

MONTHLY REPORT TO THE BOARD OF COMMISSIONERS

Housing Authority of the City of Milwaukee

Housing Choice Voucher Program

OVERVIEW:

This report details the activities currently under the direction of the Housing Choice Voucher Program.

SYNOPSIS:

CVR Associates, Inc. began its management of the Housing Authority of the City of Milwaukee’s Housing Choice Voucher Program effective January 2, 2025. At project inception, the program has a SEMAP rating of Troubled and is in shortfall. CVR has taken immediate action to begin to address backlogs in every area of operations including but not limited to annual recertifications, interims, late HQS inspections, program enforcement, and leasing and move-ins. The information below highlights the current status of our efforts at increasing staffing, compliance, addressing inherited backlogs, and overall operations for the month of October 2025.

Below is a summary of current staffing progress:

Staffing Numbers for Monthly Board Meeting - HACM Engagement				
Current Positions (ALL)	Requisition Requirement	# of Active Employees	# of Openings	Hires for the month of: October 2025
Allocated FTEs				
Deputy Program Director	1	1	0	0
HCV Program Supervisor	1	1	0	0
HR Generalist	1	1	0	0
PBV/Customer Service Manager	1	1	0	0
Customer Service Representative (Bi-lingual)	2	2	0	1
Customer Service Representative (FTE)	4	1	3	0
Inspections/Owner Services Supervisor	1	1	0	0
Inspectors	2	1	1	0
Abatement Coordinator	1	1	0	0
Owner Services Coordinators	1	1	0	0
Admissions Supervisor	1	1	0	0
Admin Support (admissions)	1	1	0	0
Eligibility Specialist	2	2	0	0
Portability Specialist	1	1	0	1
Wait List Specialist	1	1	0	0
Team Lead (or Project Manager) Leasing	1	1	0	0

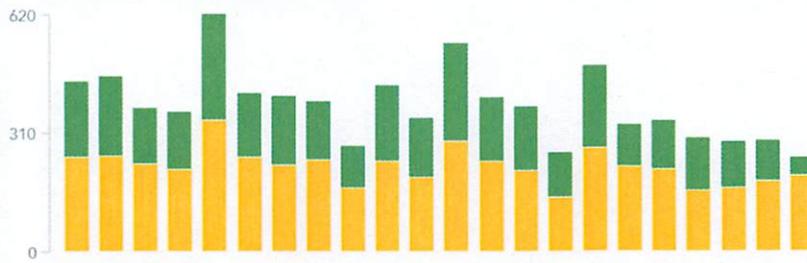
Team Lead (or Project Manager) PBV	1	1	0	0
Team Lead (or Project Manager) HCV	2	1	1	0
Housing Specialists (Leasing Contract)	1	1	0	1
Housing Specialists (Recert)	11	10	1	0
Housing Specialists (PBV)	3	3	0	1
Performance Management Manager	1	1	0	0
Quality Control Specialist	1	1	0	0
Enforcement Specialist	1	1	0	1
PIC / Reporting Analyst	1	1	0	0
Total FTEs:	44	38	6	5
-Temporary Staff-				
Temp Scanning Clerk	2	2	0	0
Temp Customer Service Representative	4	2	2	0
Temp Housing Specialist - Remote (Additional Support)	5	5	0	0
Total Temps:	11	9	2	0
-Corporate Staff-				
Sr. Associates	-	4	-	-
Associates	-	1	-	-
Jr. Associates	-	1	-	-
QC/Scanning Manager	-	1	-	-
QC Specialist	-	3	-	-
Total Corporate Staff Assistance (Temporary):		10		
-Subcontractors-				
BDO Finance				
NKA Subcontractors Group				
Total Workforce Numbers				
Grand Total:	55	47	8	5

As year one is nearing completion, CVR is also exploring ways to maintain an MBE sub-contractor into year two. In addition, CVR attended a Job Fair on October 1, 2025 to assist with recruiting potential candidates.

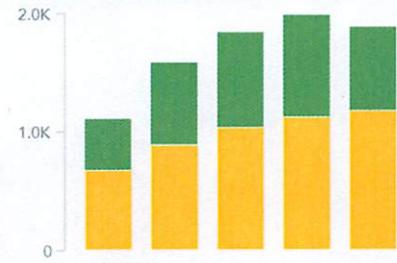
CALL CENTER AND CUSTOMER SERVICE

CVR began taking customer support calls on January 2, 2025 relative to the HCV and PBV programs. In the first quarter of 2025, CVR handled an average of 5,300 calls per month and the 2nd quarter averaged 4,200 calls per month. In September 2025, CVR handled approximately 5,100 calls, showing slight increase in the number of calls handled on average in comparison to average Q2 numbers.

Handled Conversations by Direction by Date

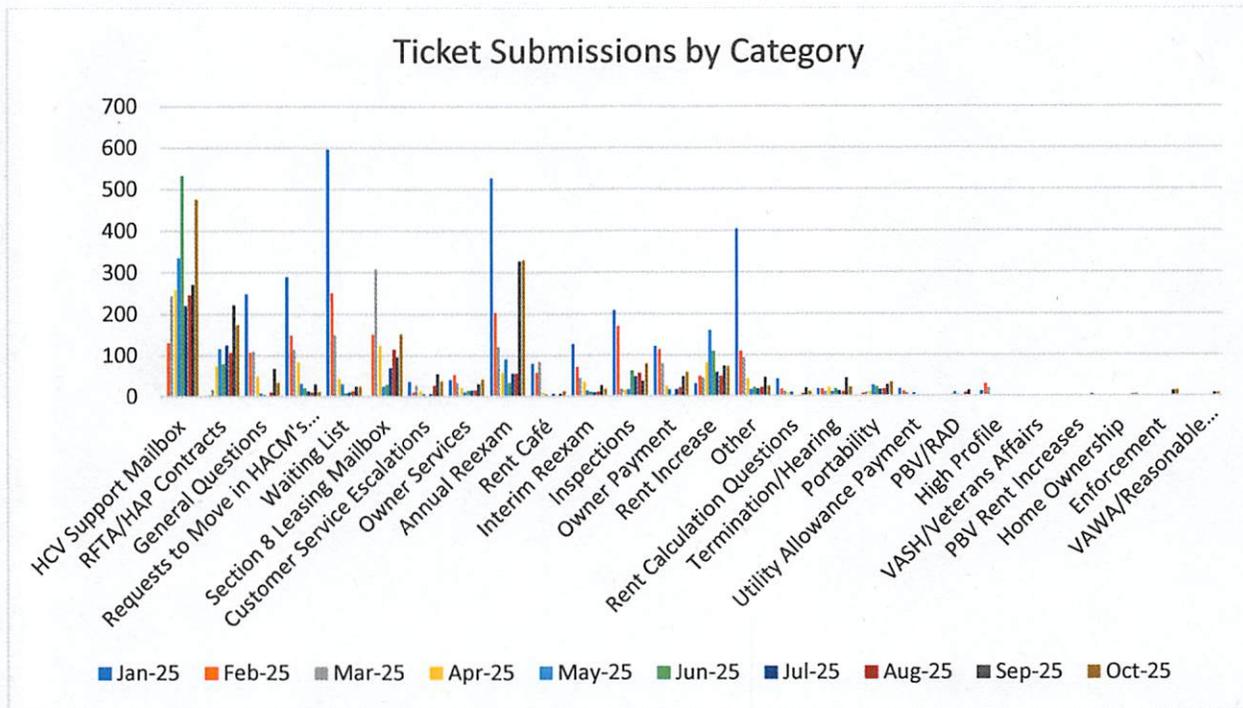


Handled Conversations by Direction by Weekday



While CVR created 6,042 tickets in CVR's Ticketing System during the first quarter of 2025, averaging 2,000 tickets per month and 2,852 tickets during the second quarter of 2025, averaging 951 tickets per month, which shows a drastic decrease in the number of inquiries submitted to the ticketing system for follow up. CVR received 1,628 tickets in the month of October 2025, which represented an increase in the number of tickets received in October. Annual recertifications, owner payments, and Requests for Tenancy Approval (RFTAs) and HAP Contracts represented the largest increases.

Ticket Submissions by Category



CVR analyzed data relative to the late recertifications to determine if extending payments from a paying 50058 beyond 15 months is a viable option to minimize impact to landlords while CVR works through the recertification backlog. CVR determined that this was a viable option and extended payments for more than 500 tenants in October of payments that were not previously paid due to the late recertification backlog.

LAB IN-PERSON ASSISTANCE

CVR's team continues to hold lab hours each Wednesday for applicants and participants to receive in-person assistance in morning and afternoon sessions. On average, 20-25 persons are assisted in each session. The main reasons for assistance include:

- Rent Café credential resets
- Assistance in completing the annual recertification process

CUSTOMER SERVICE LOBBY

CVR explored ways to further its operations and tracking of in-person assistance requests and developed custom lobby check-in webform that was loaded onto a kiosk in the main lobby, where visitors will check themselves into the lobby upon arrival, providing brief information about who they are and the reason for their visit. The system tracks their time of check in, reason for visit, assistance times, and links to CVR’s Reception Tool for the customer service representatives to use to receive a preview of the reason for the visit. As data is continued to be tracked, it will continue to provide valuable insight into data-driven needs. CVR began fully utilizing this kiosk on September 29th, 2025.

Housing Authority of the City of Milwaukee
Rent Assistance Department

Visitor First Name
Enter your first name

Visitor Last Name
Enter your last name

Visitor Email
Enter your email
by completing this form, you may receive a survey asking for feedback on your experience

Visitor Type
Select visitor type...

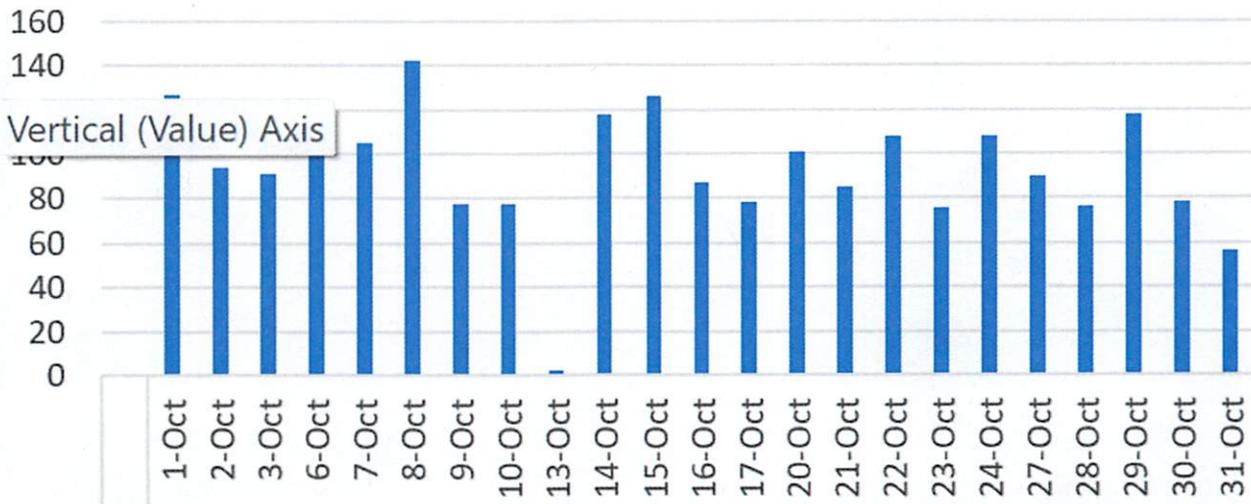
Visit Type
Select visit type...

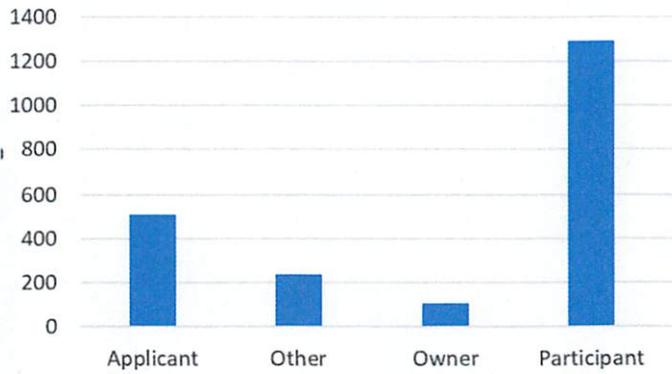
Reason for Visit
Select reason for visit...

Check in

Reset Form

The chart below represents visitor information for October 2025. Out of 2,138 visitors for the month, an average of 97 visitors per day, 60% of visitors reported they were participants, 24% were applicants, 5% were owners/property managers, and 11% were other visitors.





Visitor Type	Visit Type	Reason for Visit	#
Applicant	Lab Assistance - Wednesday Only	Annual Recertification	42
		Document Drop	5
		Interim Request	5
		Lab Assistance	11
		Other	12
		Password Reset Assistance	1
	Walk-In	Annual Recertification	62
		Document Drop	102
		Document Pickup	25
		Interim Request	27
		Landlord / Tenant Issues	6
		Move Request	11
		Other	173
		Password Reset Assistance	11
		Rent Portion Review	11
		Termination	2
Other	Lab Assistance - Wednesday Only	Annual Recertification	8
		Document Drop	2
		Document Pickup	2
		Lab Assistance	1
		Other	4
		Password Reset Assistance	1
		Rent Portion Review	1
	Walk-In	Annual Recertification	37
		Document Drop	54
		Document Pickup	25
		Interim Request	14
		Landlord / Tenant Issues	8

		Move Request	7
		Other	59
		Password Reset Assistance	6
		Rent Portion Review	6
		Termination	3
Owner	Lab Assistance - Wednesday Only	Annual Recertification	2
		Document Pickup	1
		Interim Request	1
		Lab Assistance	1
	Walk-In	Annual Recertification	8
		Document Drop	17
		Document Pickup	6
		Interim Request	6
		Landlord / Tenant Issues	30
		Move Request	2
		Other	25
		Password Reset Assistance	2
		Rent Portion Review	3
Participant	Lab Assistance - Wednesday Only	Annual Recertification	115
		Document Drop	5
		Document Pickup	2
		Interim Request	1
		Lab Assistance	6
		Landlord / Tenant Issues	1
		Move Request	3
		Other	11
		Password Reset Assistance	1
		Termination	1
	Walk-In	Annual Recertification	231
		Document Drop	334
		Document Pickup	85
		Interim Request	37
		Lab Assistance	1
		Landlord / Tenant Issues	43
		Move Request	49
		Other	284
		Password Reset Assistance	9

	Rent Portion Review	41
	Termination	30

To ensure that there is proper security guard coverage in the main lobby, CVR coordinated with HACM, HACM's Public Safety Department and the third-party security guard company to amend the lobby hours at 5011 W. Lisbon effective October 1, 2025 to 9:00am – 4:30pm Monday through Friday. CVR also coordinated with HACM to update the website in advance of the lobby hour change, updated the call center IVR, and placed notices on the lobby doors to alert visitors of the upcoming change.

INTAKE AND LEASING

Due to HACM being in shortfall, only Project-Based Voucher (PBV) units, administered port-ins, and VASH referrals are actively being housed. CVR continues to work with HACM and HUD representatives on scheduled calls to coordinate next steps and planning.

HACM Partnership Properties

During October, all the units brought back online for Maskani passed inspection. Maskani had a total of 7 move-ins for the month and currently has enough approved referrals to cover all the vacant two-bedroom units. We look forward to opening waitlists for Riverwest and MLK in the near future. Riverwest currently has one open unit for which we are awaiting a referral. 2 move-in discrepancies have been corrected, one at Prairie and one at McKinley.

HACM Properties

Currently, we have Merrill, Holton, Becher, and Highland Gardens accepting referrals, in addition to WL foster units. In October, we received 12 referrals for Foster Youth, of which four were approved. Highland Gardens requested 10 referrals; as a result, 20 applicants were pulled from the waiting list. 7 move-ins were processed for HACM this month.

PBV Wait List Applicants – On the List

Property	1br	2br	3br	4br	5br
Becher Court	3,825	1,560	N/A	N/A	N/A
Becher Terrace (Referrals)	N/A	N/A	N/A	N/A	N/A
Carver Park	N/A	N/A	11,374	1,540	785
Cherry Court	4,410	N/A	N/A	N/A	N/A
Convent Hill	5,880	N/A	N/A	N/A	N/A
Highland Gardens	9,527	2,625	N/A	N/A	N/A
Holton Terrace	4,190	N/A	N/A	N/A	N/A
Lapham Park	3,263	1,266	N/A	N/A	N/A
Maskani Place (Referrals)	N/A	N/A	N/A	N/A	N/A
McKinley School (Referrals)	N/A	N/A	N/A	N/A	N/A

McAuley Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Merrill Park	4,073	N/A	N/A	N/A	N/A
Olga Village	4,160	1,315	N/A	N/A	N/A
Prairie Apartments (Referrals)	N/A	N/A	N/A	N/A	N/A
Scat Sites	N/A	11,299	4,104	1,134	224
United House (Referrals)	N/A	N/A	N/A	N/A	N/A
Victory Manor	6,029	N/A	N/A	N/A	N/A
Water Tower View (Referrals)	N/A	N/A	N/A	N/A	N/A
West Lawn	8,074	5,451	3,462	1,040	204
Riverwest (Referrals) Pending WL set up	N/A	N/A	N/A	N/A	N/A
MLK (Referrals) Pending WL set up	N/A	N/A	N/A	N/A	N/A

Move Activities	Received
HCV RFTA	86
PBV RFTA	21

Rent Increases

Rent Increases Pending Completion	
Month Effective Date	Pending
July 2025	1
August 2025	0
September 2025	11
October 2025	30
November 2025	26
December 2025	5
January 2026	2
February 2026	2

CONTINUED OCCUPANCY

Our team is working diligently to resolve discrepancies, ensure compliance with program requirements, and, most importantly, to make families whole in situations where they were negatively impacted by prior errors. In September, we noted our first reduction of recertifications due and October furthered this progress on getting recertifications caught up.

Recertifications	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Beginning Bal [Late]	616	1014	1254	1374	1459	1752	1925	2022	2275	2243
Reexams Due*		529	579	595	703	568	522	644	531	494
Processed Current**	228	280	89	35	12	13	7	8	71	106
Processed Late			335	455	388	377	407	365	314	432
Processed Future			12	6	1	0	0	3	33	44
Processed as 9-Search	27	9	23	14	9	5	11	15	29	19
Processed EOP									116	71
Ending Bal	1014	1254	1374	1459	1752	1925	2022	2275	2243	2065

Interims	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Processed	47	155	362	364	302	351	270	289	53	61

Moves	25-Jan	25-Feb	25-Mar	25-Apr	25-May	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Transfer Moves	53	56	33	50	34	54	51	22	40	56
New Admissions	32	15	40	20	15	10	33	43	25	20
Port Ins	4	3	7	6	0	7	7	1	3	7
Port Outs	2	3	4	19	8	10	6	14	21	4

VETERANS AFFAIRS

Ongoing issues are being addressed weekly using joint spreadsheet from Veterans Affairs; updated and forwarded to lead VA Case Manager every Monday with updates. CVR participates in ongoing Bi-weekly Meetings on Wednesdays to discuss issues for resolution.

Program - Veterans Affairs	Totals	Comments
- National Soldiers Homes	75	LATE -24
- Vets Manor (PBV)	18	LATE - 6
- VASH	186	LATE - 18
- Vets. Manor (PBV VASH)	13	LATE - 3
- Searching	7	
- VO to be issued	5	

HOMEOWNERSHIP

Program - Homeownership		
- RECERTS - LATE	44	4 ITT
- CLOSING	1	9/1/2025

FAMILY SELF-SUFFICIENCY RECONCILIATION

Below is a summary of the FSS Reconstruction project, with 194 cases reported as enrolled at the inception

- As of 10/31, 65 cases remain to be reconstructed, most of which are PBV cases which have reported Yardi issues that the staff is coordinating with a Yardi representative to correct in the system.

ENFORCEMENT

The work continues relative to unreported income cases.

112 cases reviewed:

- 55 calculations were completed. Letter has been emailed to the client, and they are waiting on instructions to sign repayment agreement.
 - CVR has started working on preparing the repayment agreements for those who have a balance owed less than \$5,000.
 - If over \$5,000, clients will need to reduce the balance down to \$5000 or less in order to enter into a repayment agreement.
- 37 clients were re-instated in the program. No repayment agreement is necessary.
 - Letter has been emailed to the client and uploaded to Yardi.
 - Notice from Yardi has been cancelled.
- 18 cases to work on repayment agreement. Accounts were already reviewed, clients were called, emails were sent requesting employment verifications/ unemployment and or SS award letters.
 - 11 need EIV/IVT report pulled
 - Clients were called, follow up with emails requesting information from the client and provided a deadline.
 - Employment verifications went out to employers.
 - Notes added in Yardi and CVR tracker.
 - As of today, 213 mail items have been received and uploaded to Yardi.
- 2 cases have been terminated.

There were 8 Reasonable Accommodation requests received. Two were denied, one was approved, and 5 are pending additional information from a medical professional.

Hearing Activity

Tasks	Totals
Hearing Requests Received	142
ITT Rescinded (Request not warranted)	33
Hearings Scheduled	0

Terminations Overturned by Hearing	0
Final Terminations Processed	1

Summary:

Hearings will now be held over the course of the month due to the large number of Unreported Income letters that have been sent to participants, in addition to the normal ITT letters mailed for various reasons.

QUALITY CONTROL

During October 2025, a total of 475 quality control file reviews were completed. Areas found to be deficient are under ongoing observation to guide future training initiatives.

Continuous training sessions focused on file review procedures are delivered to strengthen staff understanding of common errors, appropriate correction methods, and the overall review process.

100% File Review: 2022 – 2023

In October 2025, NKA Contractors, LLC successfully completed 1,802 file reviews, surpassing their monthly goal of 1,000. They remain on track to complete all remaining reviews by the December 31, 2025, deadline.

PROJECT-BASED VOUCHERS RECONCILIATION

CVR completed additional reconciliation analysis in May 2025 relative to reconciling the records for the Project-Based Voucher program. This analysis and reconciliation is ongoing. Late recertifications are being processed for all properties.

Property Name	Total Discrepancies Found	Total Discrepancies Resolved	Comments
Becher Court RAD PBV	125	125	Reconciliation Complete
Becher Terrace	26		Awaiting additional information from the property manager
Carver Park Town Homes RAD	51	50	One discrepancy pending
Cherry Court PBV and RAD	123	114	9 discrepancies pending, including one retroactive move in
Convent Hill RAD	51	44	7 retroactive move ins pending
Highland Gardens PBV and RAD	64	64	Reconciliation Complete
Holton Terrace RAD PBV	124	118	6 discrepancies pending, including one retroactive move in
Lapham Park PBV and RAD	9	1	8 retroactive move discrepancies pending
Maskani Place Project Based	0		Leasing to begin in September 2025
McAuley Project Based	3	3	Reconciliation Complete
McKinley School Apartments	0	0	Reconciliation Complete

Merrill Park RAD	104	96	8 discrepancies pending, including one retroactive move in
MLK Library PBV	0		Pending HAP Execution
National Soldiers Home	18		Reconciliation Pending
Olga Village RAD	37	36	1 discrepancy pending
Prairie Apartments Project Based			Rent roll received. Review in progress. Follow up sent to PM to resolve discrepancies.
Riverwest PBV	0	0	Pending HAP Execution
Scattered Sites I RAD	24	22	2 discrepancies pending, including one retroactive move in
Scattered Sites II RAD	23	20	3 discrepancies pending
Scattered Sites Project Based	1		Pending Reconciliation
Surgeons Quarters Project Based	1		Reconciliation Pending
United House Project Based	0	0	Reconciliation Complete
VASH Veterans Manor Project Based	7		Reconciliation Pending
Veterans Manor Project Based	4		Reconciliation Pending
Victory Manor RAD	65	54	11 retroactive move in discrepancies pending
Water Tower View Project Based	8	8	Reconciliation Complete
Westlawn Gardens PBV and RAD	158	146	12 retroactive move ins pending
Westlawn Gardens Scattered Sites RAD	17	12	5 discrepancies pending correction
Westlawn Renaissance III RAD PBV	98	83	15 discrepancies pending, including 9 retroactive move ins pending
Westlawn Renaissance IV PBV and RAD	13	6	7 discrepancies pending, including 6 retroactive move ins
Westlawn Renaissance V PBV and RAD	38	27	11 discrepancies pending, including 5 retroactive move ins
Westlawn Renaissance VI RAD PBV	125	12	113 discrepancies pending, including 4 retroactive move ins
Westlawn Renaissance VII PBV and RAD	88	69	19 discrepancies pending, including 17 retroactive move ins
TOTAL	1405		

The review of the non-HACM properties were placed on hold to prioritize Westlawn reconciliation, per HACM request. CVR has not been successful in receiving any response from Dave Steward with Prairie Apartments. Multiple email follow-ups were sent. The last response received was on 07/22/2025.

As of 09/29/2025, the focus was shifted to focus only on cases for all properties that have not been processed for moved in. Reconciliation for cases that are already moved in that have discrepancies will resume once all other move in cases have been reviewed and processed.

- Completed 28 move-ins since 24 payouts will be made in November totaling \$116,689.00
- Conducted 13 inspections
- Weekly meetings with Westlawn leadership to assist with obtaining missing documents such as the Tenancy Addendum and RFTA.
- Bi-Weekly meetings conducted with all properties regarding missing documents.
- Property managers are directly going to the units for unresponsive families and Public Safety will also go out to assist. RAP staff are calling and emailing families for missing documents.
- RAP will send out withdrawal notices to non-compliant families, property management has been made aware.
- Meeting held with Anissia Robertson at the RAP office with Tina, Marlena and Patrita to work on best practices to have assistance on collecting missing information to complete recertifications and the reconciliation project.
- Instituted assistance from the corporate team to help review accounts for missing documents and update the tracker for this project.

FINANCE

WE Energies

All past WE Energies payments have been applied by WE Energies and new URP recipients are converted to WE Energies after the first check is processed. WE Energies provides account numbers for all newly tenants to their list and they are updated before the next check run. This process seems to be running very smoothly at this time.

BDO Monthly Activity Summary – September 2025

- Bank Reconciliations:
Section 8 Vouch Program has been reconciled through September 2025. Please note - there are deposits in transit and outstanding checks on the reconciliation dating back to 2021 and we recommend that they get cleaned up before the 12/31/2025 year end.

VMS Reporting and RNP Calculation – HCV & EHV

- The September VMS was submitted on 10/22/2025. CVR provided us with the most up to date VMS reports out of Yardi for each month from January 2025 thru September 2025. PMCs were made in the VMS for each month to agree to those updated Yardi VMS reports.
- Per the Two-Year Tool, WI002 Housing Authority of the City of Milwaukee's RNP (Restricted Net Position) for the HCV and EHV programs agrees with HUD's calculated RNP amount through September 2025. With the results of September 2025 input, the Two-Year Tool is projecting a shortfall of \$17,342 or 0.0% of ABA.
- HCV - RNP as of September 2025 was calculated to be a positive \$1,093,361 and is an increase from the \$387,345 calculated for August 2025.
- EHV - RNP as of September 2025 was calculated to be a positive \$31,259 and is an increase from the \$21,710 calculated for August 2025.

OWNER SERVICES

Approximately 50 checks are still being printed for landlords, mortgage companies and other housing authorities.

CVR continued to send out its HACM Monthly Newsletter and held its Monthly Virtual Owners meeting for all landlords in October 2025. Topics such as the new inspection standard - NSPIRE, rent increases and late recertifications were discussed.

RENT CAFÉ/YARDI VOYAGER

CVR attends weekly meetings with Yardi representatives relative to Yardi and Rent Café configurations and troubleshooting. CVR worked with the Yardi and Rent Café representatives to:

- Troubleshoot letter generation issues in Rent Café for recertifications.
- LL rent increases are beginning to come in through the portal
- Landlords will need additional information on completing the rent increase process in Rent Café.

In addition, work continues with the Rent Café representative on preparing the following workflows in Rent Café.

- Online Tenant Briefing
 - CVR reviewed the current briefing presentation and CVR's video development team is developing a new HCV Tenant Briefing video that will be imbedded in this process
 - CVR is also developing a PBV Tenant Briefing video; however, it will not be housed in Rent Café as these participants do not receive vouchers so they are briefed separately
- RFTA Submission
- HAP Contract Execution

INSPECTIONS

Effective October 1, 2025 NSPIRE inspections went into effect and replaced the prior Housing Quality Standards (HQS).

The following tables reflect the various inspection statistics for the month of October 2025. For the period from October 1 to October 31, 2025, the inspection data will be presented in the summaries that follow. The report will compare current and previous quantities for each inspection result, offering insight into trends and performance changes over the specified timeframe.

Results	Current		Previous	
	Quantity	Percent	Quantity	Percent
Pass	295	41.43%	330	49.48%
Fail	314	44.10%	273	40.93%
No Show	94	13.20%	62	9.30%
Vacant	9	1.26%	2	0.30%
Uninhabitable	0	0%	0	0%

Series Types

Inspection Series Type	Quantity	Percent	Quantity	Percent
Annual	434	60.96%	394	59.07%
Initial	152	21.35%	142	21.29%
Quality Control	56	7.87%	94	14.09%
Complaint	59	8.29%	33	4.95%
Miscellaneous	11	1.54%	4	0.60%

Inspection Types

Inspection Type	Quantity	Percent	Quantity	Percent
Annual	176	24.72%	156	23.39%
Re-inspection	197	27.67%	154	23.09%
Initial	110	15.45%	119	17.84%
Complaint	10	1.40%	38	5.70%
Emergency Re-inspection	118	16.57%	116	17.39%
Emergency	79	11.10%	67	10.04%
QC	17	2.39%	14	2.10%
Additional Repairs	5	0.70%	3	0.45%

Inspectors

Inspector	Quantity	Percent	Quantity	Percent
Mellena Hoppe	30	4.22%	21	3.15%
Ryan Kinsella-Alba	253	35.58%	312	46.78%
Tony Smith	416	58.51%	329	49.33%
Stephen Fendt	12	1.69%	5	0.75%

Late Inspections

Late inspections are identified by comparing the scheduled due date—established as part of the biennial inspection cycle—with the actual date the inspection was completed. If an inspection occurs after its assigned window within the two-year period, it is considered late. Tracking these occurrences ensures that facilities adhere to regulatory timelines and helps quantify process gaps for improvement. Such determinations typically rely on a review of inspection logs, scheduling records, and compliance tracking systems to verify whether inspections align with their mandated schedule.

There are six (6) late inspections reported during this period.

Enforcement

The enforcement score provides a measure of timely follow-up on failed inspections. The average inspection enforcement rate for Q3 is 99.25% compared to the average of 99.75% for Q2. The figure indicates that follow-up actions were generally timely in Q2 and Q3.

The accompanying data table details inspection activity for Q3, outlining the total number of inspections and their status within that period. In Q3 there were 267 inspections receiving a fail rating. Out of these, only eight (8) inspections were marked as closed. The overall enforcement scores 99% or higher indicate adherence to regulatory timelines and timelier follow-up on inspection failures.

	Q3 Total	Q2 Total	Q1 Total
Total Inspections:	275	435	252
Closed:	8	35	10
	267	400	262

	Compliant	Compliant	Compliant
Extension	0	0	6
Passed within 30 days	178	254	135
Re-inspected within 30 days	87	145	88
	265	399	229

	Not Compliant	Not Compliant	Not Compliant
Emergency follow up not performed on time	2	0	5
Not re-inspected within 30 days	0	1	8
	2	1	13

Score:	99.25%	99.75%	87.40%
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Abatement Counts

CVR determined abatement of HAP in cases where the property owner or agent did not maintain Housing Quality Standard (HQS). This month, **39 abatements** were approved with effective date

11/1/2025 (38 total) and retroactive dated going back to 10/1/2025 (1 total). This suggests that potential abatements for 10/1 and prior may not have been entered promptly, or results were not updated prior to the month-end cutoff. Additionally, one (1) abatement was closed following successful inspection outcome.

Customer Service Inspection

Looking at the conversations related to HACM Inspections (English), there were 1,123 conversations in total, of which 103 were abandoned. This translates to a relatively low abandonment rate, reinforcing the observation that service accessibility and responsiveness have improved. Collectively, these figures point to ongoing enhancements in operational performance and customer experience within the inspection services.

Conversations including Abandoned

Queue	Conversations including Abandoned	Abandoned Conversations	Handled Conversations	Average Talk Time	Conversation Talk Time
HACM - Inspections (English)	1,295	156	1,074	03:22	2 days, 16h 27:37
HACM - Inspections (Spanish)	8	2	5	06:29	38:52

Queue	Abandoned Conversations	Abandoned under 15 Sec	Abandoned under 30 Sec	Abandoned under 45 Sec	Abandoned under 60 Sec	Avg Abandon Time
HACM - Inspections (English)	156	23	32	41	47	05m 07s
HACM - Inspections (Spanish)	2	0	0	0	0	05m 38s

BARRIERS

CVR has requested PIC/EIV access for its users starting in December 2024. To date, there are still several staff members that do not have the appropriate access.

Respectfully submitted by: Tracey Sheffield
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