



MEMORANDUM

DATE: October 30, 2025
TO: Board of Commissioners
FROM: Anne Cook *ac*
SUBJECT: 2025 Resident Holiday Credits

The scoring criteria and award levels used for this 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. Inspections – kept scheduled inspection appointments
 - A. Kept scheduled appointment or rescheduled 1 time 10
 - B. Rescheduled 2 times 7
 - C. Rescheduled 3 times 4
 - D. No show 1

4. Updated information – provided timely, voluntarily, or upon request
 - A. Within 30 days 10
 - B. 31-60 days 7
 - C. 61-90 days 4
 - D. More than 90 days 1

- 5. Lease and common scheme violations – no violations
 - A. No violations 10
 - B. 1 – 2 violations 7
 - C. 3 – 4 violations 4
 - D. 5 or more violations 1

- 6. Neighbor complaints – no actionable complaints
 - A. No actionable complaints 10
 - B. 1 – 2 actionable complaints 7
 - C. 3 – 4 actionable complaints 4
 - D. 5 or more actionable complaints 1

Award Levels

\$250	54 – 60 points
\$125	48 – 53 points
\$100	42 – 47 points
\$ 75	36 – 41 points
\$ 50	30 – 35 points
\$ 25	29 or less

Based on these performance measures, preliminary review indicates approximately 81% of households on Tribal Lands will receive a first tier award, 12% will receive a second tier award, 4% will receive a third tier award, and 3% will receive a fourth tier award. If all households were to achieve the maximum award, the total value of this year’s credits would be \$23,750.00

Proposed motion

I move to award a holiday credit to each household on Tribal Lands on the December 2025 billing statements in an amount to be determined by the scoring criteria and award levels presented.