

RENTAL RESCUE'S A.R.M.O.U.R.

ASSESSING STRONG
COMMUNITY PARTNERS
CHECKLIST

DATE: Sept 5, 2025





Overview

At Rental Rescue, we believe strong partnerships are essential to addressing Canada's current housing crisis. Just like any great superhero team, the strength of our allies matters. That's why we built Rental Rescue's A.R.M.O.U.R. — a practical framework to help us assess the readiness, reliability, and alignment of potential community and non-profit partners.

A.R.M.O.U.R. stands for:

- Accountability
- Resources and Asset Management
- Mission Alignment
- Operational Health
- Urgency
- Required Documents

We use A.R.M.O.U.R. during our partnership review process to ensure that every potential collaborator is aligned with our values, capable of delivering meaningful outcomes, and ready to respond to the housing crisis with urgency and integrity. However, we can be flexible with our application of these criteria, depending on the age and size of the organization; not to deter new non-profits from contacting us.

This tool helps us determine not only who we partner with but also how we can support them best, ensuring every project we take on together is built for impact, sustainability, and equity.



Accountability

Governance Accountability

1. Does the board have a recruitment plan to fill vacant positions?
2. Does the board have a vast range of skills and expertise?
3. Does the board provide appropriate legal and financial oversight, property, asset and risk management, and insurance?
4. Do board by-laws and policies comply with provincial legislative requirements?
5. Is the executive reporting to the board at least semi-annually?

Financial Accountability

1. Does the organization have a reserve fund?
2. Will the forecasted amount of capital reserve funds be adequate to complete long-term planned capital work, according to the capital plan?
3. Is there a clear breakdown of their funding model?
4. In terms of revenue and expenses, is the organization financially viable over the next 10+ years?
5. Is the current level of revenue able to pay for expenses, and is this source of revenue consistent and stable?
6. Other than property mortgages, does the organization have outstanding loans or debt?



Resource and Asset Management

1. Does the organization have an approach to capital planning/asset management? If so, how is it reviewed or evaluated?
2. Does the executive/board review actual vs. budgeted financial statements for their properties?
3. Are properties well-maintained?
4. Has the organization identified concerns or received health and safety complaints or other serious occurrences (e.g. property standards order, fire code report/fines, elevator breakdowns, etc.)?
5. Are properties in distress? (significant arrears, high vacancy rates, liens/legal proceedings tied to property)
6. What is the turnover rate for units under management/ownership?
7. If there are arrears, are they increasing, decreasing or neutral?
8. Has the organization received any recent or severe by-law infraction orders or frequent complaints?
9. Does each property under management have a current BCA report (within the last 10 years)?
10. Are appropriate levels of insurance in place?



Mission Alignment

1. Does the organization have a strategic plan? If so, is it aligned with Rental Rescue's goals and objectives?
2. Is the organization currently offering units at or below the region's MMR? If so, at what percentage? If so, what percentage of units are marked as affordable?
3. Does the organization serve a priority group outlined by CMHC?
4. How does the organization choose tenants?
5. Is growth and development part of the organization's long-term/strategic goal?

Operational Health

1. Is the organization positioned to meet the challenges it wishes to address in the housing sector?
2. Has the board/executive team reviewed staff/property management and performance in the last 3 years? (if applicable)
3. Is there a clear organizational structure outlining roles and responsibilities?
4. How is the organization incorporating residents' housing stability into operational planning and policies? (e.g. eviction prevention, tenancy support, education, mediation)
5. What resources are used/needed for supporting tenancies?



Urgency

1. Does the organization recognize the urgency of the housing crisis?
2. Does the organization have clients/individuals they are trying to house?
3. Does the organization have a financial and operational need that Rental Rescue can provide?

Required Documents

- Organization By-laws
- Any board governance policies
- Financial statements (for more recent 2 years, if applicable)
- Background Bios for Board members and the Executive team

Recommended Documents

- Strategic Plan
- Business Model or Corporate Framework
- Any property management reports
- Capital Plan