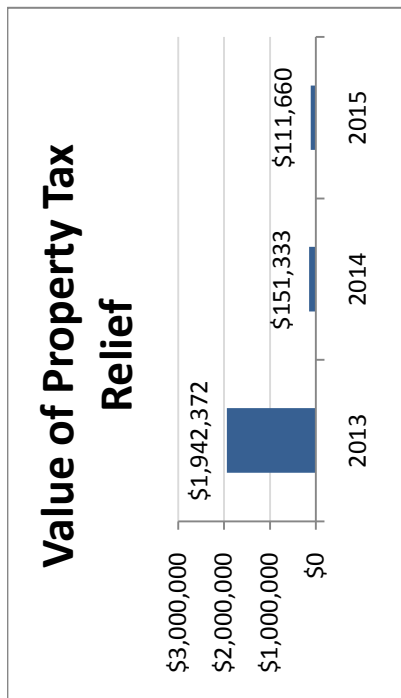


Housing & Property Results Based Accountability Summary



HOUSING & PROPERTY OUTCOME:
Flood impacted citizens have returned to their residence or business property.

DEFINED SERVICE USERS: Stabilizing housing and reconstruction needs of citizens and business owners whose properties were impacted by the 2013 flooding.



*Note: 2015 numbers are ongoing

HEADLINE PERFORMANCE MEASURES

- # of waivers processed by waste and recycling
- # of fees waived by water services
- # of property tax relief accepted applications
- \$ value of property tax relief in 2013/2014/2015

PARTNERS WHO HELPED US:

Assessment , ATCO, Canadian Red Cross, Calgary Emergency Management Agency, Chamber of Commerce, Community & Neighbourhood Services, Customer Service & Communications, ENMAX, Government of Alberta, Information & Infrastructure Services, Finance, Planning Development & Assessment, Water Resources, Waste & Recycling Services

WHAT ARE WE DOING WITH RECOVERY?

1. Incorporate lessons learned into operational planning
2. Transition outstanding property files to Planning Development & Assessment
3. Continue to support Citizens and partners with grant and funding programs
4. Continue to submit to DRP for reimbursements specific to property tax relief
5. Continue to work with GOA with regards to infrastructure projects, reimbursements and funding

STORY BEHIND THE MEASURES

- Other municipalities are asking for guidance on how quickly we were able to get residents back into their homes after the flood
- Supports to citizens occurred in various formats such as: website, open houses, letters and face to face visits
- A number of citizens continue to be impacted with their properties not habitable or part of buyout program
- Frequent meetings with Government of Alberta representatives helped to speed up the Disaster Recovery Program (DRP) process for Calgarians
- Only 25 of businesses failed as a result of impacts to the floods
- Meetings continue with our insurers with regards to claims and future insurance