



# MEMORANDUM



**DATE:** November 7, 2019  
**TO:** Board of Commissioners  
**FROM:** Anne Cook *ac*  
**SUBJECT:** 2019 Resident Holiday Credits

The scoring criteria and award levels used for last year's Resident Holiday Credits are:

## Scoring Criteria

1. Payments – in full, on time
  - A. Payments made in full and on time without fail 10
  - B. Not on time 1 – 2 times 8
  - C. Not on time 3 – 4 times 6
  - D. Not on time 5 – 6 times 4
  - E. Not on time 7 or more times 2
  
2. Inspections – no damage beyond normal wear and tear; no housekeeping issues
  - A. No housekeeping issues or damages; full compliance 10
  - B. Minimal housekeeping issues or damages brought into compliance 7
  - C. Repeated housekeeping issues or damages brought into compliance 4
  - D. Out of compliance 1
  
3. Updated information – provided timely, voluntarily, or upon request
  - A. Provides updated information within 30 days 10
  - B. Provides updated information within 31-60 days 7
  - C. Provides updated information within 61-90 days 4
  - D. Provides updated information in more than 90 days 1
  
4. Neighbor complaints – no actionable complaints
  - A. 0 actionable complaints 10
  - B. 1 – 2 actionable complaints 7
  - C. 3 – 4 actionable complaints 4
  - D. 5 or more actionable complaints 1

**Award Levels**

\$150	36 – 40 points
\$125	32 – 35 points
\$100	28 – 31 points
\$ 75	24 – 27 points
\$ 50	19 – 23 points
\$ 25	18 or less

Based on these performance measures, preliminary review indicates that approximately 86% of the households on Tribal Lands will receive a first award, 5.5% will receive a second tier award, 5.5% will receive a third tier award, 1% will receive a fourth tier award, and 2% will receive a fifth tier award. If all households were to achieve the maximum award, the total value of this year's credits would be \$13,650.

**Proposed motion:**

*I move to award a holiday credit to each household on Tribal Lands on the December 2019 billing statements, to be paid from program and non-program funds, in an amount to be determined by the scoring criteria and award levels presented.*