



# Operational Review: What's New?

## New Framework

The Operational Review is [the primary assessment tool](#) for understanding the performance, risk, and governance capability of Providers.

Through this [collaborative](#) process, BC Housing works with Providers to identify existing strengths and opportunities for improvement, by assessing the degree to which Providers meet BC Housing's standards in [4 Core Areas](#).



Evaluation of the Core Areas is based on “Elements”, each with [specific assessment criteria](#) used to determine if a Provider is meeting BC Housing's minimum requirements.

## New Process

2021 - In consultation with Providers, BC Housing began to reform and refine the Operational Review process. The consultation revealed important gaps and prompted the creation of a new and improved [multi-step review](#) process.

## New Platform



PartnerHub is the online software platform used to conduct the Operational Review process. PartnerHub [facilitates communication](#) between Providers and Portfolio Managers and fosters a more collaborative, streamlined, integrated and efficient Operational Review process.

[Comprehensive training](#) materials, resources, and a dedicated Support Team have been created to support you with the new Operational Review framework, process, and software platform.

Questions?



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# Timeline of an Operational Review

