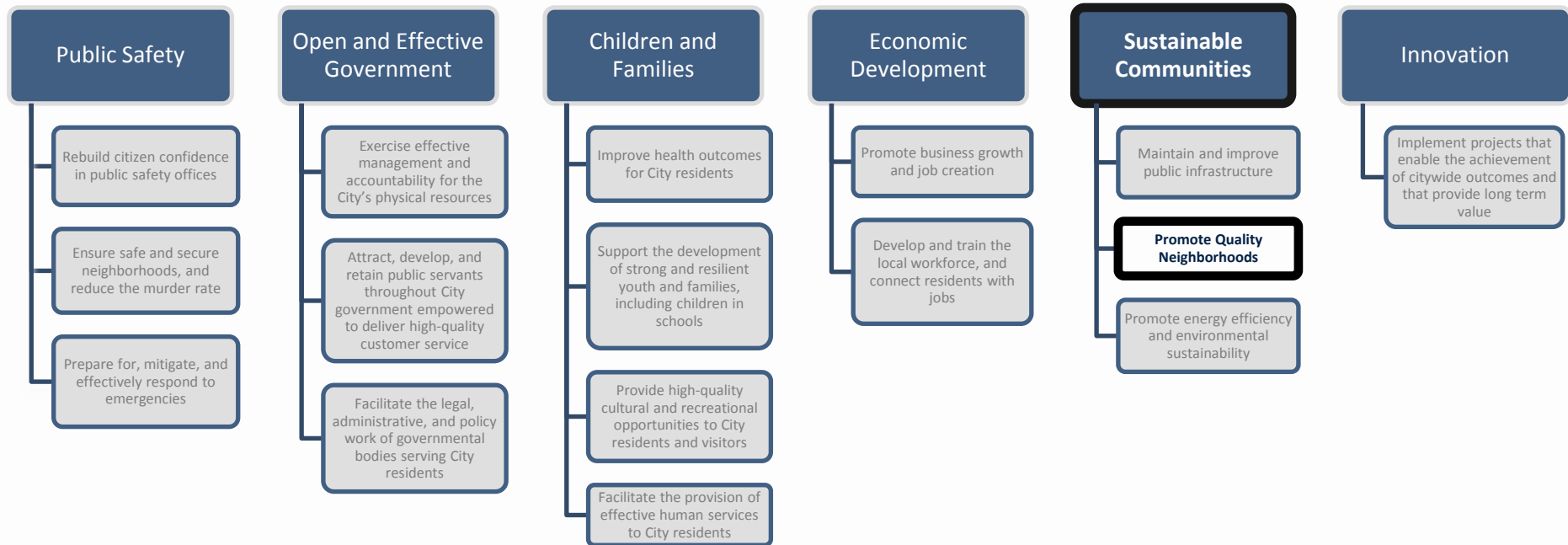
Values

Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision

New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives



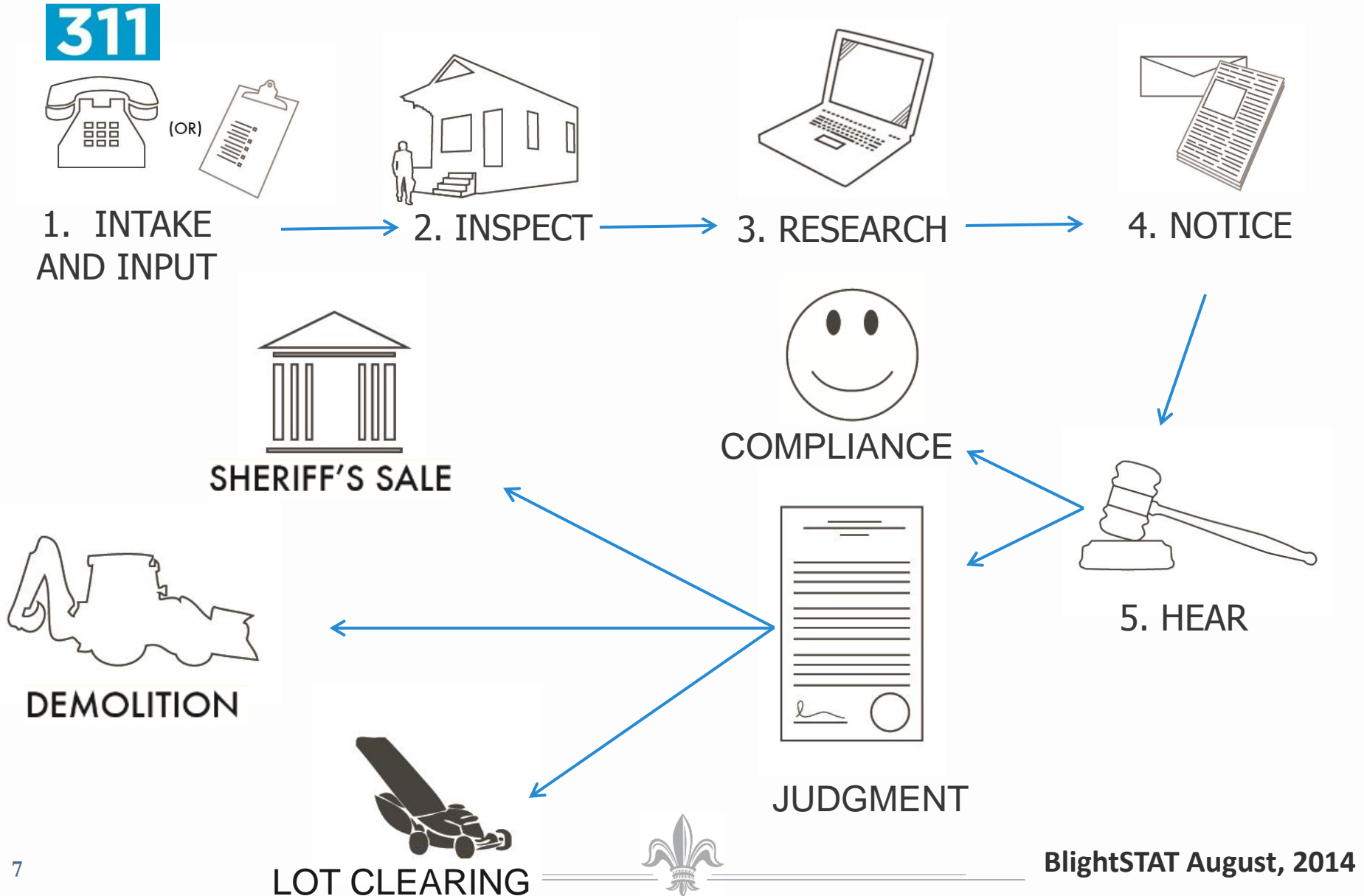
Strategic Framework

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.

Objectives and Strategies	Outcome Measures
Maintain and improve public infrastructure <ol style="list-style-type: none"> 1. Maintain and improve road surface infrastructure 2. Consistently implement Complete Streets philosophy in streets investments 3. Effectively administer the City's capital improvements program 4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods 	<ul style="list-style-type: none"> • Percent of citizens satisfied with condition of streets • Mean travel time to work • Percentage of workers commuting to work by means other than driving alone • Percent of citizens satisfied with drainage/flood control • Percent of citizens satisfied with public transportation • Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods <ol style="list-style-type: none"> 1. Reduce blighted properties by 10,000 by the end of 2014 2. Provide effective sanitation services to residents and businesses 3. Protect and preserve parks and other green spaces 4. Regulate land use to support safe, vibrant neighborhoods and preserve historic properties 	<ul style="list-style-type: none"> • Percent of citizens satisfied with control of abandoned houses • Percent of citizens satisfied with parks and recreation • Percent of citizens satisfied with control of trash and litter / trash pickup • Percent of citizens satisfied with life in New Orleans • ParkScore (based on acreage, service and investment, and access) • Percent of citizens satisfied with zoning
Promote energy efficiency and environmental sustainability <ol style="list-style-type: none"> 1. Restore the City's marshes and coastline 2. Promote green energy and other sustainability measures 3. Remediate brownfields, lead, and other environmental hazards 	<ul style="list-style-type: none"> • Percent of days with healthy air quality • Number of health based drinking water violations • Number of certified green buildings • Number of land acres in Orleans Parish



Overview of the Blight Reduction Process



311



(OR)



INTAKE



Responsible Organization:
Code Enforcement

Data Source:
311 Database

Definitions:

Service Requests: A 311 call requesting the City to perform a specific task

Open Requests: A service request that has not been completed

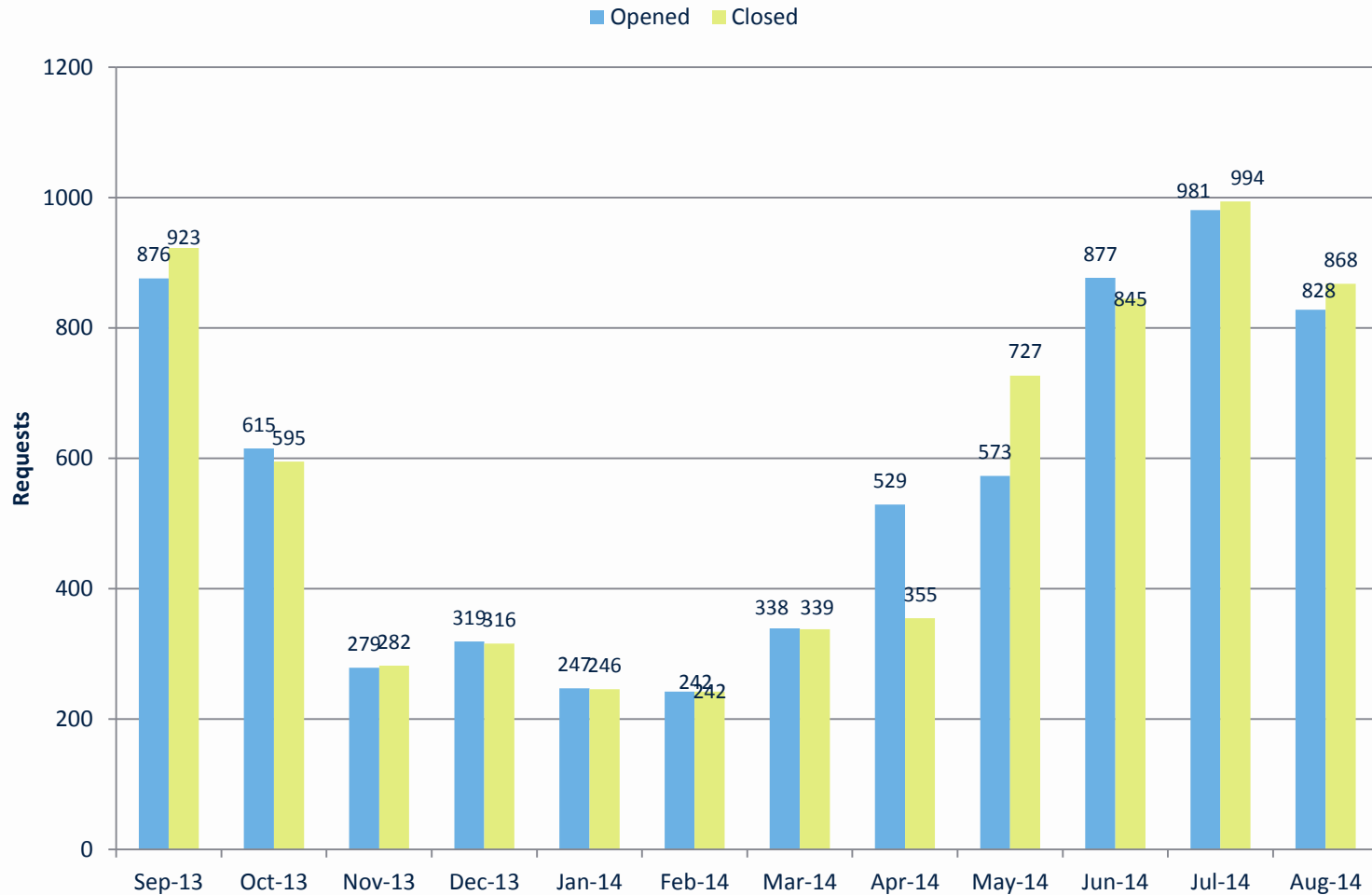
Closed Requests: A service request that has been completed. A service request is completed once a work order is successfully transferred to Code Enforcement, not necessarily when an inspection on that property has taken place.

Notes:

Service Requests represent only department work orders submitted via 311. Code Enforcement 311 data is skewed as re-opened cases are currently being counted multiple times. Case closure in 311 means that the case has gone into Code Enforcement's inspection pipeline. It does not necessarily mean that blight has been remediated.

Code Enforcement Closed All 311 Service Requests

Code Enforcement 311 Service Requests



Open Service Requests at End of Month

Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
5	1	2	0	0	0	1	175	21	53	40	0





INSPECT



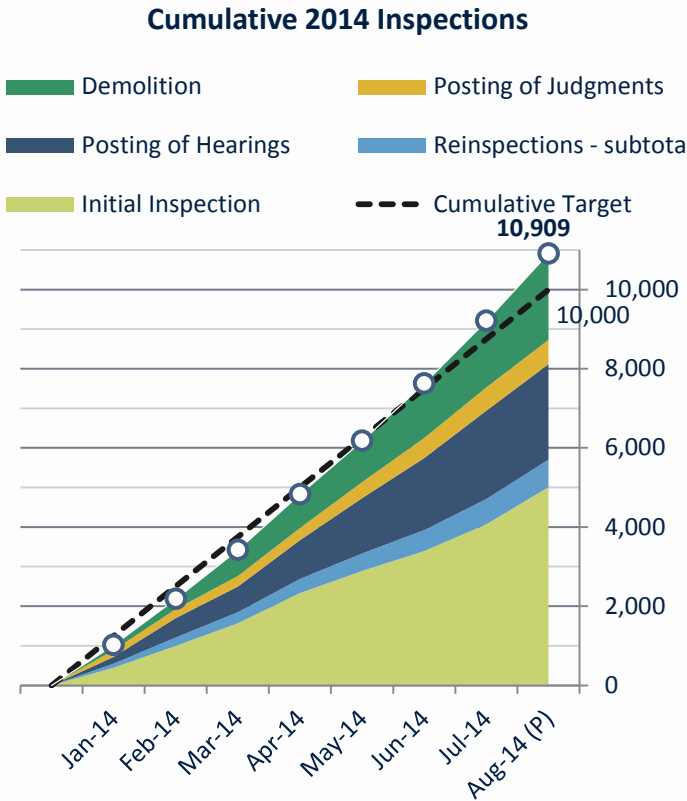
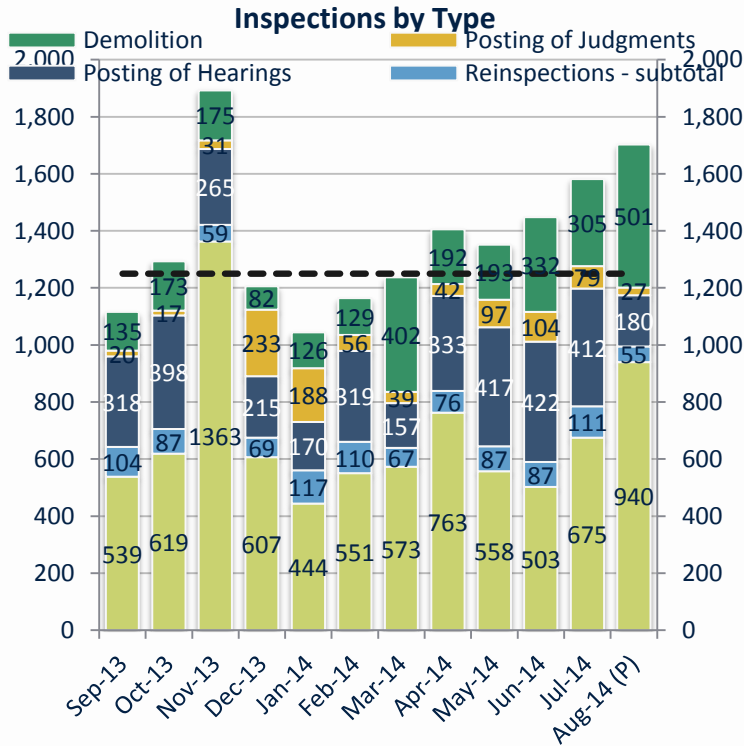
Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:
Initial Inspection: The first inspection performed by Code Enforcement to determine if further action is needed
Reinspection: Inspections performed either for the purpose of an updated inspection for a case that has been continued/reset or to update an older inspection to determine if an initial hearing is justified
Posting of Hearings: Required inspection to determine current condition prior to the initial hearing date as well as to provide notice to the owner of the upcoming hearing date. As of 9/1/2013, these must be performed at least 5 days prior to the hearing date. These notices are attached on or near the structure/lot
Posting of Judgments: After hearings, a copy of the judgment is attached on or near the structure/lot
Demolition Inspection: After hearings, a copy of the judgment is attached on or near the structure/lot

Note:
No demolition inspections were originally reported for December 2013.

Inspections Exceeded the Cumulative Target



Note: Inspection numbers were revised in April to more accurately reflect the date that inspections occurred. 13,473 inspections were originally reported from May 2013-March 2014, revised to 13,643.

Action Item				
Date	Responsible Parties	Action Item	Due	Status
8/14/2014	P. Bascos, E. Kerkow	Finish implementing a tech solution for inspectors in the field	Q3 2014	Most technical issues have been addressed, a number of policy issues are still outstanding.



Responsible Organization:
Code Enforcement

Data Source:
LAMA

Definitions:

New Cases:

Any case that is opened after January 1st, 2013

New Initial Inspection:

An initial inspection on a new case. New initial inspections are a subset of the initial inspections shown on the previous slide

Queue: The list of all new cases awaiting inspection

Key:



On Target



Within 10% of Target



Off Target

Note:

New cases in queue does not reflect cases previously in the research queue that had to be restarted.

The Average Number of Days to Complete New Inspections Increased

Month	Monthly Average Days to Complete New Initial Inspections	YTD Average Days to Complete Inspections	Average Age of New Cases Still in Queue	Total New Cases in Queue	Monthly Percent of Inspections Completed in 30 Days	YTD Percent of Inspections Completed in 30 Days
January	29	29	99	165	86%	86%
February	48	40	87	174	75%	80%
March	25	33	80	186	88%	83%
April	11	24	40	263	93%	87%
May	12	21	47	347	94%	89%
June	14	20	47	604	90%	89%
July	17	19	51	885	87%	89%
August	42	24	53	833	62%	83%

Measure	2014 YTD Actual	2014 Target	Status
Average number of days to complete a new, initial inspection request	24	≤30	





HEAR



Responsible Organization:
Code Enforcement

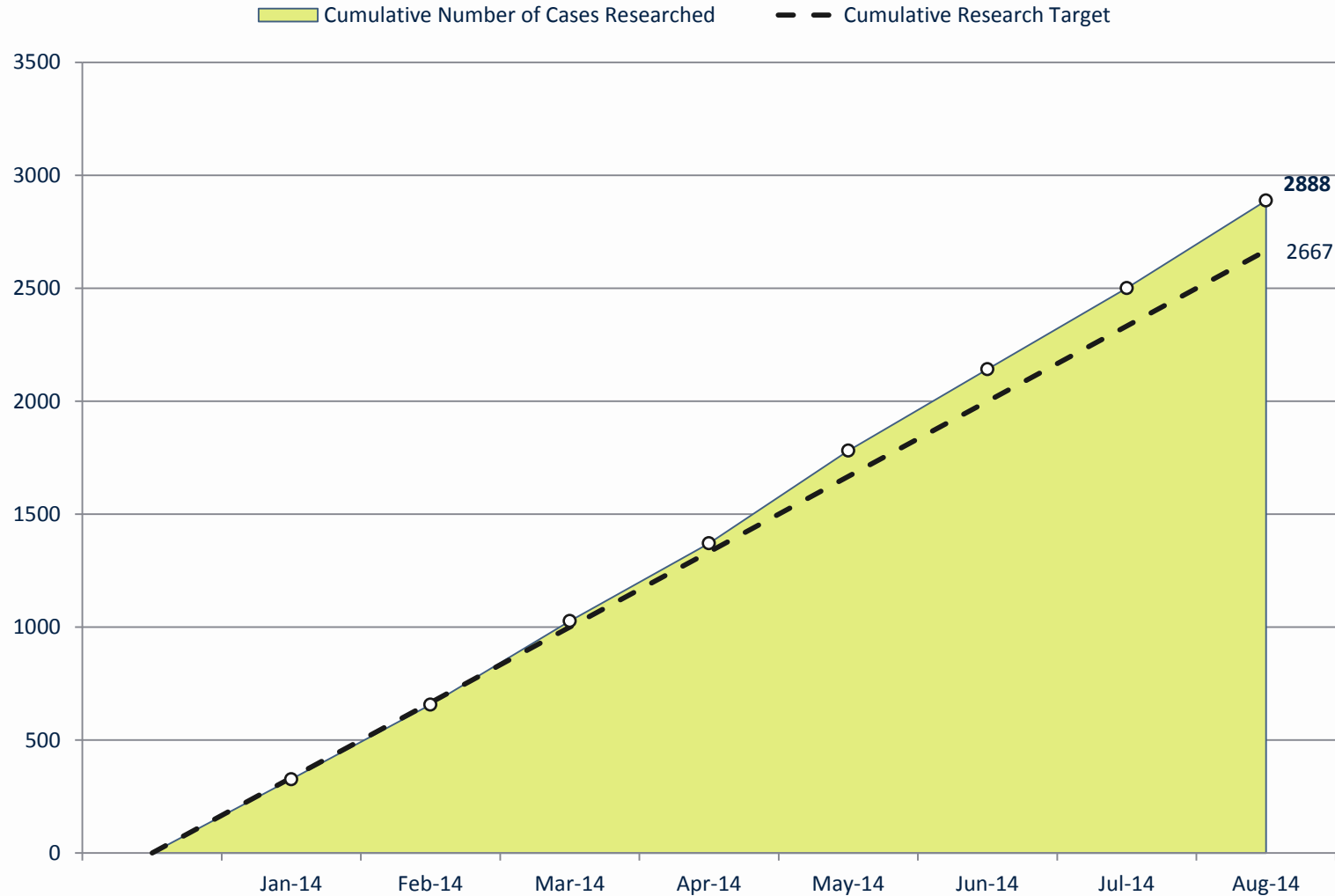
Data Source:
LAMA

Definitions:

Research: Cases under the process of title research to determine all owners that must be notified of a hearing

Research Continued Tracking Ahead of Target

2014 Cumulative Research Completed



Note: The number of cases researched from Jan-May was originally reported as 1,817, revised to 1,781 in June.



Responsible Organization:

Code Enforcement

Data Source:

LAMA

Definitions:

Hearing: A proceeding by an independent administrative hearings officer to determine whether or not a property is blighted

Initial Hearing:

A hearing on a case that has not yet been heard

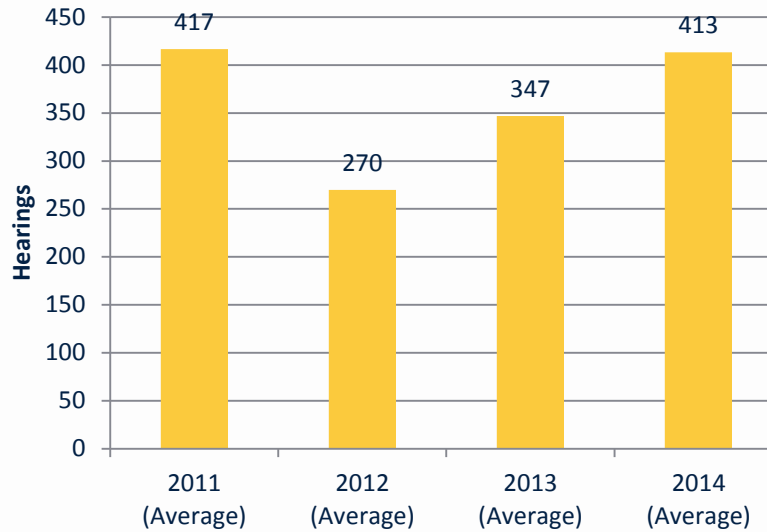
Reset Hearing: A hearing on a case that has been heard before, but did not reach a judgment

Note:

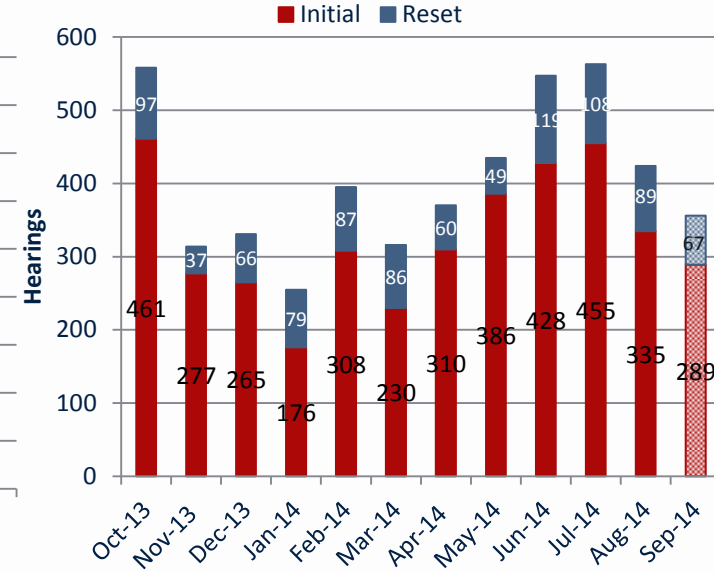
Hearing numbers have been adjusted to reflect hearings entered after the reporting period.

Hearings Tracked Close to the Cumulative Target

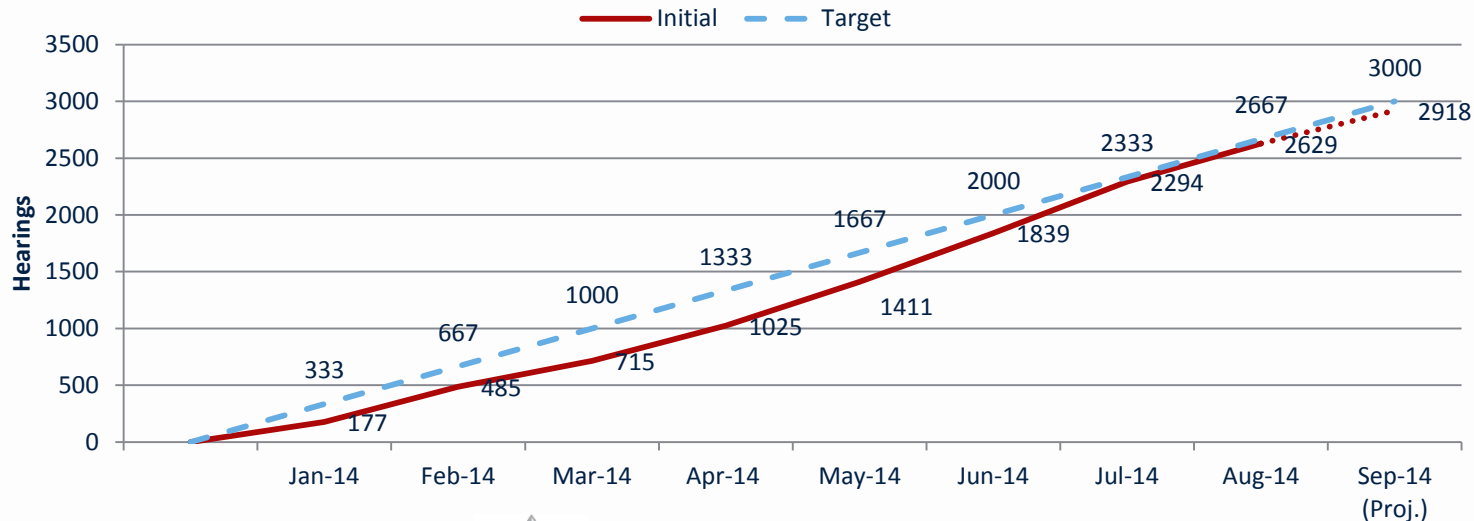
Total Hearings



Hearings by Type



Cumulative Initial Hearings in 2014



Responsible Organization:

Code Enforcement

Data Source:

LAMA

Definitions:

Guilty: A hearing where the property is judged to be blighted

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied). As of June 2014, judgments of "Dismissed Abated" are counted under In compliance.

Work in Progress: A hearing where the property is not yet in compliance but the owner has proof that they are in the process of bringing it up to code

Insufficient Notice: A hearing where Code Enforcement did not give the property owner the necessary amount of time before the hearing, leading to the case being reset

No Reinspection: A hearing where Code Enforcement failed to inspect the property in sufficient time (seven days), leading to the case being reset

Other Legal Issue: A hearing that is reset or closed for another reason beyond Code Enforcement's control. In many cases the property is in compliance.

Notes:

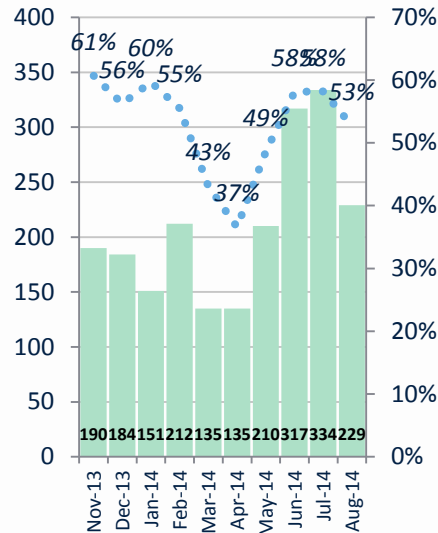
As of June 2014, Code Enforcement introduced the judgment of "Dismissed Abated," counted under "In Compliance."

Previously, such cases would be listed as "Reset or Dismissed for Other Legal Issue."

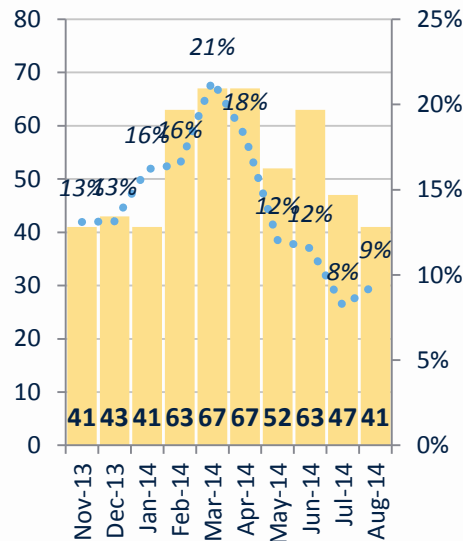
Results were still pending for 6 cases in August.

Hearing Results

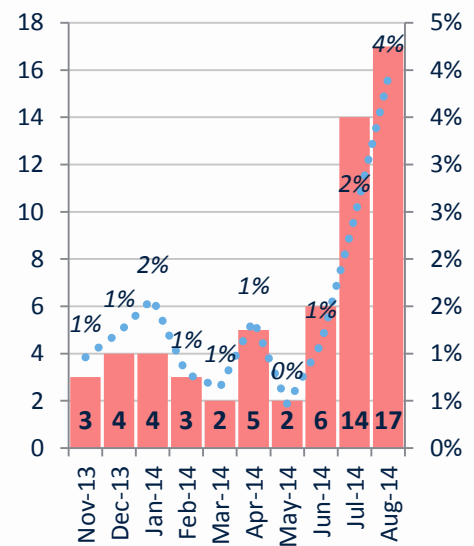
Guilty



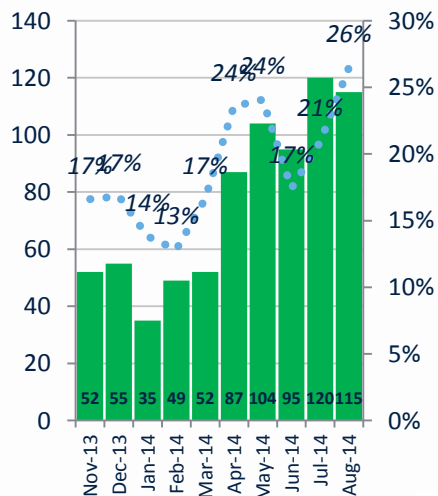
Reset: Work in Progress



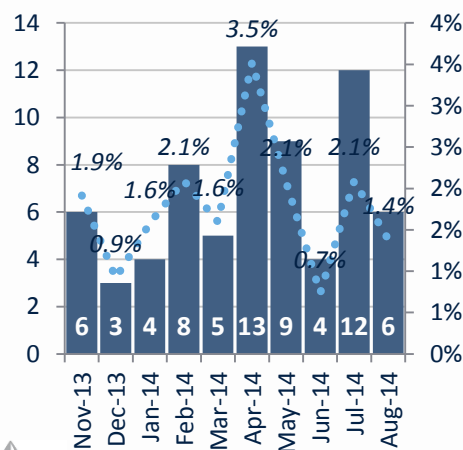
Reset: No Reinspection



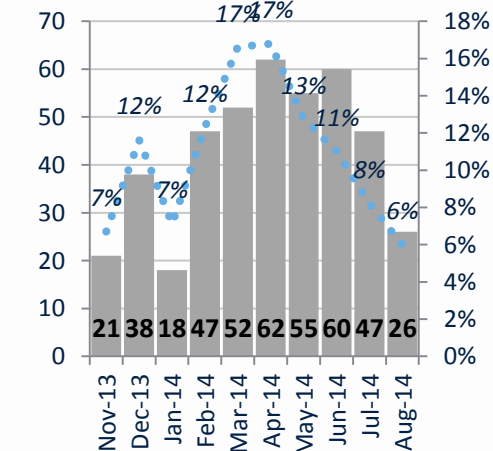
Violations Abated



Reset: Insufficient Notice



Reset or Dismissed for Other Legal Issue



Responsible Organization:

Code Enforcement

Data Source:

LAMA

Definitions:

Guilty: A hearing where the property is judged to be blighted

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied)

Work in Progress: A hearing where the property is not yet in compliance but the owner has proof that they are in the process of bringing it up to code

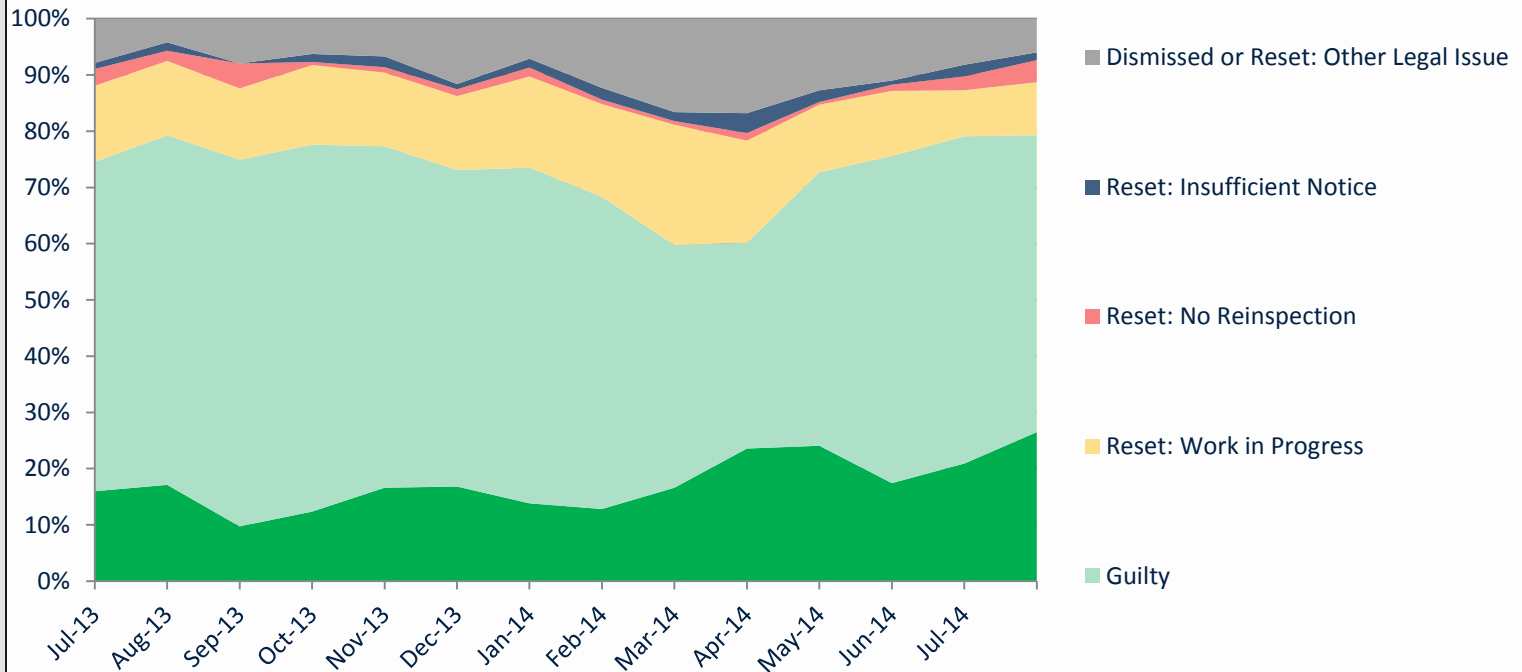
Insufficient Notice: A hearing where Code Enforcement did not give the property owner the necessary amount of time before the hearing, leading to the case being reset

No Reinspection: A hearing where Code Enforcement failed to inspect the property a sufficient number of times, leading to the case being reset

Other Legal Issue: A hearing that is reset or closed for another reason beyond Code Enforcement's control. In many cases the property is in compliance.

72% of 2014 Hearings Reached a Final Result

Hearing Results Breakdown



Measure	2014 YTD Actual	2014 Target	Status
Percent of hearings reset due to failure to re-inspect the property	1.6%	≤5%	On Target
Percent of hearings reset due to failure to properly notify the owner	1.9%	≤3%	On Target



On Target



Within 10% of Target



Off Target



The Number of Properties Brought Into Compliance Was Above Target

Number of Properties Brought into Compliance

Responsible Organization:
Code Enforcement

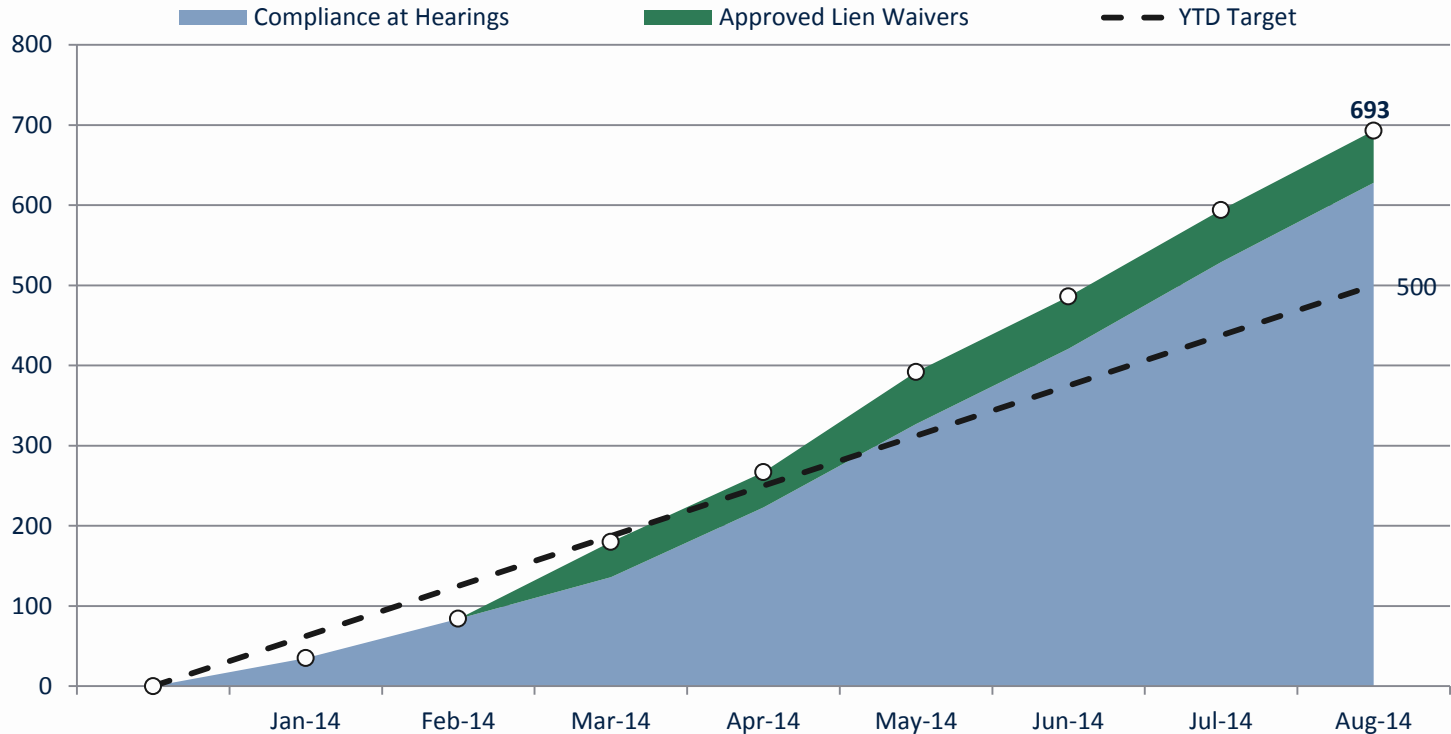
Data Source:
LAMA

Definitions:

In Compliance: A hearing where the property is judged not to be blighted (though fines from previous violations may be levied)
Approved Lien Waivers: When a property is found guilty at a hearing, the City can place a lien on the property that the owner must pay. If the owner later brings the property up to code, they can file to have the lien removed.

Note:

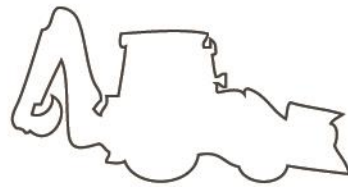
Properties with a Judgment of Dismissed Abated are not counted in this measure



Action Item

Date	Responsible Parties	Action Item	Due	Status
8/14/2014	P. Bascos, D. Ross	Flag properties that have lien waiver applications in LAMA and BlightStatus	9/11/2014	



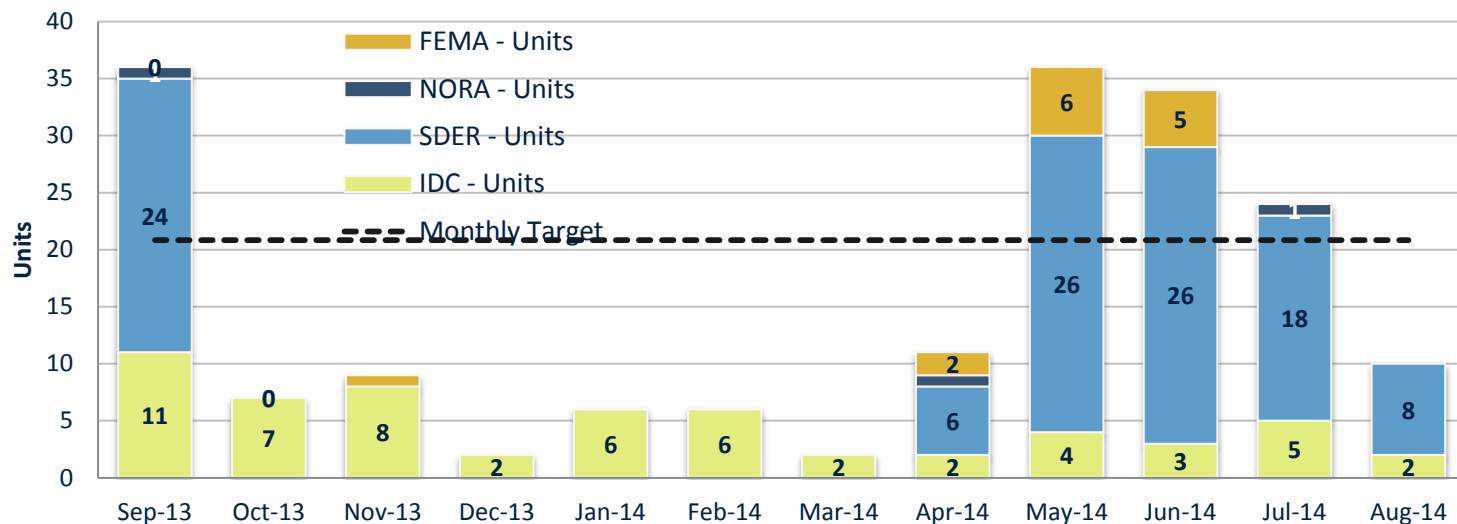


DEMOLITION

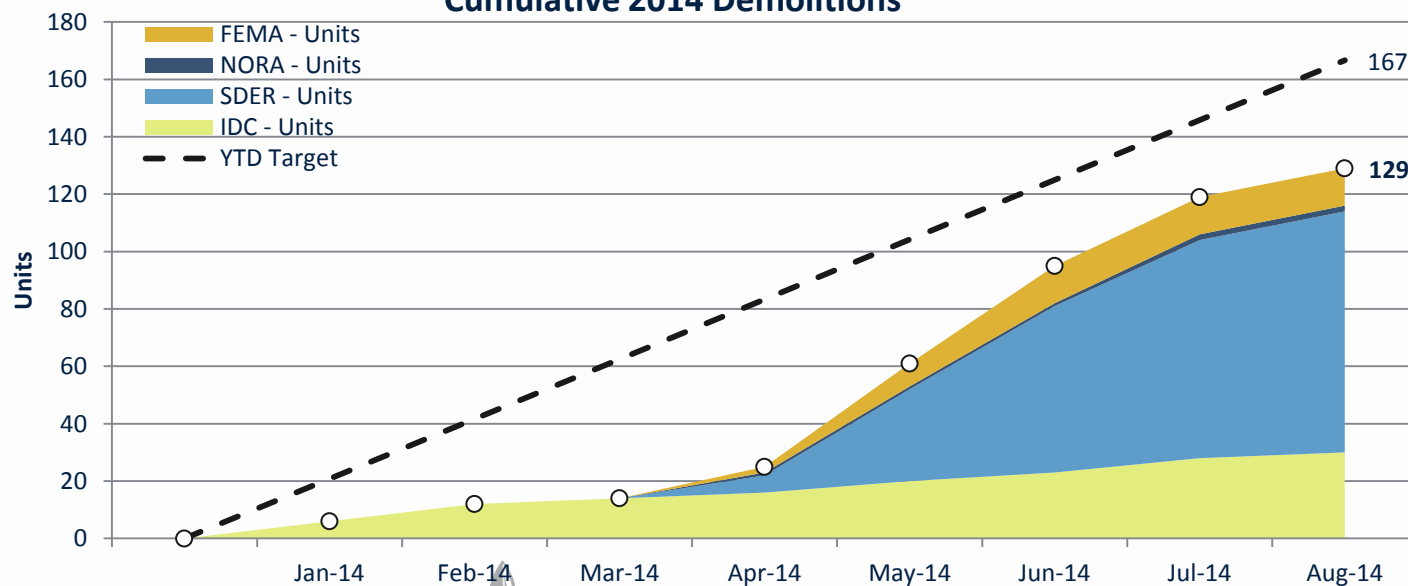


10 Demolitions in August

Demolitions by Program



Cumulative 2014 Demolitions



BlightSTAT August, 2014



Responsible Organization:
Code Enforcement and the New Orleans Redevelopment Authority

Data Source:
Contractors – SAIC (FEMA), DRC (SDER), BBEC/CDM (NORA), Durr (IDC)

Definitions:
Imminent Danger of Collapse (IDC):
When a structure has been deemed at risk of falling down at any moment it can be demolished by Code Enforcement with approval by the HDLC director and Safety and Permits

Strategic Demolition for Economic Recovery (SDER):
City program using Community Development Block Grant dollars to demolish highly visible blighted structures near parks, schools, and community corridors

NORA Demolitions:
Strategic demolitions of properties owned by NORA

FEMA Demolitions:
Strategic demolitions funded by the Federal Emergency Management Agency

Note:
Demolitions are counted in the month of the demolition start date.



LOT CLEARING



Responsible Organization:
Code Enforcement and the
New Orleans Redevelopment
Authority (NORA)

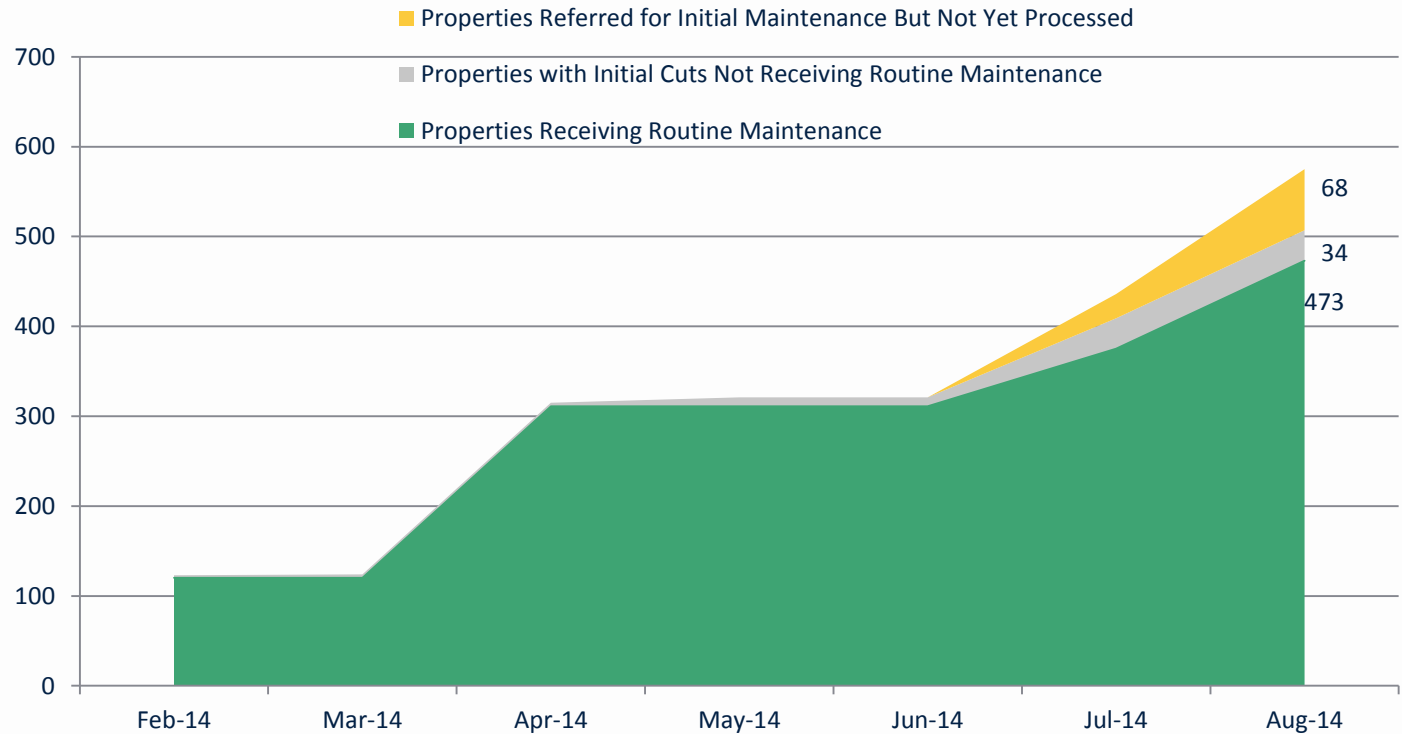
Data Source:
NORA

Definitions:
Abatement: After cases have
received a guilty judgment of
high grass, they can be referred
to NORA for regular lot
maintenance.

Note:
Data includes all properties
referred to NORA by Code
Enforcement. Some referred
properties are found to be in
compliance and not cut.

473 Properties Receiving Continuous Maintenance

Code Enforcement Properties Maintained by NORA



Action Item

Date	Responsible Parties	Action Item	Due	Status
11/14/2013	K. Ferrouillet	Finalize address reconciliation for properties in the lot cutting program	Q3 2014	Disparities between LAMA and properties referred to CNAP once the workflow is finalized.
8/14/2014	K. Ferrouillet	Ensure that all properties sent to NORA for lot cutting are also sent for recuts	Q3 2014	
8/14/2014	A. Rogers	Adjust CNAP policy requiring multiple NTPs to maintain the same property	Q3 2014	





CODE LIEN FORECLOSURES AND SHERIFF'S SALES



Responsible Organization:

Code Enforcement, Law

Data Source:Law Department, Housing Unit, **Definitions:****Code Lien Foreclosure/Sheriff's Sale:**

Once a property is judged guilty of blight the city begins placing liens against the property which the City can then foreclose on as the creditor, commonly called a code lien foreclosure. If the property owner does not pay these fines and abate the code violations, the foreclosure proceeds as a Sheriff's sale where the Orleans Parish Sheriff's Office sells the property at a public auction.

Accepted Files:

All writs that are filed successfully, with no legal issues, allowing foreclosure proceedings to begin **Title Research:**

Writs that are not accepted because of errors involving ownership identification. These are substantial errors that result in case restart.

Procedural Deficiency:

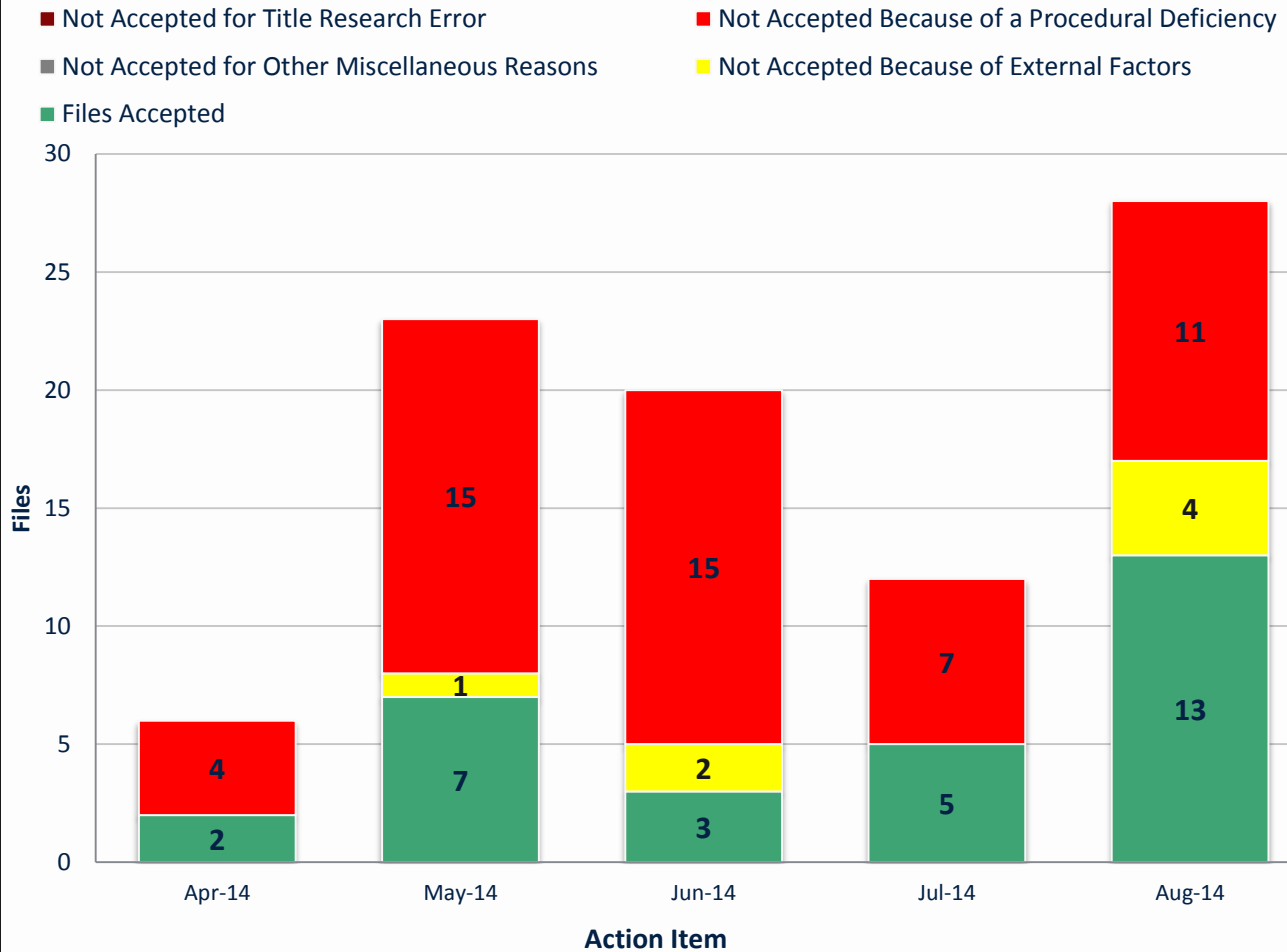
Writs that are not accepted because of errors made during administrative adjudication. These errors include insufficient notice of hearing, insufficient notice of judgment, improper form of notice, improper form of judgment, and any other substantial errors that occur during the administrative adjudication process that result in case restart.

External Factors:

Writs that are not accepted for reasons beyond the control of the Law Department, such as the property owner paying their lien so that foreclosure cannot proceed.

Thirteen Accepted Writs, Fifteen Rejected in August

Code Lien Writs Filed



Action Item				
Date	Responsible Parties	Action Item	Due	Status
8/14/2013	J. Hagan	Draft City ordinance to relax noticing requirements for code lien foreclosure cases	9/11/2014	



Responsible Organization:

Code Enforcement

Data Source:

Law Department, Housing Unit

Definitions:

Awaiting Sheriff/Non-City Action: The case requires action from the Sheriff's Office or curator, or action from the court or another non-city party to proceed

Needs Curator: The case needs a curator to proceed. Often, a curator has been appointed by the court but not yet paid

Hold for State Program or Litigation: The case is stalled because of exceptions for state programs, such as participants in good standing with Road Home, or due to interfering litigation or prior foreclosures related to the property

No Bid, Next Step TBD: A sale was held but no bids were placed and the City is determining whether or not to attempt another sale

Misc.: Any status not covered by other stages, or an unknown status

Lien Paid: Owner has paid the lien prior to sale

Dismissed: The case cannot proceed for various reasons, often because of legal issues

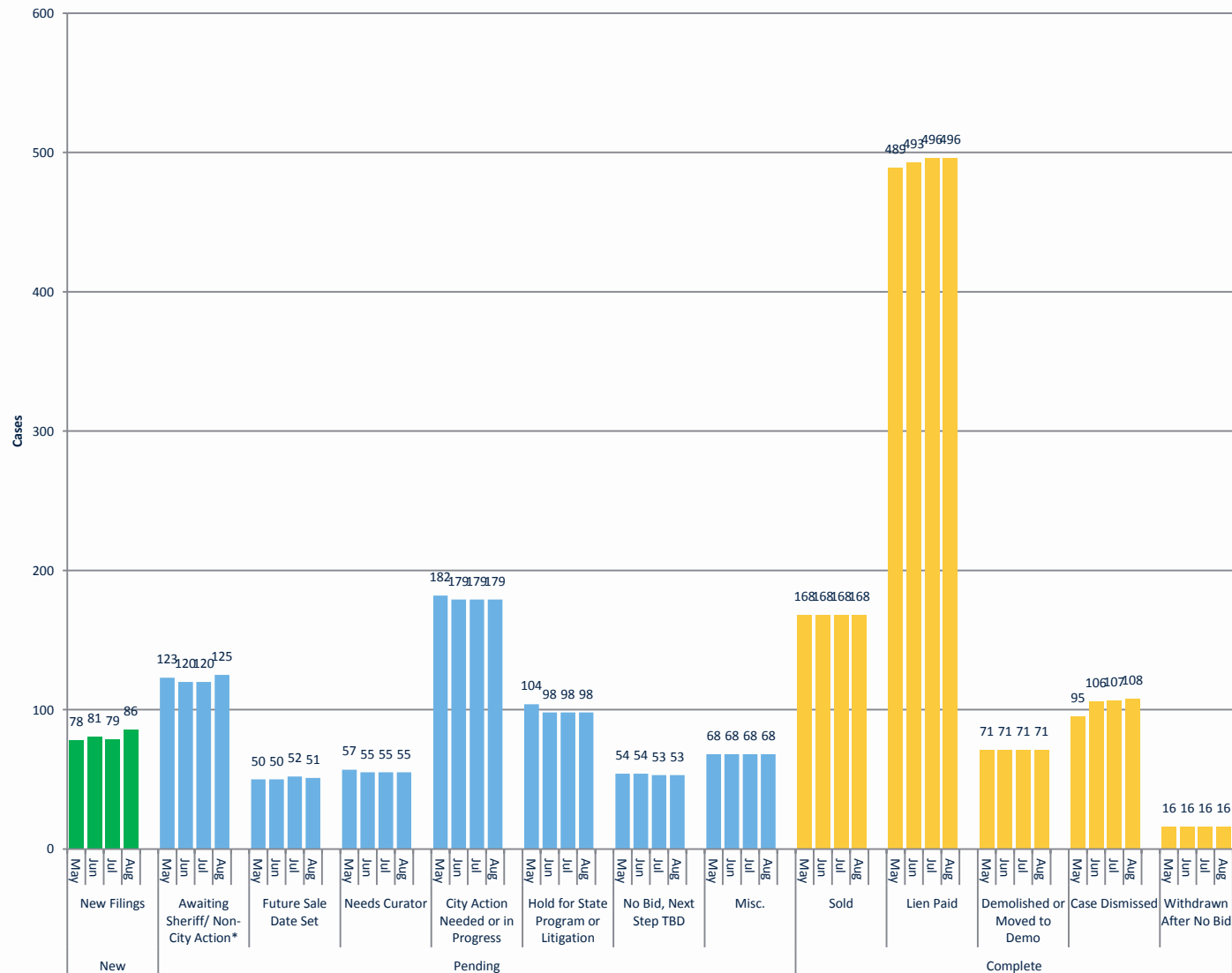
Withdrawn after No Bid: The property was not held at auction and is unlikely to sell at a later auction so a different track is needed

Note:

Of the 123 cases that were awaiting non-City action, 2 were stopped because of curator.

1,574 Writs Accepted Since 2010

Snapshot of Code Lien Foreclosure Pipeline



\$3.8M Collected from Sales and Liens since 2011

Responsible Organization:

Code Enforcement

Data Source:

Law Department, Housing Unit

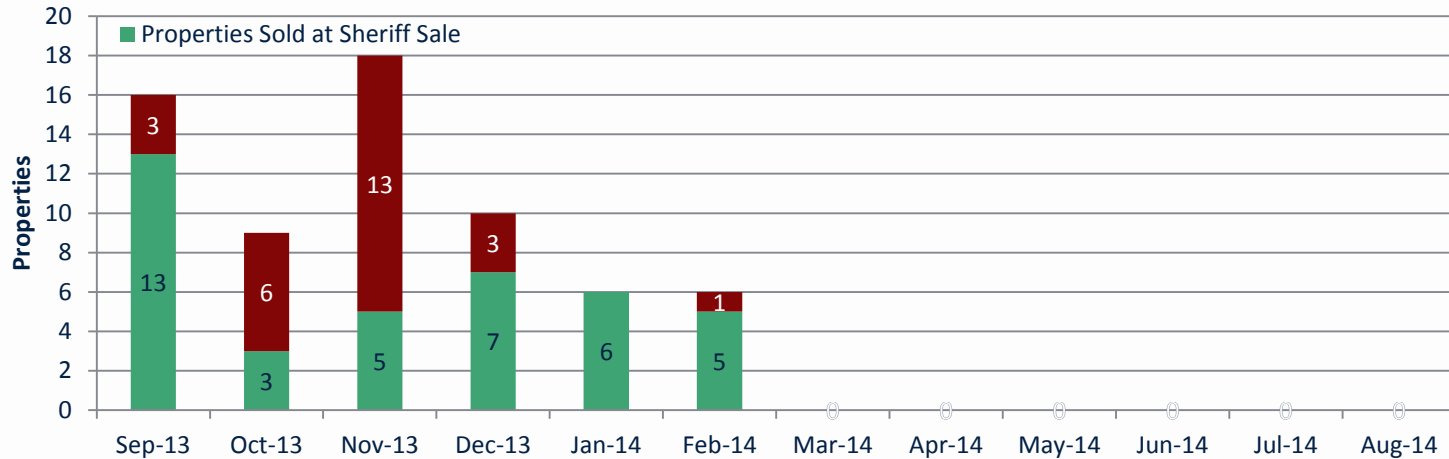
Definitions:

Code Lien Foreclosure/Sheriff's Sale:

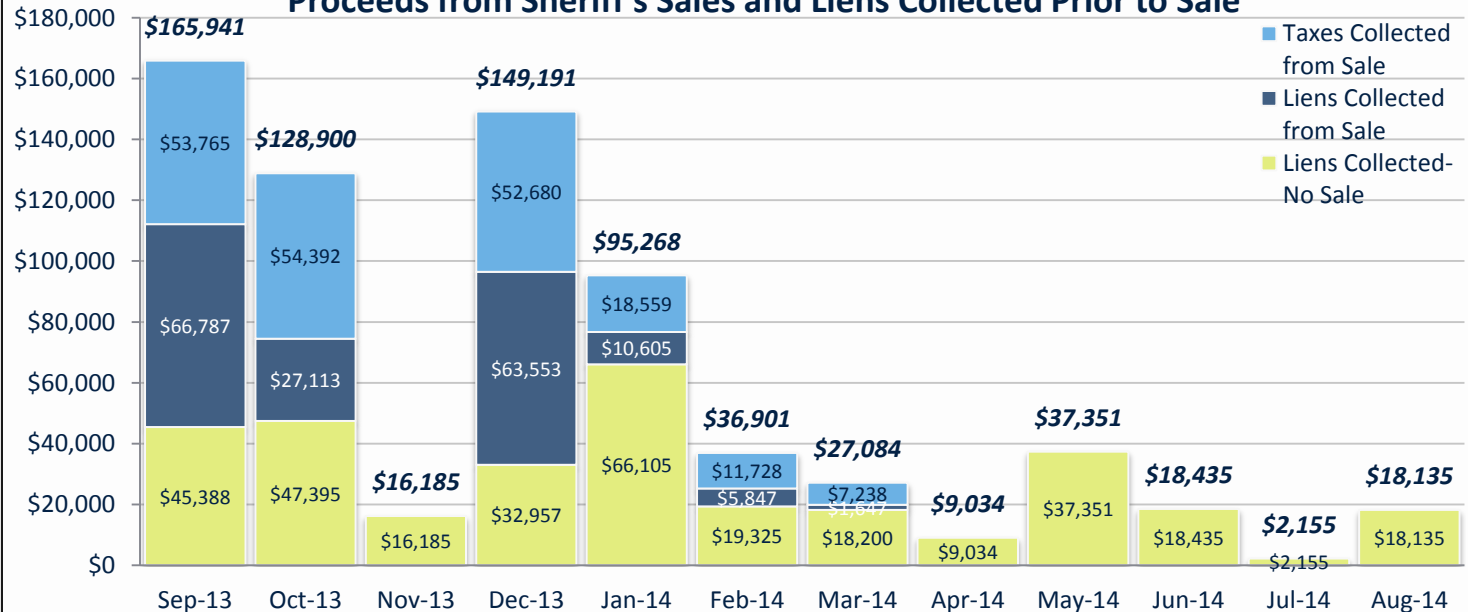
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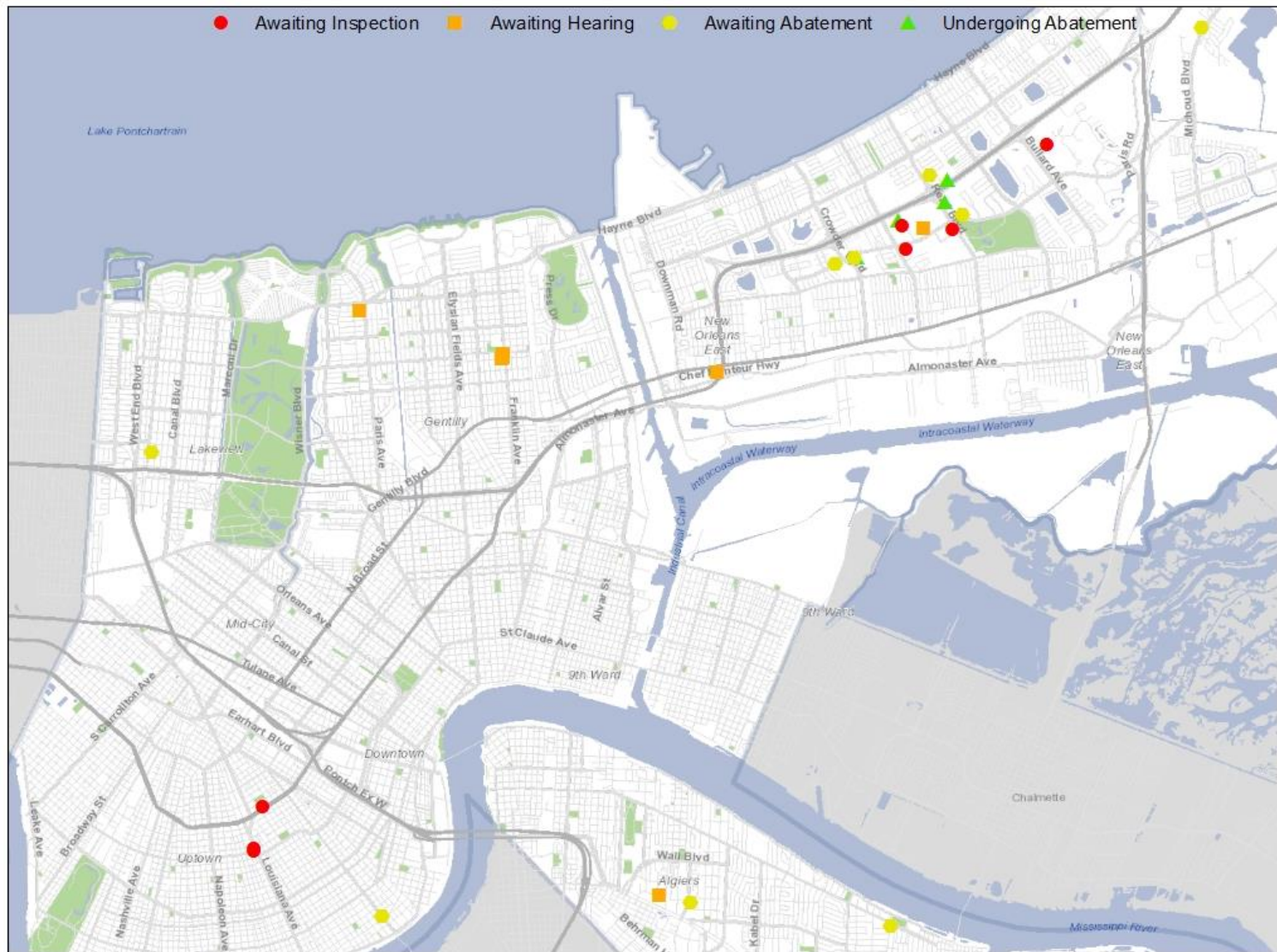
■ Properties Not Receiving a Bid

Sheriff's Sale Results



Proceeds from Sheriff's Sales and Liens Collected Prior to Sale





COMMERCIAL PROPERTIES



Commercial Properties Update

Responsible Organization:
Code Enforcement and Law

Data Source:
Code Enforcement

<i>Awaiting Inspection</i>		
Address	Status as of 9/8/2014	Status as of 7/9/2014
9660 Lake Forest (strip mall)	Property is awaiting inspection.	Judgment has been paid.
5650 Read	Property is awaiting inspection.	Judgment has been paid.
6700 Plaza	Property is awaiting inspection.	Judgment paid. Case is being restarted.
6001 Bullard (old Schwegmann's)	Property is awaiting inspection.	Property received guilty judgment on 6/2/2014.
2520 Louisiana	Property is awaiting inspection.	-
2713 S. Claiborne Ave.	Property is awaiting inspection.	-
3403 Freret	Property is awaiting inspection.	-

<i>Awaiting Hearing</i>		
Address	Status as of 9/8/2014	Status as of 7/9/2014
3010 Sandra Place (Crescent City Gates)	Case is awaiting research.	Writ is being prepared.
6601 Plaza/5700 Read (Grand Theatre)	Case is awaiting research.	Case is undergoing legal review with some WIP.
6324 Chef Menteur	Hearing scheduled for 10/1/14.	Case has been restarted with updated research.
1532 Robert E. Lee	Hearing scheduled for 10/1/14.	-
3 Dreux Ave.	Hearing scheduled for 10/22/14.	-
38884 Dreux Ave.	Hearing scheduled for 10/22/14.	-
5300 Franklin	Hearing scheduled for 10/22/14.	-
5324 Franklin	Hearing scheduled for 10/22/14.	-
5328 Franklin	Hearing scheduled for 10/22/14.	-
5332 Franklin	Hearing scheduled for 10/22/14.	-

Action Item

Date	Responsible Parties	Action Item	Status
7/11/13	P. Bascos	Bring Safety and Permits and the City Planning Commission into blighted commercial property abatement meetings. Ensure that zoning variances and building permits align with redevelopment strategies.	



Commercial Properties Update

Responsible Organization:
Code Enforcement and Law

Data Source:
Code Enforcement

<i>Awaiting Abatement</i>		
Address	Status as of 9/8/2014	Status as of 7/9/2014
2800 Sullen	Property received guilty judgment on 5/13/14.	Sheriff's Sale stopped. Case is pending litigation.
2646 Westbend Parkway	Property received guilty judgment on 6/3/14.	-
10112-16 Plainfield Dr.	Property received guilty judgment on 7/24/14.	Hearing scheduled for 7/24/2014.
8500 Lake Forest (abandoned gas station)	Property received guilty judgment on 7/1/14.	Property received guilty judgment on 7/1/2014.
10101 Lake Forest	Property received guilty judgment on 7/31/14.	Permits issued and work is in progress on the property.
5951 Milne (Lakeview School)	Property received guilty judgment on 7/1/14.	Property received guilty judgment on 7/1/2014.
8501 Lake Forest Blvd	Property received guilty judgment on 10/17/12. Private litigation is still open.	Private litigation is still open. No work in progress reported.
609 Jackson	Property owner reached maintenance agreement with the City on 8/21/14.	Case reset. City will meet with buyer and seller.
55195 Michoud (Six Flags)	City is working with manager.	City is working with manager.

<i>Undergoing Abatement</i>		
Address	Status as of 9/8/2014	Status as of 7/9/2014
4300 Sullen	Private demolition held on 1/7/2014.	Private demolition held on 1/7/2014.
10301 I-10 W. Service Road	Complied with fees due.	Complied with fees due.
23804 Read (5851 Read)	Consent judgment has been signed. CEHB will monitor.	Consent judgment has been signed. CEHB will monitor.
8580 Lake Forest (parking lot)	Property is being maintained. CEHB will monitor.	Property is being maintained. CEHB will monitor.
6800 Plaza	Property is secured. CEHB will monitor.	Property is secured. CEHB will monitor.



REINVESTMENT



NORA Fall 2014 Auction

- **Buyer's Seminar**
 - Dryades YMCA - 2220 Oretha Castle Haley Blvd.
 - Wednesday, October 8th
 - Registration Begins 6:30 pm
 - Seminar Begins 7:00 pm
- **Open House Dates**
 - There are 90 ± structures that will be open for inspection on Saturday, October 11th and Sunday, October 12th, 2014. Please visit www.hilcorealestate.com/NORA for exact locations, times, and instructions.
- **Auction**
 - N.O. Ernest N. Morial Convention Center Hall H, Room 293
 - Saturday, October 25th
 - Registration Begins 9:00 am
 - Auction Begins 11:00 am

Responsible Organization:
New Orleans Redevelopment
Authority (NORA)

Data Source:
NORA

Definitions:

Lot Next Door:

The Lot Next Door Program provides an opportunity to owners of properties that share a common boundary with a former Road Home property to purchase that property

Auction:

NORA holds periodic auctions to sell properties in its inventory

Alternate Land Use:

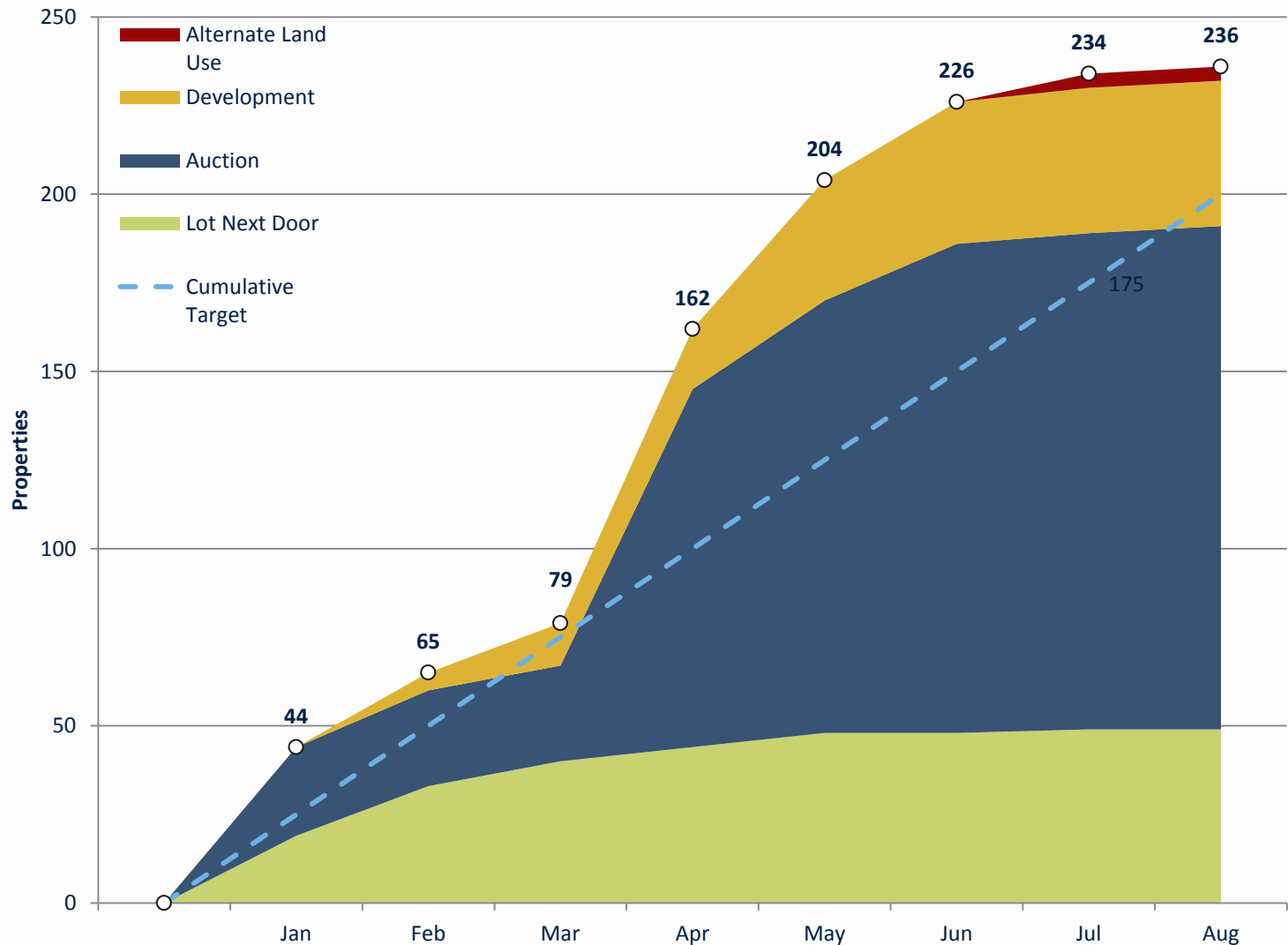
The Alternate Land Use Program provides properties to groups who have ideas and plans outside of traditional development such as playgrounds, pocket parks, and community gardens

Development:

Properties returned to commerce through private development, which often includes packaging several lots with federal, state, and local subsidies.

There Were 2 Closings from Auctions in August

Properties Returned to Commerce in 2014 by Program



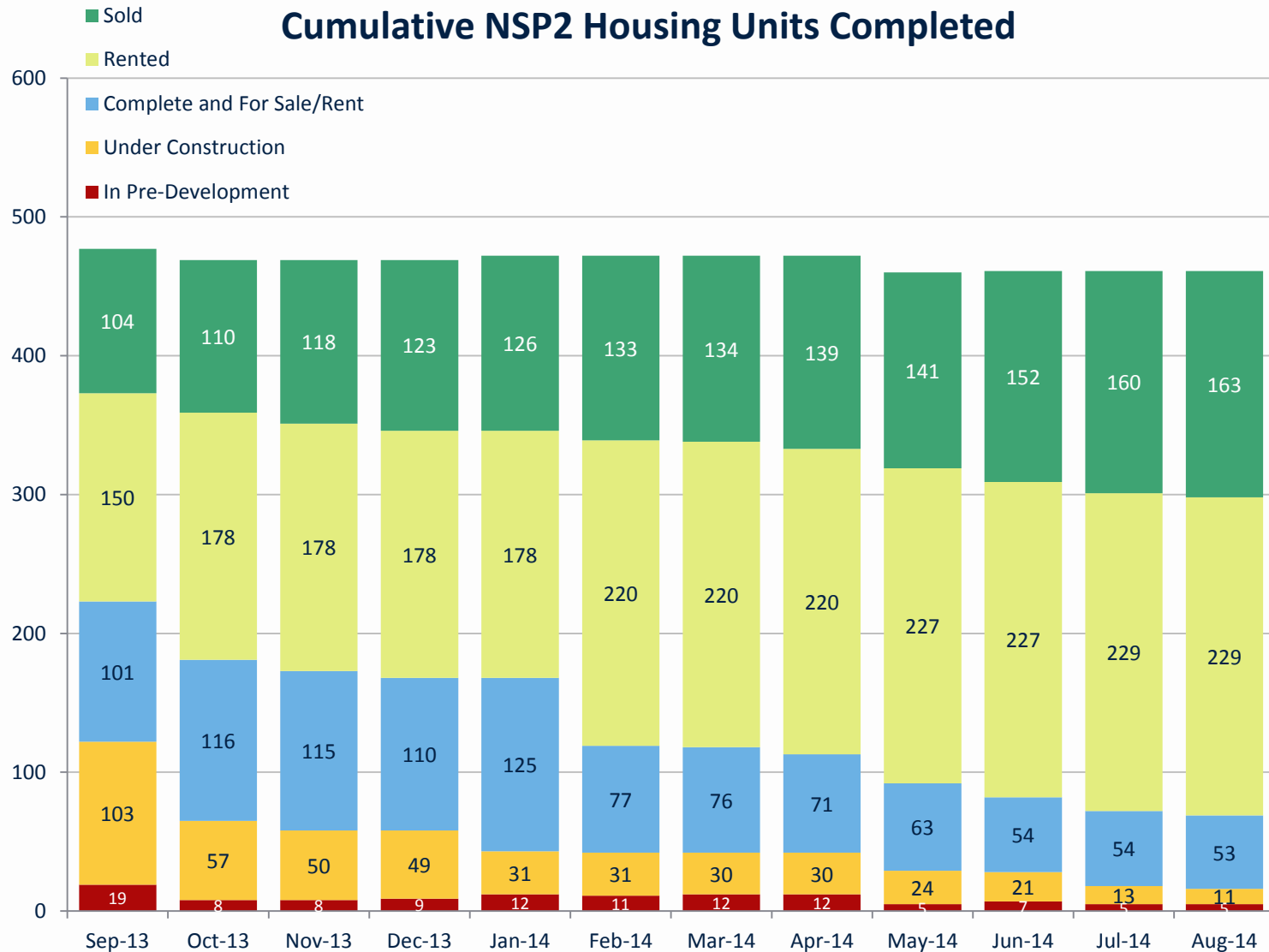
3 Units Sold Using the HUD Neighborhood Stabilization Program, Phase 2 (NSP2) Award in August

Responsible Organization:
New Orleans Redevelopment Authority (NORA)

Data Source:
NORA

Definitions:
Neighborhood Stabilization Program, Phase 2 (NSP2):
NSP2 is a competitive program that was established by the US Department of Housing and Urban Development (HUD) to stabilize neighborhoods whose viability has been and continues to be damaged by the economic effects of properties that have been foreclosed upon and abandoned

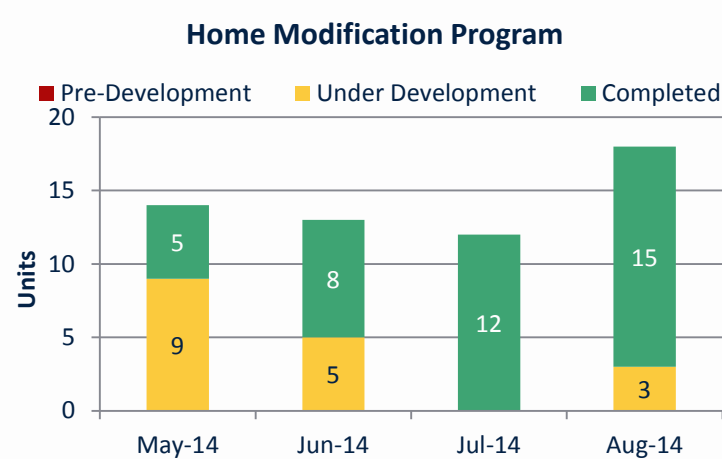
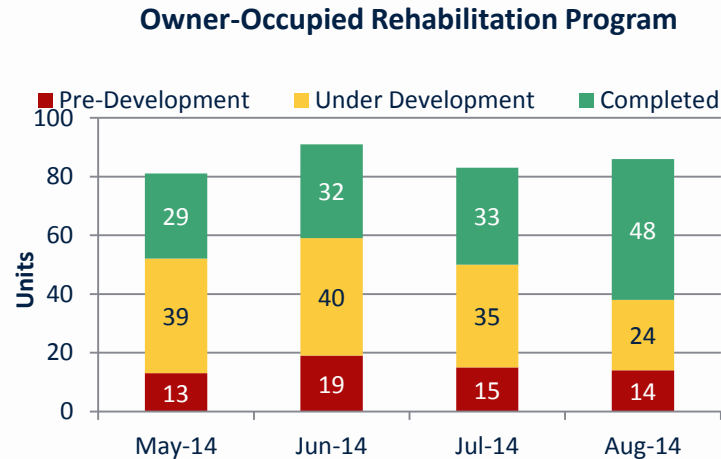
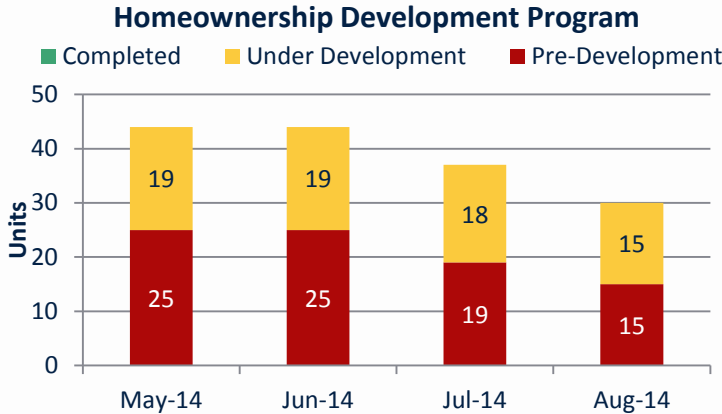
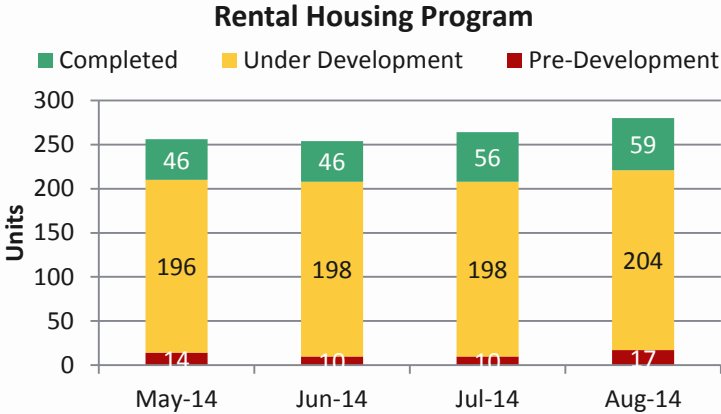
Cumulative NSP2 Housing Units Completed



Responsible Organization:
Office of Community
Development (OCD)
Data Source:
OCD

Definitions:
Rental Housing Program:
This program provides quality, affordable rental housing for low-income families
Homeownership Development Program:
This program allows development organizations to apply for HOME funds to subsidize the cost of construction, land acquisition and down payment assistance that will produce an affordable home for a low-income family
Owner-Occupied Rehabilitation Program: This program provides financial assistance to low income homeowners to repair their residences, while bringing them up to code and reducing blight.
Soft Second Mortgage Program: This program provides down payments and closing costs subsidies to first-time homebuyers
Home Modification Program: The Owner-Occupied Home Modification program addresses the needs of those with disabilities to enable them to live safely and comfortably in their homes and avoid institutional care.

The Office of Community Development Completed 15 Units through the Owner-Occupied Rehabilitation Program



Action Item			
Date	Responsible Parties	Action Item	Status
11/14/13	A. Gardere	Work with the Fire Department to board up vacant properties	Fire Department has agreed to begin boarding houses. The City has submitted a formal request to Home Depot for building materials and anticipates boarding 1,000 properties in the program's first year.



Responsible Organization:

Office of Community
Development (OCD)

Data Source:

OCD

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low-income families

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Program:** This program
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**Soft Second Mortgage
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This program
provides down payments and
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time homebuyers

Home Modification Program:

The Owner-Occupied Home
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addresses the needs of those
with disabilities to enable them
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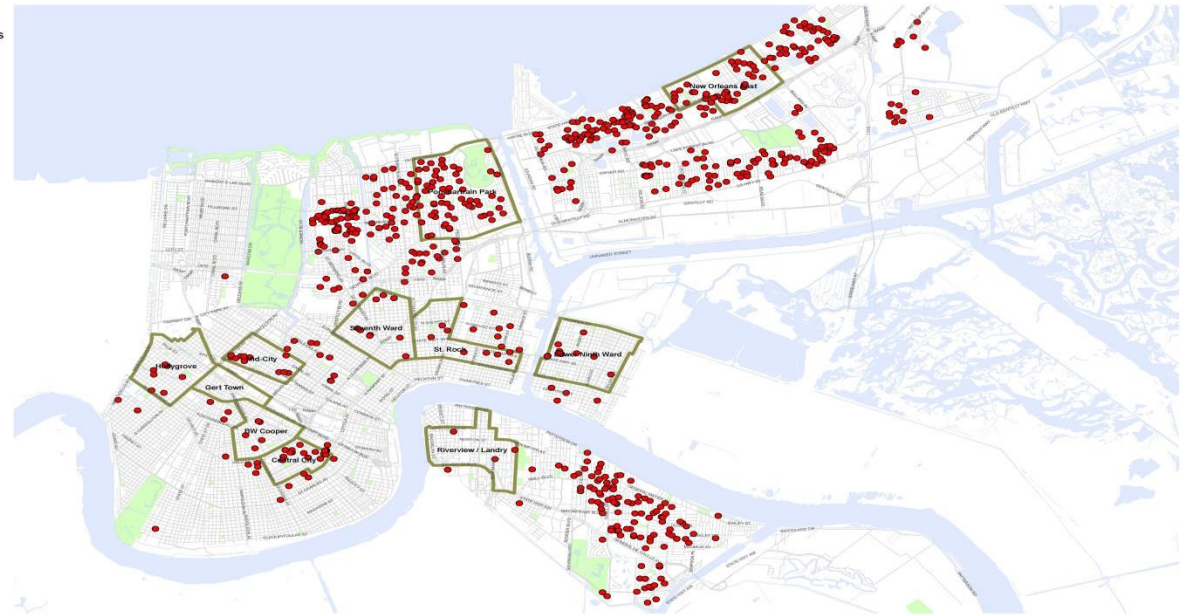
2 New Soft Second Commitments in August

**Orleans Parish**

Soft Second Mortgages through July 2014

Legend

- Soft Second Commitments
- ▭ Place-Based Areas
- ▭ Water Bodies
- ▭ Parks



Key Performance Indicators	2012 Actual	2013 Actual	2014 YTD Actual	2014 Annual Target	% 2014 Target Achieved (67% of Year Lapsed)
Number of first time homebuyers receiving soft second mortgage commitments	221	309	256	300	85%
Number of housing units developed through Homeownership Development Program	22	11	0	20	0%
Number of housing units assisted through the Owner Occupied Rehab Programs	119	79	48	75	64%
Number of affordable rental units developed	195	98	59	125	47%
Number of housing units modified for disabled persons through the Home Modification Accessibility Program	-	-	15	30	50%

