



MEMORANDUM



DATE: October 29, 2020
TO: Board of Commissioners
FROM: Anne Cook *ac*
SUBJECT: 2020 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

Due to COVID-19, it is recommended that compliance with “Payments” and “Inspections” performance measures be excluded for the period April 2020 - September 2020. With this adjustment, preliminary review indicates that approximately 92% of the households on Tribal Lands will receive a first or second tier award, 3.5% will receive a third tier award, and 4.5% will receive a fourth or fifth tier award. If all households were to achieve the maximum award, the total value of this year’s credits would be \$12,900.

Proposed motion

I move to award a holiday credit to each household on Tribal Lands on the December 2020 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.