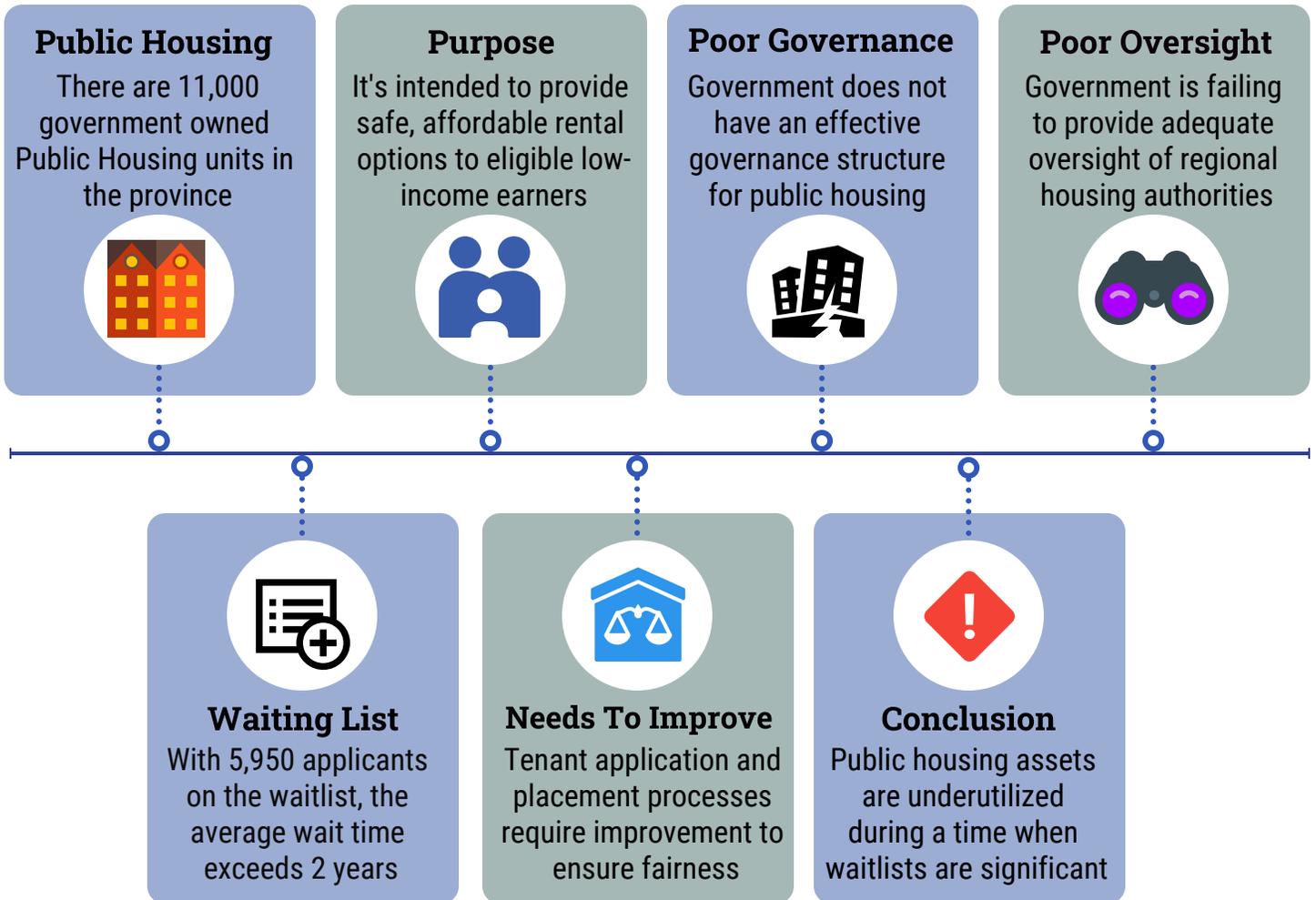


REPORT HIGHLIGHTS

Oversight and Management of Government Owned Public Housing



From our 20 Recommendations for the Department of Municipal Affairs & Housing:

- We recommend the Department of Municipal Affairs and Housing implement an effective governance structure and accountability framework, which includes: establishing clear goals and performance metrics for public housing; clarifying roles and responsibilities for reporting; monitoring results internally at regular intervals, and taking action to determine and address the root cause of poor results.
- We recommend the Department of Municipal Affairs and Housing create a process for the consistent administration of public housing application assessments, including an accurate waitlist ranking system and development of service delivery standards.