

OFFICE OF HOUSING AND CONSTRUCTION STANDARDS

INFORMATION NOTE

DATE: July 29, 2014

PREPARED FOR: Honourable Rich Coleman, Minister

ISSUE: Monthly morning closure of Residential Tenancy Branch (RTB) offices to support business transformation

BACKGROUND:

- Modernizing RTB services is a priority in the provincial housing strategy, "Housing Matters BC", and in the Ministry's Service Plan.
- The proposed business transformation is necessary to address significant service delivery challenges and meet the evolving demands of landlords and tenants.
- Given the significant scope of business transformation and the number of activities underway to improve service delivery to citizens, monthly all-staff meetings are critical to help ensure there is adequate planning, preparation and training.

DISCUSSION:

- The involvement and training of all RTB staff is critical to effectively support technological and service delivery changes. Staff are unable to absorb additional training within current work schedules.
- A short office closure monthly would not significantly affect wait times for phone or counter service. There would be no impact on wait times for hearings as arbitrators already use this time for monthly meetings.
- Analysis of RTB service data showed that the last week of the month was consistently and significantly slower than the rest of the month.

CONCLUSION:

- Beginning November 2014 RTB will close all offices for the morning, on the last Tuesday of each month, so staff can participate in branch wide meetings and professional development to support service delivery improvements.

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