

# Directory of Records

## About the Directory of Records

Under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), a publicly funded organization such as Toronto Community Housing is required to make available for inspection and copying by the public a list of general classes or types of records in its custody or control. The Directory of Records is a listing of the general classes or types of records maintained by Toronto Community Housing.

The following are the general classes or types of records maintained by Toronto Community Housing:

| <b>Divisions/<br/>Departments</b> | <b>Functions/Units</b>   | <b>Description of Records</b>  |
|-----------------------------------|--|--|
| Facilities Management             | Operations, Capital Planning, Design and Engineering, Smart Buildings and Energy Management, Client Care and Contractor Management   | Records that relate to the repair and maintenance of Toronto Community Housing properties including, work order reports, portfolio facility condition index reports, grounds and waste management records, annual capital budgets, design and engineering schedules, preventative maintenance and mechanical services records, elevator and landscaping service records, building energy and water performance reports, client care metrics and reports and records relating to renewable energy projects. |
| Asset Management                  | Operating Units A – M, Contract Compliance and Delivery, Program Services, Integrated Pest Management, Unit Turnover   | Records that relate to operational requirements for residential units such as records relating to Toronto Community Housing tenants including tenant files, tenant related policies, procedures and documents, tenant and non-tenant parking, calculation of portfolio rents, RTA litigation files, rental task force and vacancy reports, integrated pest management records and unit turnover reports.   |
| Resident and Community Services   | Resident Engagement and Community Development, Resident Access and Support, Revitalization and Renewal Communities   | Records that relate to tenant engagement and community development programs, support, and services.  |
| Community Safety                  | Providing security services across Toronto Community Housing communities   | Records that relate to safety and security issues within Toronto Community Housing communities such as security assessments, incident reports, community safety officers notebooks, parking enforcement and community safety unit dispatch services, community safety annual statistical summaries and special constable programs.   |
| Development                       | Responsible for real estate, construction and development activities including revitalization projects across Toronto Community Housing communities as well as commercial business and development | Records that relate to real estate, construction, development and revitalization projects including drawings, surveys, site plans, and contracts. The commercial business and development unit maintains records that relate to marketing, finance and lease administration of commercial real estate including cable & access agreements, office facilities and services, commercial parking and laundry room services.   |
| Finance                           | Capital Expenditure and Financial Control, Treasury, Budget and Financial Services, Accounting and   | Records that relate to financial management functions including financial reports and budgeting, accounts payable and receivable, taxation, investment management, banking and   |

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|                                 | Support Services   | financial services, financial reporting, financial policies and procedures, direct payments and bank transfers, employee expenses, purchase cards, lending and borrowing agreements, mortgages and collection of former tenant arrears.   |
| Legal Services                  | Corporate, Corporate Governance, Real Estate, Litigation, Freedom of Information, Diversity Fairness and Human Rights  | Records related to all legal matters in which Toronto Community Housing has an interest. This can include records relating to human rights matters, compliance of legislation and access to information matters, litigation matters, corporate by-laws, shareholder resolution, board and committee reports and meeting minutes.  |
| Risk Management and Insurance   | Responsible for the management of Toronto Community Housing's insurance program and enterprise risk management   | Records relating Toronto Community Housing's insurance requirements including incident reports and property and liability insurance claims as well as records relating to the better management of the various risks faced by the organization. This can include insurance policies, insurance certificates, claims process, emergency response plan and business continuity plan.  |
| Procurement                     | Responsible for the procurement of goods and services  | Records relating to Toronto Community Housing's procurement processes, including policies and procedures, tenders, request for proposals, vendor submissions and evaluations and purchase and change orders.  |
| Information Technology Services | Program Management and System Integration, Business Systems Services, End User Computer Support, IT Procurement, Contract and Compliance, Network and Infrastructure, IT Security and Control, Service Delivery and Information Management | Records that relate to the installation and management of Toronto Community Housing's information systems including computer and telecommunication systems and applications, IT equipment inventories, computer software licensing, reports on telecom billing and long distance charges, network design and security, data storage, backup and data recovery, IT contracts, service performance measures, IT Help desk surveys and results, IT strategy and information related to the technology directions of Toronto Community Housing and geographical information system. |
| Human Resources                 | Labour Relations and Employee Services, Organizational Development, Workplace Health, Safety and Wellness  | Records that relate to the recruitment of Toronto Community Housing staff, volunteers and students, employment related records including staff management, payroll, benefits, compensation and employee performance records, WSIB records, workplace investigation and accommodation reports, records relating to labour relations matters, staff training and professional development records, occupational health and safety records and employee wellness and disability management records.  |
| President and CEO Office        | Responsible for the management of Toronto Community Housing  | Records relating to the overall functions of Toronto Community Housing. Can include records of membership on Boards, board and committee meeting minutes, financial statements, and future strategic planning documents.  |
| Business Efficiencies Unit      | Responsible for creating operational efficiencies and improving productivity across the organization   | Records related to operational efficiencies such reports on monthly performance indicators, trending reports, vacancy aging reports, demographic reports, unit status reports and operational performance management reports.   |

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| Strategic Communications                     | Responsible for the planning, delivery and management of strategic communications to employees, residents, stakeholders and the public. This includes communications support for the Board, Executives and business units across the organization. | Records that relate to corporate communications, media relations, public relations and issues management initiatives, such as communication plans, briefing notes, key messages, news releases, media events, speeches, publications, posters, brochures and newsletters. |
| Strategic Planning and Stakeholder Relations | Responsible for the development of strategic objectives of the organization and managing relationships with stakeholders and partners to achieve the company's vision and mission  | Records that relate to the strategic plan and policy framework of Toronto Community Housing, including the strategic plan, corporate quarterly and annual performance reports, research activities, and corporate policies and procedures.                                |
| Chief Internal Auditor's Office              | An independent unit reporting to the Board of Directors they are responsible for conducting internal audits and investigating instances of misconduct and fraud  | Records that relate to internal audits, investigation reports, complaints received about tenants, staff and contractors and fraud preventions records   |
| Office of the Commissioner of Housing Equity | An independent office that reports directly to the Board of Directors, they are responsible for reviewing files involving loss of subsidy or potential eviction for non-payment of rent where the household includes a senior or vulnerable person | Records relating to the loss of subsidy or potential eviction proceedings for non-payment of rent of seniors and vulnerable persons, as well as records of enquires made to the Commissioner's office.  |

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