



RECORDS MANAGEMENT POLICY

A Records Management Policy outlines your corporation's processes and procedures for records management. Under the terms of your Rent-Geared-to-Income (RGI) Service Agreement with the City of Toronto, you are required to comply with certain records management criteria. In addition, the Housing Service Act (HSA) has rules about keeping records.

Record Management Steps:

1. Co-op staff will maintain all documents pertaining to each household and be responsible to keep all the files in order.
2. All information will be secured in a filing cabinet located in the housing administrator office and be locked at the end of each work shift
3. Each member will have a file folder which will include original copy of the lease, co-op application, correspondence between office and unit, etc.
4. All Information pertaining to the site will have an individual folder with a label stating contractor's name, payee, correspondence, etc.
5. Board of Directors, Co-op staff, Auditors, and City of Toronto staff will have access to all filed pertaining to the co-op only.
6. Co-op staff, Auditors, and City of Toronto staff will have access to members file. Member will have access only to their own file.
7. The Board of Directors are the only ones that can provide authority to destroy any information pertaining to the co-op. Housing providers should dispose of confidential records by
 - shredding or destroying the information
 - sending the records to a company that specializes in getting rid of confidential.

RGI UNIT CHECK LIST

RGI files MUST BE kept separate from Occupancy files.

Housing Provider must have a checklist for each RGI file so that it contains the following items:

- A chart or docket for keeping track of what you have done and when you did it. This will help ensure that you follow the correct procedures.
- The initial RGI application form including
- a *consent form* **signed by all** people in the household 16 years of age or older,
- a completed income and assets form,
- complete documents to verify income and assets, and
- a rental history record.
- Documents to verify each member's status in Canada (this should be reconfirmed annually).
- A completed occupancy agreement signed by every household member 16 years of age or older.
- A written record of any opportunity to comment.
- A written record of any internal review.
- RGI Rent calculation sheet, Mid-Year or Annual Review
- All notices of annual income and asset reviews (done annually).
- All completed annual income and asset review forms including proof of income documents (done annually).
- All notices of rent/housing charge changes (done annually).
- All correspondence to and from member of households.
- There is an Exemption to *Special Priority household* feels that they may be at risk if they attempt to obtain documents to verify their income or family composition, the housing provider cannot require the documents.

Your Records Management Policy must also ensure that you are in compliance with the HSA and the RGI Service Agreement with the City of Toronto. You must keep the financial and project records from each fiscal year for at least 7 years as per the RGI service Agreement with the City of Toronto. Hosing provider must keep files for current RGI households and household that have move out for at least 7 years. The files are to be archived in Co-op's storage room.

The Board of Directors must ensure that the corporation's Records Management Policy is being follow up with staff responsible for records management to ensure compliance.

Presented and Approved by the Board of Directors on _____, 2016

President

Corporate Secretary