

# Victoria-Shuter Non-Profit Housing Corporation

<b>POLICY NAME</b>	<b>Records Management Policy</b>
<b>POLICY NUMBER</b>	2013-013
<b>DATE</b>	May 2013
<b>DATE REVIEWED OR REVISED</b>	
<b>REFERENCES</b>	<i>Housing Services Act Ontario Reg.367/11 RGI Service Agreement</i>
<b>SEE ALSO</b>	<i>Dealing with Information/Confidentiality Policy 2013-011</i>

## POLICY STATEMENT

Victoria-Shuter Non-Profit Housing Corporation recognizes the importance of maintaining accurate organizational records and to ensure that the Non-Profit is in compliance with the H.S.A. and the RGI Service Agreement with the City of Toronto,

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## PURPOSE AND SCOPE

### PURPOSE

The purpose of this policy is to ensure that accurate organizational records are kept by establishing four separate filing systems: Corporate, Tenant, Administrative, Financial and Property. In each system, filing will be kept updated at all times.

### SCOPE

This Policy applies to all Property Management staff and the President and Secretary of the Board of Directors.

## RESPONSIBILITIES

Maintenance of the corporate files is ultimately the responsibility of the Management staff and/or the President and Secretary of the Board of Directors.

The President and Secretary of the Board of Directors will work directly with Management staff to ensure that any information which has been removed is re-filed and to add new files and documentation processes, as required.

## PROCEDURES

### 1. CORPORATE FILES

Corporate files have been set up by Management staff and/or the President and Secretary of the Board of Directors. Corporate files include the following sections:

- a. Articles of Incorporation
- b. Policies
- c. Resolutions
- d. Minutes of Annual and General Membership Meetings
- e. Minutes of Board of Directors (Public and Confidential) Minutes

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- f. Past and current Annual Reports and Audited Financial Statements
- g. Corporate files are not to be changed or altered without legal council and complete Board of Directors approval.
- h. Corporate files are stored in file cabinets and they are kept locked at all times.
- i. Corporate files are not archival files. Rather, all corporate files are kept accessible at all times.

## 2. TENANT FILES:

Tenant files have been established and are maintained by the Management staff. A separate file is set-up for each current tenant and includes the following:

- a. Tenancy Agreement
- b. Key Agreement
- c. Tenant file updates as provided by tenants such as current phone numbers, emergency contacts, physician's name, and power of attorney information will be filed promptly in their respective tenant file.
- d. Tenant file documentation - written staff notes regarding individual occupancy
- e. All other correspondence related to the Tenant.
- f. For tenant(s) receiving RGI (subsidy) assistance, an RGI file is maintained separate from the Tenant file which includes annual income verification documents and rent calculation specifications for each year, as per the *Housing Services Act* (O. Reg.367/11, s. 145-147).
- g. Tenant files are held in strict confidence. Tenant files are maintained exclusively by the Management staff and files are stored in file cabinets which are kept locked at all times. All documents relevant to the Tenant(s) are kept in the Tenant's file. On request, a tenant is permitted to review the contents of his/her tenant file.
- h. Tenant file updates will be issued and collected from tenants every year which will help to ensure that the information being retained on each tenant is always up-to-date.
- i. The importance of tenant confidentiality must be of utmost concern to both the Board of Directors and all Management staff.
- j. No personal information (Tenant records) will be released to third parties without the written consent (signed Consent to Release Information) of the individual Tenant.
- k. Tenant files will be reviewed annually. Terminated Tenant files will be archived by the Management staff, in consultation with the Board Liaison and/or Treasurer. These archived Terminated Tenant files are stored in a locked storage room located inside the Non-Profit's East End Room which is locked at all times. These Terminated Tenant files are kept for a minimum of at least seven (7) years after the household moves out. The Board Liaison and/or Treasurer have the sole responsibility of authorizing and advising Management as to which Terminated Tenant files can be destroyed.
- l. A written record of the decision to refuse to offer a unit to an applicant must be kept for seven (7) years. Documents about initial eligibility (application, status in Canada etc.) must be kept longer.

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## Contents of an RGI File

- a. 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 charge history record.
- b. Documents to verify each Tenant's status in Canada (this should be confirmed annually).
- c. A written record of any internal review.
- d. RGI rent calculation sheet
- e. All notices of annual income and asset reviews.
- f. All completed annual income and asset review forms including proof of income documents.
- g. All notices of rent changes.

*Note: If a Member of a 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.*

## 3. ADMINISTRATION FILES

- a. Administration Files have been established by the Management staff and include files and binder systems. The Management Staff will be responsible for the maintenance of the Administration filing system.
- b. Administration files are kept in locked filing cabinets but are accessible to all Management staff.
- c. Administration files will be reviewed annually and files will be archived as is appropriate at that time.

## 4. FINANCIAL FILES

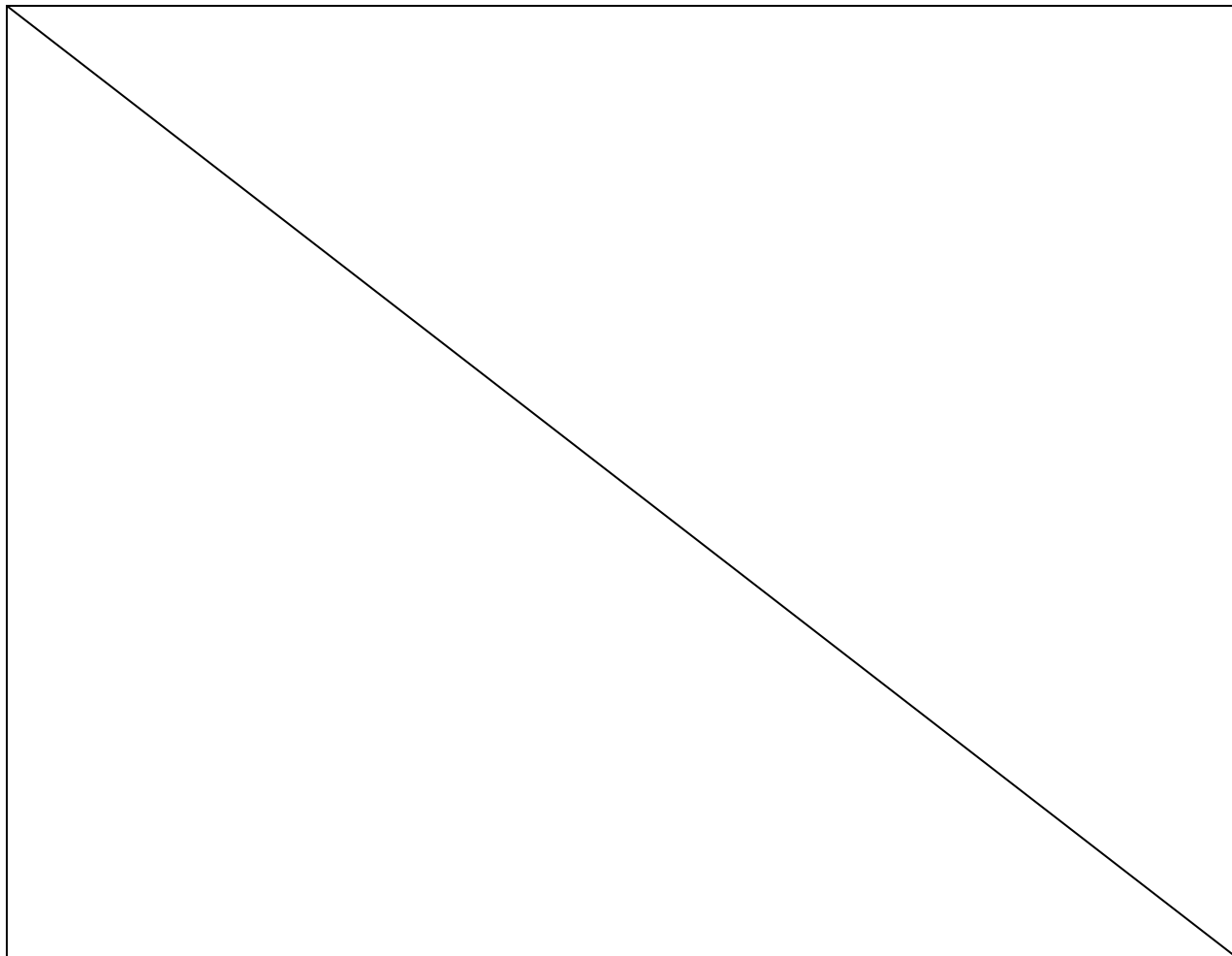
- a. Financial files have been established and are maintained by Management staff, in consultation with the Board Liaison and/or Treasurer.
- b. Financial files are kept in locked filing cabinets and are accessible only to the Management staff and Board Liaison and/or Treasurer.
- c. Financial files will be reviewed and revised annually and files will be archived and replaced as is appropriate at that time.
- d. Financial files from each fiscal year are generally archived by the Management staff, in consultation with the Board Liaison and/or Treasurer. These archived Financial and Project Record files are stored in a locked storage room located inside the Non-Profit's East End Room which is locked at all times. These Financial files are kept for a minimum of seven (7) years. The Board Liaison and/or Treasurer have the sole responsibility of authorizing and advising Management as to which financial files can be destroyed. Government remittances are filed and kept indefinitely.

## 5. PROPERTY FILES

- a. Property files have been established and are maintained by Management staff, in consultation with the Board Liaison and/or Treasurer.

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- b. Property files are kept in locked filing cabinets and are accessible only to the Management staff and Board Liaison and/or Treasurer.
- c. Property files will be reviewed and revised annually and files will be archived and replaced as is appropriate at that time.
- d. Property files from each year are generally archived by the Management staff, in consultation with the Board Liaison and/or Treasurer. These archived Property files are stored in a locked storage room located inside the Non-Profit's East End Room which is locked at all times. These Property files are kept for a minimum of seven (7) years. The Board Liaison and/or Treasurer have the sole responsibility of authorizing and advising Management as to which Property files can be destroyed.



**Policy 2013-013 of Victoria-Shuter Non-Profit Housing Corporation passed by the Board of Directors at a duly constituted meeting held on May 14, 2013**