

INFO SOURCE 2024

Sources of Federal Government and Employee Information

Canada Mortgage and Housing Corporation

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Table of Contents

General Information

Info Source

Background

Responsibilities

Institutional Functions, Programs and Activities

Assisted Housing Programs

National Housing Strategy Programs

On-Reserve Housing Programs

Housing Repair and Improvement Programs

Canadian Housing Research and Analysis

Insurance

Securitization

Canadian Registered Covered Bonds

Internal Services

Legal Agents

Manuals

Additional Information

General Information

Info Source

- *Info Source* describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the *Access to Information Act* to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.
- An index of institutions that are subject to the *Access to Information Act* and the *Privacy Act* is available centrally.
- The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

Background

Canada Mortgage and Housing Corporation (CMHC) was established as a Crown corporation in January 1946, by an Act of Parliament. CMHC derives its authority from the *Canada Mortgage and Housing Corporation Act*, the *National Housing Act* and is also governed by the *Financial Administration Act* and the *National Housing Strategy Act*. As a Crown corporation, CMHC reports to Parliament through the Minister of Housing, Infrastructure and Communities. Its affairs are managed by a Board of Directors comprised of the Chairperson, the President and Chief Executive Officer, two ex-officio members, and seven other directors all appointed by the Minister with Governor in Council approval.

Responsibilities

At CMHC, we believe that everyone in Canada deserves a home that they can afford and that meets their needs.

As Canada's authority on housing, CMHC contributes to the stability of the housing market and financial system, provides support for Canadians in housing need, offers objective housing research and advice to the Government of Canada, consumers and the housing industry, and supports housing sector innovation.

CMHC's mandate, as defined in the *National Housing Act*, is to: "promote housing affordability and choice, to facilitate access to, and competition and efficiency in the provision of housing finance, to protect the availability of adequate funding for housing at low cost, and generally contribute to the well-being of the housing sector in the national economy."

The statutory objectives for CMHC's commercial operations are specified in the *National Housing Act* as follows:

- to promote the efficient functioning and competitiveness of the housing finance market
- to promote and contribute to the stability of the financial system, including the housing market
- to have due regard to the Corporation's exposure to loss

Significant federal investments in assisted housing and strong oversight of Canada's housing system have led to Canada being recognized as a country with one of the best housing systems in the world. CMHC delivers on its mandate to facilitate access to affordable housing and to contribute to financial stability through evidence-based policy advice, analysis and research as well as programs that support housing affordability, mortgage loan insurance, and securitization, all of which are supported by our infrastructure of people and processes.

CMHC's actions are guided by the principles of public accountability and transparency and a strong focus on continuous improvement, innovation and renewal. Evidence of prudent risk management, specifically with respect to CMHC's commercial activities, is made public through the Annual Report, Quarterly Financial Statements, Corporate Plan Summary and Website.

Institutional Functions, Programs and Activities

Assisted Housing Programs

Assisted Housing programs and activities help Canadians in need to access affordable, sound and suitable housing. A number of these programs are delivered and administered by provinces and territories under various agreements.

Federal/Provincial/Territorial (F/P/T) – Social Housing Agreement (SHA) – Class of Record

Description: Includes records related to the administration of the federal-provincial/territorial interdepartmental agreements and other intergovernmental contractual agreements. The records also contain information on meetings of F/P/T officials and ministers, the results of collaborative efforts (e.g. working groups) as well as information on multilateral and bilateral issues and meetings.

Document Types: Federal-provincial/territorial social housing agreements, P/T reporting on expenditures and program performance, miscellaneous agreements under various sections of the *National Housing Act*; CMHC subsidies; correspondence and briefings.

Record Number: CMHC CoR 005

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by province, municipality and project.

Federal/Provincial/Territorial (F/P/T) Agreements in Provinces Where a Social Housing Agreement (SHA) Has Not Been Signed – Class of Record

Description: Includes records related to the payments made under longer long-term agreements with Quebec and Prince Edward Island for the administration of social housing operating agreements with social housing providers. In addition, it includes payments made to a number of off-reserve projects, excluded from the SHAs. Corporate Owned Real Estate (CORE) is also included in this program activity under Federal Unilateral Contractual Commitments. This activity relates to the CMHC administration of loans and subsidies provided to social housing providers under long term agreements. CORE includes properties acquired from the Government of Canada, constructed

by the Corporation and acquired through default on uninsured loans and are not subject to transfer under the SHAs.

Document Types: Includes agreements with Quebec and PEI; contribution agreements with social housing providers; audited financial statement; project files (administration, difficulties, annual budgets, letters); loan administration files (mortgage contract/renewal); correspondence; memoranda and briefings.

Record Number: CMHC CoR 010

Record Retention Code: CO340 (Contribution Agreements), CO355 (Draft Agreements)

Disclosure Summary: N/A

Co-operative Housing Programs Federal Unilateral – Class of Record

Description: Includes records related to the administration of the Co-operative Housing Programs for housing co-operatives that provide housing for low-and moderate-income members/tenants.

Document Types: Project operating agreements; subsidy agreements; co-operative housing administration files (annual financial statement, subsidy use, physical condition review, replacement reserve authorization, etc.); insured loan administration files (mortgage contract/renewal); contact for the project.

Record Number: CMHC CoR 015

Record Retention Code: CO370

Disclosure Summary: N/A

Note: Loan files arranged by province and locality. New project commitments to the Federal Co-operative Housing Indexed Linked Mortgage Program were terminated on December 31, 1991, and for other Co-operative Housing Programs on December 31, 1993.

- **Tenant Information from Projects Subsidized by CMHC - Personal Information Bank**

Description: This bank contains personal information on tenants residing in federally subsidized housing. This information consists of any record related to tenant income collected by the project.

Class of Individuals: Individuals who are tenants in projects receiving subsidies.

Purpose: This information is used to determine and verify tenant income for the purpose of allocating subsidies either to the tenant or the project and investigate misuses of subsidies or fraud.

Consistent Uses: The information is used for statistical, audit and investigative purposes.

Record Retention Code: CO370

Retention and Disposal Standard: Permanent (under review)

Record Disposition Authorization (RDA) Number: 2015/029

TBS Registration: 003296

Bank Number: CMHC PPU 135

Related Class of Record Number: CMHC CoR 015

Rural and Native Programs FPT – Class of Record (off reserve)

Description: Includes records related to the provision of housing subsidies on a homeowner and rental basis for households in rural and remote areas.

Document Types: Program policies and procedures, applications, eligibility assessments, financial/statistical/program monitoring, program files (correspondence, agreements, mortgage documents, federal/provincial/territorial and Native Association consultations, income/financial details, regulatory documentation, physical condition/maintenance reports, surveys) and legal documentation.

Record Number: CMHC CoR 020

Record Retention Code: CO381

Disclosure Summary: APHL Inc.

Note: Files arranged by province, program type and loan numbers.

- **Rural and Native Housing Program/Client Information - Personal Information Bank**

Description: This bank contains personal and financial information provided by applicants, tenants and government agencies including names, addresses, telephone numbers, email addresses, birthdates, Indigenous ancestry, gender, accessibility requirements, employer details and income verification.

Class of Individuals: Current and former program applicants and tenants.

Purpose: The purpose of this bank is to determine program eligibility, maintain applicant and tenant communications and determine rent amounts by verifying total household income.

Consistent Uses: Information in this bank is used for housing analysis, administrative and reporting purposes, as well as consultations with tenant support services, banking institutions and external program/property manager.

Record Retention Code: CO380

Retention and Disposal Standard: 2 years

RDA Number: 2015/029

TBS Registration: 001918

Bank Number: CMHC PPU 030

Related Class of Record Number: CMHC CoR 020

Rent Supplement Program (PRE-86 Regular) FPT – Class of Record

Description: Includes records related to the administration of the Rent Supplement Program, which helps individuals and families in need by setting the rent they pay on a percentage of their income. Program subsidies for eligible households make up the difference between the rent-geared-to-income payment and the actual cost of the rental accommodation. Management is under the provincial responsibilities and claimed annually by address.

Document Types: Agreements; annual audited claims from the province; correspondence; records by address; memoranda and briefings.

Record Number: CMHC CoR 025

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by province, address, and program. There have not been any new commitments since 1993. However, the existing agreements are for durations ranging from 35 to 50 years.

Rent Supplement Program (POST 85 Co-op) – Class of Record

Description: Includes records related to the administration of the Rent Supplement Program, which helps individuals and families in need by setting housing charges based on a percentage of their income. Program subsidies for eligible households residing in co-operative housing projects make up the difference between the rent-geared-to income payment and the actual cost of the rental accommodation.

Document Types: Agreements; annual audited claims from the province; correspondence; reports by project and transfer to co-op to co-op; memoranda and briefings.

Record Number: CMHC CoR 030

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by project, program and province. There have been no new commitments since 1993. However, the existing agreements are for durations ranging from 35 to 50 years.

Market Housing Programs – Class of Record

Description: Includes records related to administration of Market Housing programs, which are comprised of the following programs: Assisted Home Ownership Program, Student Housing Program, Canada/Ontario Rental Supply Plan, Canada Rental Supply Plan, Assisted Rental Program, Homeowner – Existing and New Housing.

Document Types: Project operating agreements; program administration information such as financial statement, budget, correspondence; memoranda and briefings.

Record Number: CMHC CoR 035

Record Retention Code: CC100

Disclosure Summary: N/A

Note: Delivery of these programs has been dormant since 1984. The loans are amortization of between 35 and 50 years.

Grant Assistance – Class of Record

Description: Includes records related to the information on Grant Assistance under the Canadian Homeownership Stimulation Plan and the Canada Mortgage Renewal Plan.

Document Types: Applications, grant administration files and reports.

Record Number: CMHC CoR 040

Record Retention Code: CC100

Disclosure Summary: Equifax

Note: Grant case files arranged by individual. Programs terminated on December 31, 1983.

- **National Housing Act Mortgage Assistance - Personal Information Bank**

Description: The Canadian Homeownership Stimulation Plan (CHOSP) and the Canada Mortgage Renewal Plan (CMRP) files contain personal information provided by applicants on their financial and loan details, and personal income.

Class of Individuals: Homeowner applicants for CHOSP and CMRP.

Purpose: The purpose of this bank is to determine eligibility for grant assistance and to administer CHOSP and CMRP programs.

Consistent Uses: Information contained in this bank is used for analytical, reporting and research purposes.

Record Retention Code: CC100

Retention and Disposal Standard: 30 years following termination of program (under review)

RDA Number: 2015/029

TBS Registration: 001917

Bank Number: CMHC PPU 025

Related Class of Record Number: CMHC CoR 040

Loans Administration – Class of Record

Description: Includes records related to the loan servicing and administration of loan activity under the *National Housing Act*, including loan advances, loan amortization and repayment, renewals and discharges.

Document Types: Agreements; mortgages; applications; title searches; amortization and repayment schedules; reports; mortgage renewals; discharges; partial discharges; correspondence; etc.

Record Number: CMHC CoR 045

Record Retention Code: CO250

Disclosure Summary: All Nations Trust Company (ANTCO) [CMHC PPU 015]

Note: Files arranged by loan case file.

- **National Housing Act Mortgage Loan Administration Files - Personal Information Bank**

Description: The *National Housing Act* (NHA) loan files include information such as employment, salary, dependents, financial statements, and copies of correspondence relating to the repayment and ongoing administration of the mortgage loan.

Class of Individuals: Individual borrowers under the NHA.

Purpose: The purpose of this bank is to determine eligibility and administer loans.

Consistent Uses: Information in this bank is used for administrative, analytical and reporting purposes.

Record Retention Code: CO250

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 001915

Bank Number: CMHC PPU 015

Related Class of Record Number: CMHC CoR 045

- **Federal Housing Action Program System - Personal Information Bank**

Description: This bank maintains information on the current status of the Assisted Rental Program (ARP) accounts.

Class of Individuals: Borrowers eligible to receive assistance under the ARP.

Purpose: The purpose of this bank is to administer the ARP and to produce automated monthly cheques for eligible borrowers.

Consistent Uses: The information is used to provide analysis and statistical reports.

Record Retention Code: CC100

Retention and Disposal Standard: 30 years following termination of program (under review)

RDA Number: 2015/029

TBS Registration: 001914

Bank Number: CMHC PPU 010

Related Class of Record Number: CMHC CoR 045

Note: The program terminated on August 6, 1997.

Municipal Infrastructure Lending Program – Class of Record

Description: Includes records related to the administration of municipal infrastructure loans delivered by CMHC under Canada’s Economic Action Plan, from April 1, 2009, to March 31, 2011.

Document Types: Loan agreements; reports such as weekly progress to CMHC Management and Quarterly Stimulus to Government; correspondence; memoranda and briefings.

Record Number: CMHC CoR 050

Record Retention Code: FG105

Disclosure Summary: N/A

Note: Files are arranged by date for all documents, except for loan approvals, which are organized by municipality.

Affordable Housing Initiative – Class of Record

Description: Includes records related to the federal funding provided through agreements with provinces and territories to increase the supply of affordable housing.

Document Types: Includes bilateral agreements with provinces and territories; spending plans; project details in claims for CMHC funding; P/T reporting; correspondence and briefing notes.

Record Number: CMHC CoR 055

Record Retention Code: CO350

Disclosure Summary: N/A

Investment in Affordable Housing – Class of Record

Description: Includes records related to the federal funding provided through agreements with provinces and territories to build, renovate or improve affordability of housing for low-income households.

Document Types: Includes bilateral agreements with provinces and territories; spending plans; project details in claims for CMHC funding; P/T reporting; correspondence and briefing notes.

Record Number: CMHC CoR 060

Record Retention Code: CO350

Disclosure Summary: N/A

Affordable Rental Innovation Fund – Class of Record

Description: Includes records related to the administration of the Affordable Rental Innovation Fund, which encourages new funding models and innovative building techniques in the affordable rental housing sector.

Document Types: Project files and details; project reports; agreements; monitoring and reporting and correspondence.

Record Number: CMHC CoR 065

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by project name and file number.

National Housing Strategy Programs

Approval of direct lending loans by CMHC via NHA-insured debentures under NHA section 10(3), and of mortgages under NHA section 95, to sponsors including provinces and territories of eligible social housing projects, and to Multi-Unit borrowers for rental construction building and repairs, including approval of mortgage insurance on CMHC loans under NHS, approval of mortgage insurance on an approved lender's loan, i.e. after a construction loan is converted into a mortgage held by an approved lender, and all servicing of loans (loans administration).

Programs involved: Research and Innovation Programs, including Housing Research Awards Program, Housing Scholarship Program, Demonstrations Initiative, Solution Labs, Research and Planning Fund, Housing Supply Challenge, Expert Community on Housing and Collaborative Housing Research Network.

Housing Research Awards Program – Class of Record

Description: Includes records related to the administration of the Housing Research Awards Program, which support research teams so that they can expand their work and share their knowledge. The awards recognize activities that are impactful and innovative in Canadian housing including housing research; research training; and knowledge mobilization and outreach. They are designed to build on and sustain Canada's research-based knowledge culture across all fields related to housing.

Document Types: Applications, contribution agreements, correspondence, program policies, procedures, financial reports and knowledge mobilization products.

Record Number: CMHC CoR 070

Record Retention Code: CC105 (Under review)

Disclosure Summary: N/A

- **NHS – Housing Research Awards - Personal Information Bank**

Description: This bank was created for administering the annual competition call for application for the administration of funds to those approved as recipients of the Awards. It contains personal information including applicant and research partner names, addresses, telephone number, email address, academic institution, gender identity, ethnicity, citizenship, research projects details, curricula vitae, reference name and contact information, letters of recommendation, CMHC preliminary reviews, Committee members' comments on each proposal, and details on project ranking.

Class of Individuals: Persons/organizations interested in submitting their independent research on housing-related topics for an Award.

Purpose: The purpose of this bank is to determine recipients of Awards from applicants submitting their research for consideration. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information contained in this bank is used to support program administration and maintain statistics on program activities and applicants. The information is used in determining relevant reviewers and shared with committee members/reviewers. Some of the information may be provided to 3rd party consultants (Evaluation, Communications writers/interviewers).

Record Retention Code: CC105 (Under review)

Retention and Disposal Standard: 10 years following termination of program

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 185

Related Class of Record Number: CMHC CoR 070

Housing Scholarship Program – Class of Record

Description: Includes records related to the administration of the Housing Scholarship Program, which supports academic research being done at the post-doctoral level. This is done in partnership with funding organizations who administer competitions on CMHC's behalf: Social Sciences and Humanities Research Council (SSHRC); Natural Sciences and Engineering Research Council (NSERC); and Canadian Institutes of Health Research's Institute of Population and Public Health (CIHR-IPPH).

Document Types: Applications are not stored at CMHC, agreements, correspondence, reports and project summaries.

Record Number: CMHC CoR 075

Record Retention Code: CC105 (Under review)

Disclosure Summary: Social Sciences and Humanities Research Council (SSHRC), Natural Sciences and Engineering Research Council (NSERC), Canadian Institutes of Health Research (CIHR)

- **Housing Scholarship Program - Personal Information Bank**

Description: This bank was created for administering the applications through the National Housing Strategy for the administration of funds to successful applicants for the Housing Scholarship Program through Social Sciences and Humanities Research Council (SSHRC), Natural Sciences and Engineering Research Council (NSERC), Canadian Institutes of Health Research (CIHR). The Program offers awards for up to 2 years trainee salary stipend awards to support eligible trainees in the Masters, PhD and postdoctoral fellowship categories. It contains personal information such as names, university, professional accomplishments, and published articles.

Class of Individuals: Persons being eligible trainees in the Masters, PhD and postdoctoral fellowship categories interested in submitting their application to the Program.

Purpose: Personal information obtained or compiled under the Housing Scholarship Program under the National Housing Strategy is solely intended for the administration and support for the program eligibility and promotion. Full applications are not submitted to CMHC, but directly to our partners (SSHRC, NSERC and CIHR) and CMHC is provided with subsections of application materials necessary for eligibility assessment and promotion. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: Personal Information is only collected where necessary for eligibility assessment and for the promotion of the successful recipients of the program funding for promotional and marketing purposes.

Record Retention Code: CO105 (Under review)

Retention and Disposal Standards: 10 years (Under review)

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 285

Related Class of Record Number: CMHC CoR 075

Demonstrations Initiative – Class of Record

Description: Includes records related to the administration of the NHS Demonstrations Initiative, which provides financial support for projects highlighting innovative solutions aiming to improve the performance, viability and effectiveness of affordable housing.

Document Types: Applications, contribution agreements, correspondence, reports, program policies, procedures, reviewer assignment and details on each, project ranking and recommendations, financial reports and knowledge mobilization products.

Record Number: CMHC CoR 080

Record Retention Code: CO350 (Under review)

Disclosure Summary: N/A

- **NHS Demonstrations - Personal Information Bank**

Description: This bank was created for administering the annual competition of call for applications through the National Housing Strategy under Part IX of the *National Housing Act* and for the administration of funds to successful applicants for the Demonstrations Initiative. It contains personal information such as names, postal codes and email addresses, education and employment history, project summaries, references, reviewer details and project ranking.

Class of Individuals: Persons/organizations interested in submitting their best idea/proposal to the Program.

Purpose: The purpose of this bank is to help with program administration for supporting meritorious projects under Program eligibility. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information contained in this bank is used to support program administration and maintain statistics on program activities and applicants. The information is used in determining relevant reviewers and shared with committee members/reviewers. Some of the information may be provided to 3rd party consultants (Evaluation, Communications writers/interviewers).

Record Retention Code: CO350

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 202200009

Bank Number: CMHC PPU 190

Related Class of Record Number: CMHC CoR 080

Solution Labs – Class of Record

Description: Includes records related to the administration of Solution Labs, which provides funding to successful projects that help solve complex housing problems using innovation methods and tools. Teams with diverse experience and knowledge will outline and identify: the housing problem they wish to examine in the lab; their strategy to co-develop and test possible solutions; and a roadmap that communicates a clear path for solution uptake and replication. The goal is to develop world-leading solutions to housing problems that can contribute to the National Housing Strategy's key priority areas.

Document Types: Applications, contribution agreements, correspondence, reports, program policies, procedures, reviewer assignment and details on each, project ranking and recommendations, financial reports and knowledge mobilization products.

Record Number: CMHC CoR 085

Record Retention Code: CO250 (Under review)

Disclosure Summary: N/A

- **NHS Solutions Labs - Personal Information Bank**

Description: This bank was created for administering the annual competition of call for applications (that contains personal information such as names, postal code and email addresses) through the National Housing Strategy under the *National Housing Act* and for the administration of funds to successful applicants for the Solutions Labs Program.

Class of Individuals: Persons/organizations interested in submitting their best idea/proposal to the Program.

Purpose: The purpose of this bank is to help with program administration for supporting meritorious projects under Program eligibility. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information contained in this bank is used to support program administration and maintain statistics on program activities and applicants. The information is used in determining relevant reviewers and shared with committee members/reviewers. Some of the information may be provided to 3rd party consultants (Evaluation, Communications writers/interviewers).

Record Retention Code: CO250

Retention and Disposal Standard: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 202200009

Bank Number: CMHC PPU 200

Related Class of Record Number: CMHC CoR 085

Research and Planning Fund – Class of Record

Description: Includes records related to the administration of the Research and Planning Fund, which supports proponents in planning, undertaking and sharing housing research. The objectives of the fund are to build collaboration, engagement and alignment with stakeholders working to achieve common goals and support the housing community’s research capacity development.

Document Types: Applications, contribution agreements, correspondence, reports, program policies, and procedures, evaluation details, project funding recommendations, financial reports, and knowledge mobilization projects.

Record Number: CMHC CoR 090

Record Retention Code: PO151 (Under review)

Disclosure Summary: N/A

- **NHS Research and Planning Fund - Personal Information Bank**

Description: This bank was created for administering the annual competition of call for applications through the National Housing Strategy under Part IX of the *National Housing Act* and for the administration of funds to those approved as recipients of the Fund. It contains applicant names, address, email address, educational history, research projects details, curricula vitae, references, CMHC preliminary reviews, selection committee members’ comments on each proposal, and details on project ranking.

Class of Individuals: Persons/non-profit organizations/Indigenous organizations/Indigenous governments that submit proposals to the Program.

Purpose: The purpose of this bank is to support program administration, procurement, proposal evaluation processes, and communication with applicants. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information contained in this bank is used to support program administration and maintain data and information on program activities and applicants. The information is used in determining relevant reviewers and shared with committee members/reviewers. Some of the information may be provided to 3rd party consultants (Evaluation, Communications writers/interviewers).

Record Retention Code: PO151 (Under review)

Retention and Disposal Standard: 15 years

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 205

Related Class of Record Number: CMHC CoR 090

Housing Supply Challenge – Class of Record

Description: Includes records related to the administration of the Housing Supply Challenge, which provides funding to successful projects that break barriers to housing supply across the areas of: data, development processes, northern housing, construction technology, public perception of housing.

Document Types: Applications, contribution agreements, correspondence, program policies, procedures, evaluation details, project funding recommendations, financial reports, and knowledge mobilization products.

Record Number: CMHC CoR 095

Record Retention Code: PO151 (Under review)

Disclosure Summary: N/A

Expert Community on Housing (ECoH) – Class of Record

Description: Includes records related to the administration of the Expert Community on Housing (and its College of reviewers), which is a collaborative, virtual community of practice of housing experts. The Community has been created to share housing knowledge and to contribute to the development of housing solutions.

Document Types: User information form (including personal information), CVs, correspondence, reports, terms of reference, forms and policies, procedures, conflict of interest information (when assigned applications to review).

Record Number: CMHC CoR 100

Record Retention Code: PO151 (Under review)

Disclosure Summary: N/A

- **NHS Expert Community on Housing - Personal Information Bank**

Description: This bank was created for administering the virtual community of practice of housing experts. It contains personal information on applicants, including names, email address and post addresses and educational history, gender (optional), professional history.

Class of Individuals: Persons interested in joining community of practice and offering their housing expertise talents.

Purpose: The purpose of this bank is to help with program administration of the Expert Community on Housing (ECoH), particularly with supporting its function of identifying housing experts to help make connections and review applications for funding. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information contained in this bank is used to support program administration, support review of applications for Solutions Labs, Awards and Demonstrations (via its College of Reviewers function) and maintain statistics on program activities.

Record Retention Code: PO151 (Under review)

Retention and Disposal Standards: 15 years

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 210

Related Class of Record Number: CMHC CoR 100

Collaborative Housing Research Network (CHRN) – Class of Record

Description: Includes records related to the administration of the Collaborative Housing Research Network, which is as a joint initiative between CMHC and the Social Sciences and Humanities Council. The Collaborative Housing Research Network is an independent, Canada-wide collaboration of academics and community partners. The Network focuses on researching housing conditions, needs and outcomes. This will provide objective, recognized, and high-quality research that supports housing policy decision-making and inform future program development.

Document Types: Initial Partnership Development Grant and 5-year Partnership Grant applications are not stored at CMHC (partner is responsible). As of 2024, document types will include: Renewal Applications submitted directly to CMHC, MOUs with SSHRC, correspondence, reports, and project summaries.

Record Number: CMHC CoR 105

Record Retention Code: PO140 (Under review)

Disclosure Summary: N/A

Social and Affordable Housing Survey Rental Structures (SAHS-RS) – Class of Record

Description: Includes records related to the administration of the Social and Affordable Housing Survey – Rental Structures Rental (SAHS-RS) as well as results from the survey.

Document Types: Statistical and analytical reports; internal surveys and correspondence.

Record Number: CMHC CoR 110

Record Retention Code: CM170

Disclosure Summary: N/A

National Housing Council – Class of Record

Description: Includes records related to the administration of the National Housing Council. The Council provides advice to the Minister responsible for housing on the effectiveness of the Nation Housing Strategy. The Council conducts Review Panels on systemic housing issues at the request of the Federal Housing Advocate. Until April 2024, CMHC provided the administrative services and facilities to assist the National Housing Council to perform its duties and functions. Effective April 2024 these services are provided by Housing, Infrastructure and Communities Canada. CMHC continues to co-chair the Council, as legislated through the *National Housing Strategy Act*.

Document Types: Applications, correspondences, meeting documents, contracts, statement of work, operational policies, procedures, governance documents, research reports, recommendations to the Minister, terms of reference, public announcements, communiques, social media content, newsletters, news releases, recordings, testimonials, transcripts.

Record Number: CMHC CoR 115

Record Retention Code: CA105

Disclosure Summary: N/A

- **NHS National Housing Council - Personal Information Bank**

Description: Personal information about individuals who wish to participate in National Housing Council research or engagement activities (including Review Panels), as well as individuals who applied and/or were appointed to the National Housing Council. Including: Name, date of birth, gender, diversity aspects, citizenship status, membership to an Indigenous group, and/or membership to a vulnerable group, marital status, number of dependents, phone number, personal address, email address, experience with homelessness, housing insecurity, affordability problems, and systemic housing issues, income and/or income supports.

Class of Individuals: Housing experts and practitioners, human rights experts, and individuals with lived expertise of housing need, homelessness, housing insecurity, affordability problems and systemic housing issues.

Purpose: The purpose of this bank is to collect information on potential Council members, to collect testimonials from experts and persons with lived experience of housing needs or homelessness to inform the Council's advice to the Minister responsible for housing, and to collect information required for the administration of the Council. Personal information collected in its role as National Housing Council Secretariat is done under section 12 of the *National Housing Strategy Act*.

Consistent Uses: The information contained in this bank is used to review and score the applications of potential Council members in order to prepare a shortlist of potential candidates for the Minister to consider and appoint to the Council. Also, information can be used by Council members to inform their advice to the Minister responsible for housing. Name and contact information of Council members is used to communicate with them on

the day-to-day operations of the Council. Personal Information collected for the Council's activities, either by CMHC or by third party vendors, will always be collected directly from individuals.

Record Retention Code: CA105

Retention and Disposal Standard: 40 years

RDA Number: 2015/029

TBS Registration: 20240020

Bank Number: CMHC PPU 215

Related Class of Record Number: CMHC CoR 115

Note: Decisions on the transfer of historical records from CMHC to HICC are being confirmed. It is expected that decisions will be made and implemented in 2025.

First-Time Home Buyer Incentive Program – Class of Record

Description: Includes records related to the administration of the First-Time Home Buyer Incentive Program, which helps qualified first-time homebuyers reduce their monthly mortgage carrying costs by allowing them to finance a portion of their home purchase through a form of shared equity mortgage with the Government of Canada.

Document Types: applications, eligibility assessments, mortgage documents, legal documentation, contact information for applicants, information on funding, property information, and property valuation information including appraisals or sale documents.

Record Number: CMHC CoR 120

Record Retention Code: CO180

Disclosure Summary: FNF Canada

Note: Files arranged by account numbers.

- **NHS First-Time Home Buyer Incentive Program - Personal Information Bank**

Description: This bank contains information on individuals applying for and repaying the First-Time Home Buyer Incentive (FTHBI) Program, collected under the *National Housing Act*.

Includes records related to the analysis, administration and monitoring of the First-Time Home Buyer Incentive provided by the Program. Records also include details on applicant's name, address, phone number, email address, income, mortgage loan, downpayment amount, occupation of owner, language codes, property characteristics and property valuation for repayment purposes.

Class of Individuals: Homeowners who apply for and set up repayment of the First-Time Home Buyer Incentive Program, which enables qualified first-time homebuyers to reduce their monthly mortgage payment without increasing the amount they must save for a down payment, by providing the Homebuyer with an Incentive amount of 5% or 10% of the original home value through a shared equity mortgage agreement with the Government of Canada.

Purpose: To assess the Property Owner's eligibility under the FTHBI program. To assess the application, including eligibility assessment of applications received. For any purpose related to the provision, servicing, administration, assignment, funding and enforcement of any applicable loan to be advanced under the FTHBI program. For Information verification and due diligence purposes, including to detect and protect CMHC from errors and fraud. For analytics, policy analysis, data analysis, auditing, monitoring and research by CMHC. For evaluation and efficient administration of the FTHBI program. For use by CMHC and the Government of Canada for any purpose related to the *National Housing Act*.

Consistent Uses: Personal information will be collected and stored for the program in order to determine eligibility to the shared equity program and for the making and administration of the equity security which includes servicing and repayment of the security and will be shared with an external loan service provider FNF to permit: transmission and eligibility assessment of the application; provide borrower with equity loan information indicating equity loan repayment amount based on property valuation; funding of the FTHBI equity portion at closing; provide yearly equity statement; provide a variety of reports on activities performed.

Record Retention Code: CO180

Retention and Disposal Standard: 40 years

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 175

Related Class of Record Number: CMHC CoR 120

Shared Equity Mortgage Provider Fund – Class of Record

Description: Includes records related to the administration of the Shared Equity Mortgage Provider Fund, which helps eligible Canadians achieve affordable home ownership by offering repayable loans to support existing shared equity mortgage providers, which should encourage additional housing supply and help attract new providers of shared equity mortgages.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, information on partners and other CMHC programs, information on funding, analysis of projects and correspondence with various parties.

Record Number: CMHC CoR 125

Record Retention Code: CO160

Disclosure Summary: N/A

- **NHS Shared Equity Mortgage Providers Fund - Personal Information Bank**

Description: This bank was created for administering the loans provided to shared equity mortgage providers as recipients of SEMP funds as part of the National Housing Strategy. It contains information on the proponents and some personal information on any individuals receiving share equity mortgages from these proponents. The following information will be collected from these individuals: address, purchase price, SEM amount, mortgage registration number, name of the borrower/co-borrower of the first-time home buyer.

Class of Individuals: Person/organizations interested in submitting their loan agreement and loan security reporting details.

Purpose: The purpose of this bank is to report to the government of Canada on program outcomes and administering the underlying loan for any purpose related to the *National Housing Act* under the National Housing Strategy.

Consistent Uses: The information contained in this bank is used to support loan administration purposes throughout the life of the loan. The information may also be used in providing the government of Canada outcomes of the program.

Record Retention Code: CO160

Retention and Disposal Standard: 60 years

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 180

Related Class of Record Number: CMHC CoR 125

Housing Solutions Programs – Class of Record

Description: The National Housing Strategy features complementary initiatives working together to address challenges across the housing continuum and spectrum of housing needs. The strategy initiatives will build new affordable housing and renew the existing affordable housing stock, provide technical assistance, tools and resources to build capacity in the community housing sector and funds to support local organizations and support research, capacity-building, excellence and innovation in housing research. The strategy will promote partnerships and the alignment of efforts in order to achieve ambitious outcomes. CMHC is leading and delivering the National Housing Strategy federal initiatives. In some cases, CMHC will work with other federal departments or agencies to deliver the programs. In other cases, services may be contracted out to third parties.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, information on partners and other CMHC programs, information on funding, analysis of projects and correspondence with various parties.

Record Number: CMHC CoR 130

Record Retention Code: CO250 (Direct Lending Loans), CO220 (Affordable Housing Loans), CO350 (CMHC-Governmental Agreements).

Disclosure Summary: KPMG, PWC, Agency for Cooperative Housing

- **National Housing Strategy Program - Personal Information Bank**

Description: This bank describes information pertaining to personal information collected for use by the NHS Programs. Personal information may include applicant name, business contact information, preferred language, previous CMHC account numbers, financial details related to the project, information related to recipients of awards, and type of request. Information collected through interfaces with other government and private organizations include credit scores and details, validation of information provided, and enrollment in other similar programs. Information generated through administration of the program includes assessment of ability to service debt and level of individual risk. Personal information without any personal identifiers attached may be rolled-up to provide management reports on the effectiveness of the program, or for promotional publication purposes.

Class of Individuals: Individual developers, non-profit and cooperative housing providers engaged in providing Affordable Housing in Canada (including their affiliates, officers, employees or authorized agents), as well as recipients of innovation awards.

Purpose: Personal information is collected under the authority of Part 1 of the *National Housing Act* and is used by CMHC to further the NHS objectives of providing funding and loan insurance for Affordable Housing Projects. The administration of the program requires the verification of the accuracy of information submitted by the applicant throughout the process.

Consistent Uses: Information may be used for other purposes consistent with its collection such as statistical analysis, research, program evaluation, marketing, new program development, and for due diligence purposes to ensure CMHC does not, directly or indirectly, unknowingly transact business with companies and/or individuals who present legal, regulatory and reputational risks to CMHC. Information may be shared with the CMHC Payment Centre and CMHC Fraud Program in order to reduce duplicate requests for information, and other CMHC divisions for audit and oversight purposes. Information may also be shared with the Minister's office (Families, Children and Social Development), and the Provincial and Territorial governments in relation to housing repair, development and funding. See *National Housing Act* (NHA) Insured Loans Files Personal.

Record Retention Code: CO250 (Direct Lending Loans), CO220 (Affordable Housing Loans), CO350 (CMHC-Governmental Agreements).

Retention and Disposal Standard: Permanent (CO250 and CO350), 60 years (CO220).

RDA Number: 2015/029

TBS Registration: 20220009

Bank Number: CMHC PPU 220

Related Class of Record Number: CMHC CoR 130, CMHC CoR 135, CMHC CoR 140, CMHC CoR 145, CMHC CoR 160

Affordable Housing Fund – Class of Record

Description: Includes records related to the administration of the National Housing Affordable Housing Fund, which provides low-cost loans and/or financial contributions to support and develop mixed-income, mixed-tenure, mixed-use affordable housing.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, information on partners and other CMHC programs, applicant and/or builder resume, tenant profiles, ownership documents, beneficial owners names, guarantor information when applicable, searches on each applicant's PPSA, corporate registration and title on the land, purchase agreement, lease agreements, property ID number, property tax statement, ministerial loan guarantee, rent roll, information on funding, analysis of projects and correspondence with various lenders and other government departments.

Record Number: CMHC CoR 135

Record Retention Code: CO220

Disclosure Summary: KPMG, PWC, Agency for Cooperative Housing

Note: On November 21, the 2023 Fall Economic Statement announced the renaming of the National Housing Co-Investment Fund (NHCF). The program is now known as the Affordable Housing Fund.

- National Housing Strategy Program - Personal Information Bank

SEED and Preservation Fund – Class of Record

Description: Includes records related to the administration of the SEED and Preservation programs, which provides interest-free loans and/or non-repayable contributions to help with costs related to pre-development activities (SEED) or to support the costs of preservation activities.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, identification of priority groups, proponent education history, information on partners and other CMHC programs, information on funding, ownership details, analysis of projects and correspondence with housing providers.

Record Number: CMHC CoR 140

Record Retention Code: CO250

Disclosure Summary: KPMG, PWC, Agency for Cooperative Housing

- National Housing Strategy Program - Personal Information Bank

Affordable Housing Innovation Fund – Class of Record

Description: Includes records related to the administration of the Affordable Housing Innovation Fund program, which supports the development of innovative approaches to affordable housing.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, personal ID numbers, driver's license, personal net worth statements, information on partners and other CMHC programs, information on funding, analysis of application, analysis of projects and correspondence with housing providers.

Record Number: CMHC CoR 145

Record Retention Code: CO220

Disclosure Summary: KPMG, PWC, Agency for Cooperative Housing

- National Housing Strategy Program - Personal Information Bank

Apartment Construction Loan Program – Class of Record

Description: Includes records related to the administration of the Apartment Construction Loan Program, which provides low-cost loans to encourage the construction of rental housing across Canada, where there is a demonstrated need for additional rental supply.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, information on partners and other CMHC programs, information on funding, analysis of projects and correspondence lenders and borrowers.

Record Number: CMHC CoR 150

Record Retention Code: CO190

Disclosure Summary: KPMG, PWC, Equifax, Gowlings, TransUnion, Approved Lenders

Note: On November 21, the 2023 Fall Economic Statement announced the renaming of the Rental Construction Financing Initiative (RCFi). The program is now known as the Apartment Construction Loan Program.

- National Housing Act (NHA) Insured and Uninsured Loans Files - Personal Information Bank

Federal Lands Initiative – Class of Record

Description: Includes records related to the administration of the Federal Lands Initiative, which supports the transfer of surplus federal lands and buildings to eligible proponents, at discounted or no cost, to support the development or affordable housing.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and operating agreements, contact information for projects, information on partners and other CMHC programs, information on funding, analysis of projects and correspondence with other government departments, insured lenders and housing committees.

Record Number: CMHC CoR 155

Record Retention Code: CA100

Disclosure Summary: N/A

The Federal Community Housing Initiative (FCHI) Phase 1 and 2 – Class of Record

Description: Includes records related to the delivery and administration of the Federal Community Housing Initiative, which provides funding to support federally administered community housing projects that had federally administered operating agreements from past social and affordable housing programs that are expiring soon or have since expired.

Document Types: Includes applications – This includes the name and mailing address of the housing provider as well as contact information for the housing provider. This also includes information on households requiring assistance, including household composition, housing charges and incomes. This information is not identifiable. Operating Agreement – This includes the account number, the address of eligible housing projects, the number of assisted units, and the amount of assistance to be provided. Financial statements and its schedules, Action Plans.

Record Number: CMHC CoR 160

Record Retention Code: CO350

Disclosure Summary: KPMG, PWC, Agency for Cooperative Housing

- National Housing Strategy Program - Personal Information Bank

Rapid Housing Initiative – Class of Record

Description: The Rapid Housing Initiative (RHI) will provide capital contributions to facilitate the rapid construction of new modular housing and/or acquisition of existing buildings for the purpose of conversion and repurposing to permanent affordable, supportive or transitional housing. The objective is to create new units of permanent affordable housing for people and populations who are vulnerable targeted under the National Housing Strategy (NHS), especially people experiencing homelessness or living in temporary shelters as a result of the COVID-19 pandemic. The data collected under this initiative will allow CMHC to determine the number of people and populations who are vulnerable that have been assisted through this initiative.

Document Types: Data will be obtained from applications, contracts, and annual reporting by the Provinces, Territories, and Municipalities, Indigenous governing bodies and organizations, and non-profit organizations.

Record Number: CMHC CoR 165

Record Retention Code: CO350

Disclosure Summary: N/A

Housing Accelerator Fund – Class of Record

Description: The Housing Accelerator Fund (HAF) will provide funding to local governments (and other eligible applicants) to increase the supply of housing at an accelerated pace by addressing systemic barriers that prevent housing from being built, and support the development of complete, low-carbon and climate-resilient communities, which are affordable, inclusive, equitable, and diverse. The primary objectives of the program are to create a greater supply of housing at an accelerated pace and enhance certainty in the approvals and building process. The data collected under this initiative will allow CMHC to determine the number of people and populations who are vulnerable that have been assisted through this initiative.

Document Types: Application documents (including application form, action plans, initiatives and housing needs assessment, historical building permit issuances, infrastructure needs), Project Details, contribution agreements, legal agreements, correspondence, reports, program policies, procedures.

Record Number: CMHC CoR 345

Record Retention Code: Under Review

Disclosure Summary: N/A

Co-Op Housing Development Program – Class of Record

Description: The Co-Op Housing Development Program (CHDP) aims to create viable co-operative housing projects at or below 110% of Median Market Rent, built post-2000. Successful proponents can use funding to create new or increased density of existing housing projects with the aim of supporting scale across the sector. CHDP aims to increase the supply of housing co-operatives across Canada, and includes an Indigenous notional set-aside.

Document Types: Application documents (including application form, corporate documents, financial statements, project details, and project financials) contribution agreements, loan agreements, correspondence, reports, program policies, procedures.

Record Number: CMHC CoR 350

Record Retention Code: Under Review

Disclosure Summary: N/A

On-Reserve Housing Programs

Financial assistance is offered to First Nations and First Nation members under various programs, which help to provide suitable, adequate and affordable housing in reserve communities. CMHC's on-reserve programs support the construction of new social housing, renovation of existing houses, ongoing subsidies for the existing social housing portfolio that is administered by CMHC, the creation and renovation of shelters for victims of family violence, and an investment in skills development for First Nation people living on reserve.

On-Reserve Non-Profit Housing – Class of Record

Description: Includes records related to the assistance provided to First Nations in the construction, purchase and rehabilitation, and administration of suitable, adequate and affordable rental housing on reserve.

Document Types: Agreements; subsidy assistance administration files (includes ongoing subsidy for each project and changes to subsidy based on loan renewal); monitoring and advertising files (may include expression of interest in the program and monitoring of number of applicants); reports (i.e. progress of project and funds advanced); insured loan administration files (loan commitment, loan agreement etc.); land leases and funding development proposals.

Record Number: CMHC CoR 170

Record Retention Code: CO360

Disclosure Summary: Third-Party Service Providers (RRAP inspections), Ininew Limited Partnership (MB), Ininew Limited Partnership (BC), North Shore MicMac District Council (NSMDC), North Shore MicMac District Council (NSMDC), Indigenous Technical Services Corp. (ITSC), First Nations Tech. Services Advisory Group – TSAG, Ontario First Nations Tech. Services Corp –OFNTSC, PAGC Holdings Inc., Conseil Tribal Mamuitun.

Note: Loan files arranged by province and locality as well as by loan numbers.

- [Residential Rehabilitation Assistance Program \(RRAP\) On Reserve - Personal Information Bank](#)

Residential Rehabilitation Assistance Program (RRAP) On-Reserve – Class of Record

Description: Includes records related to the financial assistance provided to First Nations and their members to cover the costs of major repairs and adaptations for their homes, and to improve the accessibility of housing for persons with disabilities. On-Reserve RRAP also includes the Rental RRAP, RRAP-D for persons with disabilities, RRAP Secondary and Garden Suites, and RRAP Conversion.

Document Types: Application files (application and all information related to the application); program administration files (correspondence to the FN, final costs and financial information, documentation); memoranda and briefings to upper management and Minister, as required; reports (i.e. progress of project and funds advanced); policies and guidelines.

Record Number: CMHC CoR 175

Record Retention Code: CO360

Disclosure Summary: Third-Party Service Providers (RRAP inspections), Ininew Limited Partnership (MB), Ininew Limited Partnership (BC), North Shore MicMac District Council (NSMDC), North Shore MicMac District Council (NSMDC), Indigenous Technical Services Corp. (ITSC), First Nations Tech. Services Advisory Group – TSAG, Ontario First Nations Tech. Services Corp – OFNTSC, PAGC Holdings Inc., Conseil Tribal Mamuitun.

- **Residential Rehabilitation Assistance Program (RRAP) On Reserve - Personal Information Bank**

Description: The bank contains data on each applicant and property for *National Housing Act* loans for residential rehabilitation and renovation under RRAP. Personal information may include: name, contact information (mailing address), financial information (income details), medical information (physical disabilities), proof of ownership.

Class of Individuals: First Nations or individual First Nations members applying to receive housing rehabilitation assistance from the RRAP on-reserve program.

Purpose: The purpose of this bank is to assess applicants' eligibility and to administer the program.

Consistent Uses: The information in this bank is used for analytical and reporting purposes and to investigate cases of suspected fraud.

Record Retention Code: CO360

Retention and Disposal Standard: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 001919

Bank Number: CMHC PPU 035

Related Class of Record Number: CMHC CoR 170, CMHC CoR 175

Home Adaptations for Seniors' Independence (HASI) Program – On-Reserve – Class of Record

Description: Includes records related to the help provided to First Nations and First Nation members on-reserve to pay for minor home adaptations to extend the time low-income seniors can live in their own homes independently.

Document Types: Application files (application and all information related to support the application); program administration files correspondence to the FN, final costs and financial information, forgivable loan documentation); to upper management and Minister, as required; reports (i.e. progress of project and funds advanced) policies and guidelines.

Record Number: CMHC CoR 180

Record Retention Code: CO360

Disclosure Summary: N/A

Note: Loan files arranged by province and locality as well as by loan numbers.

- **Home Adaptations for Seniors' Independence (HASI) - Personal Information Bank**

Description: The bank contains data on each applicant and property for *National Housing Act* loans for the Home Adaptation for Seniors' Independence (HASI) Program. Personal information may include: name, contact information (mailing address), financial information (income details), date of birth, medical information (physical disabilities), proof of ownership.

Class of Individuals: Recipients of housing adaptation.

Purpose: The purpose of this bank is to assess applicants' eligibility and to administer the program.

Consistent Uses: The information in this bank is used for analytical and reporting purposes and to investigate cases of suspected fraud.

Record Retention Code: CO360

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 20240025

Bank Number: CMHC PPU 260

Related Class of Record Number: CMHC CoR 180

Shelter Enhancement Program (SEP) – On-Reserve – Class of Record

Description: Includes records related to the administration of the Shelter Enhancement Program (SEP) which assists in repairing, rehabilitating and improving existing shelters on-reserve for women and their children, youth and men who are victims of family violence; and in acquiring or building new shelters and second-stage housing on-reserve where needed.

Document Types: Application files (application and all information related to support the application); program administration files correspondence to the First Nation, final costs and financial information, forgivable loan documentation); to upper management and Minister, as required; reports (i.e. progress of project and funds advanced) policies and guidelines.

Record Number: CMHC CoR 185

Record Retention Code: CO360

Disclosure Summary: Third-Party Service Providers (SEP initial, progress and final inspections), Ininew Limited Partnership (MB), Ininew Limited Partnership (BC), North Shore MicMac District Council (NSMDC), Indigenous Technical Services Corp. (ITSC), First Nations Tech. Services Advisory Group – TSAG, PAGC Holdings Inc., Ontario First Nations Tech. Services Corp –OFNTSC, Conseil Tribal Mamuitun.

Note: Loan files arranged by province and locality as well as by loan numbers.

- **Shelter Enhancement Program (SEP) - Personal Information Bank**

Description: The bank contains data on each applicant and property for *National Housing Act* loans and contributions for the Shelter Enhancement Program (SEP). Personal information may include: organization information such as name, contact information (office address, business phone, cellular phone, email address), proof of ownership, proof of financial viability (audited financial statements).

Class of Individuals: First Nations applying for the repair, rehabilitation and improvement of existing shelters on-reserve.

Purpose: The purpose of this bank is to assess applicants' eligibility, and to administer loans and contributions.

Consistent Uses: The information in this bank is used for analytical and reporting purposes and to investigate cases of suspected fraud.

Record Retention Code: CO360

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 20240026

Bank Number: CMHC PPU 265

Related Class of Record Number: CMHC CoR 185

On-Reserve Retrofit Initiative – Class of Record

Description: Includes records related to the creation of new affordable housing and renovation and retrofit of existing social housing. Records also contain information on the contributions that were provided to eligible social housing units on-reserve, funded and administered by CMHC, to undertake renovations, energy retrofits and to make emergency repairs required for the continued safe occupancy of their houses. Records may also include information on On-reserve federally-funded social housing units currently subject to an operating agreement under *National Housing Act* Section 95 as they were eligible to qualify.

Document Types: Agreements; application files (application and all information related to support the application); program administration files correspondence to the First Nation, final costs and financial information, forgivable loan documentation); to upper management and Minister, as required; reports (i.e. progress of project and funds advanced) policies and guidelines and development proposals.

Record Number: CMHC CoR 190

Record Retention Code: CO360

Disclosure Summary: N/A

Note: Loan files arranged by province and locality as well as by account numbers.

Emergency Repair Program (ERP) On-Reserve – Class of Record

Description: Includes records related to the financial assistance provided to low-income occupants to undertake emergency repairs required for the continued safe occupancy of their homes.

Document Types: Application files (application and all information related to support the application); program administration files correspondence to the First Nation, final costs; to upper management and Minister, as required; reports (i.e. progress of project and funds advanced) policies and guidelines.

Record Number: CMHC CoR 195

Record Retention Code: CO360

Disclosure Summary: Third-Party Service Providers (ERP final inspections), Ininev Limited Partnership (MB), Ininev Limited Partnership (BC), North Shore MicMac District Council (NSMDC), Indigenous Technical Services Corp. (ITSC), First Nations Tech. Services Advisory Group – TSAG, PAGC Holdings Inc., Ontario First Nations Tech. Services Corp –OFNTSC, Conseil Tribal Mamuitun.

Note: Files arranged by province and by individual files, as well as by account numbers.

- **Emergency Repair Program (ERP) On-Reserve - Personal Information Bank**

Description: The bank contains data on each applicant and property for *National Housing Act* contributions for the Emergency Repair Program (ERP). Personal information may include: name, contact information (mailing address), financial information (income details), proof of ownership.

Class of Individuals: Individuals applying for emergency housing repairs.

Purpose: The purpose of this bank is to assess applicants' eligibility and to administer the program.

Consistent Uses: The information in this bank is used for analytical and reporting purposes and to investigate cases of suspected fraud.

Record Retention Code: CO360

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 20240024

Bank Number: CMHC PPU 255

Related Class of Record Number: CMHC CoR 195

Indigenous Skills Training – Class of Record

Description: Includes records related to the acquisition of tools in terms of knowledge, skills, training, advice, coaching, organization and professional development and resources that assists First Nations to work towards self-sufficiency in housing. Records also contain information on assistance is provided to First Nation members, housing institutions and individual housing providers and members to acquire the skills and knowledge to design, build, inspect, finance, maintain and manage housing on-reserve.

Document Types: Contribution agreements and contracts; program administration files including progress of initiative, applications for mentorships; training material; correspondence; memoranda and briefings to upper management and Minister, as required; reports (i.e. progress of project, interim and final reports from the First Nation, and funds advanced), evaluations/surveys; reports; policies and guidelines.

Record Number: CMHC CoR 200

Record Retention Code: CO360

Disclosure Summary: N/A

Note: Files arranged by province and by client need.

- **Indigenous Skills Training - Personal Information Bank**

Description: This bank describes information related to the acquisition of tools in terms of knowledge, skills, training, advice, coaching, organization, professional development, and resources that assists First Nations to work towards self-sufficiency in housing. Records also contain information collected from First Nation members, housing institutions and individual housing providers to assist them in acquiring the skills and knowledge to design, build, inspect, finance, maintain and manage housing on-reserve.

Class of Individuals: First Nations applying to build housing capacity such as asset management, housing needs assessments, educational support or hiring a subject expert as a resource.

Purpose: Personal information is collected under the authority of Section 75 of the *National Housing Act* and will be used to validate credentials, assess eligibility, and provide funding under the Indigenous Skills Training (IST) Program, and obtain feedback from program participants.

Consistent Uses: Information is shared between CMHC Regions and Headquarters to determine program eligibility, and funding to program participants. Aggregate information may be used for program evaluation and briefings to CMHC senior management.

Record Retention Code: CO360

Retention and Disposal Standard: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 001919

Bank Number: CMHC PPU 170

Related Class of Record Number: CMHC CoR 200

Housing Internship for Indigenous Youth – Class of Record

Description: Includes records related to the administration of this youth employment initiative which provides work experience and on-the-job training for Indigenous youth to assist them in pursuing long-term employment in the housing industry. Records also contains information on the housing internships that are available to Indigenous youth who have an eligible sponsor.

Document Types: Subsidy administration files (including application, correspondence etc.); contribution agreements, memoranda and briefings; reports (including: number of internships in each region, funds committed; expenditures, internship outcomes) and surveys.

Record Number: CMHC CoR 205

Record Retention Code: CO360

Disclosure Summary: Employment and Social Development Canada (ESDC)

Note: Files arranged by program year, province/territory and participants.

- **Housing Internship for Indigenous Youth - Personal Information Bank**

Description: This bank describes information related to the administration of the Housing Internship for Indigenous Youth (HIY), part of the federal government's Youth Employment Strategy. Personal information may include: name, contact information (mailing address, home phone, cellular phone, email address), date of birth, biographical information such as gender and employment equity details, Indigenous status, residency status, work and education history, languages spoken (English/French), employment status (including participation in the ESDC Employment Insurance program), personal opinions and views about the individual.

Class of Individuals: First Nation Band Council or Tribal Council or Inuit Community or business organization applying to participate as a Sponsor in the HIY Program, as well as Indigenous youth recruited to the HIY program by their respective Sponsor.

Purpose: Personal information is collected under the authority of Section 75 of the *National Housing Act* and will be used to validate credentials, assess eligibility, and provide funding under the HIIY Program, and obtain feedback from program participants.

Consistent Uses: Information is shared between CMHC Regions and Headquarters to determine program eligibility, and funding to program participants. Information will be shared with Employment and Social Development Canada (ESDC) for their evaluation of the Youth Employment Strategy initiative, Reference Employment Benefits, Support Measures and Other Programs (HRSDC PPU 293). Aggregate information may be used for program evaluation and briefings to CMHC senior management.

Record Retention Code: CO360

Retention and Disposal Standard: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 20220013

Bank Number: CMHC PPU 170

Related Class of Record Number: CMHC CoR 205

Housing Repair and Improvement Programs

CMHC's housing repair and improvement programs provide financial assistance for the repair and rehabilitation of existing affordable housing across Canada, including assistance to address major deficiencies or make accessibility modifications in housing occupied by low-income homeowners or renters and convert non-residential properties into affordable, self-contained rental housing units or bed-units, under the Residential Rehabilitation Assistance Programs (RRAP).

Eco Plus Improvement Initiative program – Class of Record

Description: The Eco Plus and Eco Improvement Secondary Enhanced Process enables borrowers to apply for an MLI partial premium rebate when their newly purchased home meets the Eco Plus and Eco Improvement criteria. This process applies to both existing and newly built homes.

Document Types: Applications, eligibility assessments, loan documents, legal documentation, contact information for applicants, information on loan funding, Energy Efficient certificate, VOID cheque, property EnerGuide information/ Certificate/Label/Renovation Upgrade report, paid invoices, and property valuation ratings.

Record Number: CMHC CoR 210

Record Retention Code: CO210 – 7 years after loan repayment terms have been met

Disclosure Summary: N/A

- **Eco Plus Improvement Initiative - Personal Information Bank**

Description: The energy efficient rating of the house will be saved along with personal information including identification and contact information, financial information and unique identifiers.

Class of Individuals: Homeowners who wish to apply for a mortgage loan insurance (MLI) partial premium rebate on purchased homes that meet the Eco Plus and Eco Improvement criteria.

Purpose: To assess the Property Owner's eligibility under the Eco Plus and Eco Improvement Initiative program; To assess the Application, including for prioritization of applications received; For any purpose related to the provision, servicing, administration, assignment, financing and enforcement of any applicable loan to be advanced under the Eco Plus and Eco Improvement Initiative program; For Information verification and due diligence purposes, including to detect and protect CMHC from errors and fraud; For analytics, policy analysis, data analysis, auditing and research by CMHC; For evaluation and efficient administration of the Eco Plus and Eco Improvement Initiative program; and For use by CMHC and the Government of Canada for any purpose related to the *National Housing Act* (Canada).

Consistent Uses: Personal information will be collected and stored for the program to determine eligibility and administration of the premium rebate on MLI applications as well as issue an electronic transfer on the Eco Plus and Eco Improvement Partial Premium Refund Application.

Record Retention Code: CO210

Retention and Disposal Standards: 7 years after loan repayment terms have been met

RDA Number: 2015/029

TBS Registration: 20240028

Bank Number: CMHC PPU 280

Related Class of Record Number: CMHC CoR 210

Note: Prior to June 20, 2020, the CMHC Eco Plus program was referred to as the CMHC Green Home program.

Renovation and Retrofit of Social Housing – Provinces/Territories – Class of Record

Description: Includes records related to the contributions for the renovation or retrofit of social housing units for low-income Canadians.

Document Types: Federal-provincial/territorial agreements; records of commitments including project details; correspondence; briefings; as financial and program performance reports; guidelines and procedures.

Record Number: CMHC CoR 215

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by province, and where applicable, by record of commitment numbers. The initiative ended on March 31, 2011.

Renovation and Retrofit of Social Housing CEAP – Federal Unilateral – Class of Record

Description: Includes records related to the contributions provided to social housing units funded and administered by CMHC to undertake renovations and energy retrofits.

Document Types: Applications; program description, physical condition report; records of commitments; correspondence; mortgage documents briefings; guidelines; procedures and agreements.

Record Number: CMHC CoR 220

Record Retention Code: CO350

Disclosure Summary: N/A

Note: Files arranged by province, program type and loan numbers. The initiative ended on March 31, 2011.

Energy and Water Efficiency Retrofits and Renovations to Existing Social Housing – Provinces and Territories – Class of Record

Description: Includes records related to the federal funding provided through agreements with provinces and territories for the renovation, energy and water efficiency retrofits to social housing under provincial/territorial administration.

Document Types: Bilateral agreements with provinces and territories; spending plans; project details in claims for CMHC funding; P/T reporting; correspondence and briefing notes.

Record Number: CMHC CoR 225

Record Retention Code: CO350

Disclosure Summary: N/A

Energy and Water Efficiency Retrofits and Renovations to Existing Social Housing – Federal Unilateral – Class of Record

Description: Includes records related to the federal funding for the renovation, energy and water efficiency retrofits to social housing under CMHC administration.

Document Types: Applications for funding; contribution and mortgage agreements; inspection reports; project financial assessments; guidelines; procedures and briefing notes.

Record Number: CMHC CoR 230

Record Retention Code: CO350

Disclosure Summary: N/A

Canada Greener Home Loan (CGHL) Initiative program – Class of Record

Description: Includes records related to the evaluation, analysis, administration and monitoring of interest free loan applications that complements a home retrofit grant program offered by Natural Resources Canada (NRCan).

Document Types: applications, eligibility assessments, loan documents, legal documentation, contact information for applicants, information on loan funding, property EnerGuide information, and property valuation ratings.

Record Number: CMHC CoR 235

Record Retention Code: CO210

Disclosure Summary: Intellifi, Axiom

- **Canada Greener Home Loan (CGHL) Initiative - Personal Information Bank**

Description: The energy efficient rating of the house will be saved along with personal information of the current owner. Personal information collected includes First Name/Middle Name/Last Name, Date of Birth, Street Name/Street Number/City/ Province/Postal Code, Email address, IP address, Employment Information (Employer Name/Income), Property Taxroll Number, Financial Information (Income Confirmations/NOAs/T4), Bank Account Number, ID, EnerGuide Evaluation File Numbers, and Credit Report/Credit Score.

Class of Individuals: Homeowners who wish to obtain an interest free loan to complement a home retrofit grant offered by Natural Resources Canada (NRCan).

Purpose: To assess the Property Owner’s eligibility under the CGHL Initiative program; To assess the Application, including for prioritization of applications received; For any purpose related to the provision, servicing, administration, assignment, financing and enforcement of any applicable loan to be advanced under the CGHL Initiative program; For Information verification and due diligence purposes, including to detect and protect CMHC from errors and fraud; For analytics, policy analysis, data analysis, auditing and research by CMHC; For

evaluation and efficient administration of the CGHL Initiative program; and For use by CMHC and the Government of Canada for any purpose related to the *National Housing Act* (Canada). Personal information is collected under the authority of section 51 of the *National Housing Act*; Operating budget under subsections 123(1) and 123(4) of the *Financial Administration Act* (FAA); Amended Capital Budget: 124(1) and 124(6) of the FAA; Amendment to the corporate plan: 122(1) and 122(6) of the FAA; and Order in Council (OIC) P.C. 20180536.

Consistent Uses: Personal information will be collected and stored for the program in order to determine eligibility and making of as well as administration of the loan which includes servicing and collections of the loan and will be shared with an external loan service provider to permit: transmission and underwriting of loan application from borrower, provide borrower with pre-approval letter indicating estimated loan amount available based on EnerGuide pre-assessment release the loan money in two advances (first advance after the loan pre-approval and the remainder after completion of the retrofit and the post-audit, provide a variety of reports on activities performed.

Record Retention Code: CO210

Retention and Disposal Standards: 7 years after loan repayment terms have been met.

RDA Number: 2015/029

TBS Registration: 20240021

Bank Number: CMHC PPU 245

Related Class of Record Number: CMHC CoR 235

Canada Greener Affordable Housing (CGAH) Initiative program – Class of Record

Description: Includes records related to the administration of the Canada Greener Affordable Housing program, which focuses on addressing climate capability and resiliency to multi-unit residential buildings by advancing deep energy retrofits to improve energy efficiency, reduce greenhouse gas emissions, and adapt to extreme weather events. This program provides low-interest loans, forgivable loans, and contributions to housing providers, cooperatives, not-for profit owned housing, and Indigenous organizations to perform deep energy retrofits.

Document Types: Includes applications, project files (including financial statements and building designs), contracts and agreements, contact information for projects, property information, applicant and/or builder resume, ownership documents, identification of priority groups, information on funding, ownership details, operating statements, analysis of projects, retrofit scope of work and cost estimates for the retrofit project, title on the land, lease agreements, ministerial loan guarantee, and correspondence with housing providers.

Record Number: CMHC CoR 240

Record Retention Code: CO210

Disclosure Summary: N/A

Canadian Housing Research and Analysis

CMHC collects, analyzes and disseminates housing information that facilitates informed housing-related decisions by those in the industry, all levels of government, the public at large and CMHC. CMHC undertakes or supports others to undertake research to maintain a system view of housing needs and conditions, particularly for groups that are vulnerable. Our research is directed at accelerating housing affordability and supporting stability of the housing finance system. CMHC disseminates data, information and insights from this research to inform decision making in the formulation and deployment of housing policies, programs, technologies and practices.

Housing Survey Data – Class of Record

Description: Includes records related to the housing-related data acquired through monthly, quarterly and annual surveys. Housing surveys covering residential construction, primary and secondary rental markets, as well as rental structures related to social and affordable housing. They are entitled; the Starts and Completions Survey, the Market Absorption Survey, the Rental Market Survey, the Condominium Apartment Survey, and CMHC Landlord Survey.

Document Types: Statistical and analytical reports; internal surveys and correspondence.

Record Number: CMHC CoR 245

Record Retention Code: CM170

Disclosure Summary: Ministère des Affaires municipales, Régions et occupation du territoire (MAMROT)

Note: Files arranged by geographic location, date, frequency and survey.

- **Housing Surveys - List of Contacts - Personal Information Bank**

Description: This bank contains a list of contact persons from businesses and companies from whom data is collected, the contact's name, business address, business telephone number, and business e-mail.

Class of Individuals: Contact people at businesses or companies who can provide responses to the surveys.

Purpose: The list of contact persons is used to obtain data on structures that are surveyed. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information is used to conduct surveys.

Record Retention Code: CM170

Retention and Disposal Standard: 5 years after the record is last modified

RDA Number: 2015/029

TBS Registration: 003136

Bank Number: CMHC PPU 130

Related Class of Record Number: CMHC CoR 245

Note: It is extremely rare that personal information is used in CMHC's Housing Surveys. This is limited to when an individual provides their own personal information in the context of our Business-to-Business interactions.

Market Data and Insights – Class of Record

Description: Includes records related to the list of contacts to collect market intelligence from the housing industry and other industry stakeholders.

Document Types: Correspondence as well as data and analytical reports e.g., Housing Market Outlook, Rental Market Report, Rental Market Statistics, Housing Information Monthly; Market Intelligence Summaries; presentation material and housing industry information.

Record Number: CMHC CoR 250

Record Retention Code: PO105

Disclosure Summary: N/A

Note: Files arranged by geographical area.

- **Housing Policy and Research Information Distribution - Personal Information Bank**

Description: This bank comprises client names, addresses, e-mail addresses of individuals, firms and agencies who provide insights on Canadian housing markets or contribute to CMHC's understanding of housing markets.

Class of Individuals: The information in the bank relates to persons, firms and agencies interested in housing market information.

Purpose: The information was obtained to notify interested parties on the availability of housing market publications.

Consistent Uses: The information is used to distribute and collect documentation to/from individuals, firms, companies, organizations, etc., and occasionally conduct CMHC marketing surveys to improve its products and services.

Record Retention Code: CA410

Retention and Disposal Standards: 5 years

RDA Number: 2015/029

TBS Registration: To be removed pending TBS approval

Bank Number: CMHC PPU 085

Related Class of Record Number: CMHC CoR 250, CMHC CoR 255

Consolidated Research Program – Class of Record

Description: Includes records related to engagement with housing stakeholders, including those with lived experience, procurement of research, data development, product development and dissemination, education and the provision of input, advice and information on current and emerging housing issues, including enhanced research funding such as the funding allocated through the National Housing Strategy.

Document Types: Research reports; research papers; case studies; factsheets/insights; best practice guides; housing design catalogue; consumer and industry advisory documents; Web content; planning and technical performance assessments; agreements and correspondence with researchers, contractors and government entities.

Record Number: CMHC CoR 255

Record Retention Code: PO140

Disclosure Summary: N/A

- **Research - External and Internal - Personal Information Bank**

Description: This bank maintains data related to housing needs and conditions, including expertise and experience of individuals and organizations. The bank may contain the following types of information: contact information (name, phone number and email) and housing related information including household composition, past and current housing needs and conditions.

Class of Individuals: The information in the bank relates to persons, including those who are vulnerable with respect to housing, and organizations in the housing sector.

Purpose: The information is obtained to explore housing related issues and to improve housing affordability in Canada. Personal information is collected under Part IX of the *National Housing Act*.

Consistent Uses: The information in this bank is used for qualitative and quantitative research and reporting to address housing affordability in Canada. Information may be used for secondary interviews, focus groups, surveys, and consultations.

Record Retention Code: PO140

Retention and Disposal Standard: 30 years

RDA Number: 2015/029

TBS Registration: 20240022

Bank Number: CMHC PPU 225

Related Class of Record Number: CMHC CoR 255

- **Housing Policy and Research Information Distribution - Personal Information Bank**
- **CMHC Research Service Provider Database - Personal Information Bank**

Description: This bank maintains data on individuals and organizations suitable for consideration to conduct CMHC-directed research in housing. The bank contains the following types of information: contact information, name, address, phone number and areas of expertise and experience.

Class of Individuals: Professionals, consultants, research and technical firms and individuals.

Purpose: The purpose of this bank is to maintain an inventory of individuals capable of undertaking housing research.

Consistent Uses: The information contained in this bank is used in the selection process in awarding research contracts.

Record Retention Code: CA410

Retention and Disposal Standards: 5 years

RDA Number: 2015/029

TBS Registration: To be removed pending TBS approval

Bank Number: CMHC PPU 080

Related Class of Record Number: CMHC CoR 255

Note: This database was decommissioned in 2013.

Insurance

CMHC's mortgage loan insurance activities help to ensure that Canadians across the country have access to housing financing options. CMHC's mortgage loan insurance activity comprises transactional homeowner insurance (high ratio and low ratio homeowner mortgage loans), portfolio insurance and multi-unit residential insurance. The Corporation's mortgage loan insurance activities are operated on a commercial basis, at no cost to Canadian taxpayers.

Underwriting – Class of Record

Description: Includes records related to the analysis, monitoring and evaluation of homeowner and multi-unit mortgage loan insurance applications.

Document Types: Underwriting policies and procedures; mortgage loan insurance applications; loan regulations; mortgage loan insurance underwriting training material; reports; memoranda and briefings; program administration files containing information and requirements of various programs such as EcoPlus, Affordable Housing (AHP) and First Nation Market Housing Fund (FNMHF) and correspondence with lenders appraisers, and inspection firms.

Record Number: CMHC CoR 260

Record Retention Code: CO100 – Multi-Unit, Homeowner – CO155

Disclosure Summary: KPMG, PWC, Equifax, Gowlings, TransUnion, Approved Lenders

Note: Files arranged by loan case file.

- ***National Housing Act (NHA) Insured and Uninsured Loans Files - Personal Information Bank***

Description: This bank comprises all loans insured and uninsured or made since 1961 under sections 8, 13 and 57 of the NHA and their predecessor sections. Records include details on applicants, name, address, email address, date of birth, assets and liabilities, direct deposit banking information, credit card number, loan number, income, age, family composition, loan and property characteristics. Records also include information obtained through the process involved in the payment of a claim received due to a defaulting borrower, such as financial information, legal documentation, income verification, credit reports, net worth statements, borrower's resume, beneficiary names and verification of down payment and deficiency judgment.

Class of Individuals: Applicants and organizations for NHA insured loans and defaulting borrowers.

Purpose: The purpose of this bank is to document both the underwriting and claims payment processes. Personal information is collected under Sections 8, 13 and 57 of the *National Housing Act*. CMHC collects personal information from OSFI to support general risk assessment, trend analysis and policy development.

Consistent Uses: The bank is used for statistical purposes, for evaluation, audit trials, to effect recovery action under deficiency judgment, to investigate cases of suspected fraud, and for due diligence purposes to ensure CMHC does not, directly or indirectly, unknowingly transact business with companies and/or individuals who present legal, regulatory and reputational risks to CMHC. CMHC receives uninsured mortgage loan data from OSFI through a formalized information sharing agreement (ISA) and the privacy of the data is managed through a privacy protocol.

Record Retention Code: CO100 multi-unit – 50 years, CO155 Homeowner – 5 years after amortization, CO115 Portfolio Underwriting – 5 years after amortization, CO250 NHS – Permanent (under review), CO220 Affordable Housing Fund – 60 years, CO190 Apartment Construction Loan Program – 60 years

Retention and Disposal Standards: 5 years after completion of amortization period – permanent (see above)

RDA Number: 2015/029

TBS Registration: 001920

Bank Number: CMHC PPU 040

Related Class of Record Number: CMHC CoR 150, CMHC CoR 260, CMHC CoR 265, CMHC CoR 275

Default Management – Class of Record

Description: Includes records related to management of defaults and claims from Approved Lenders' and CMHC direct-insured and non-insured loans in arrears.

Document Types: Arrears reports; correspondence; monthly statistical arrears reports and other reports; workout proposals; workout agreements; judgments assigned to CMHC; memoranda and briefings. details on applicants, name, address, date of birth, assets and liabilities, credit card number, loan number, income, age, loan and property characteristics. Records also include information obtained through the process involved in the payment of a claim received due to a defaulting borrower, such as financial information, legal documentation, income verification, credit reports, net worth statements, and verification of down payment and deficiency judgment.

Record Number: CMHC CoR 265

Record Retention Code: CO155

Disclosure Summary: Gowling, Approved Lenders

Note: Arrears reports arranged chronologically by lender.

- **National Housing Act (NHA) Insured and Uninsured Loans Files - Personal Information Bank**

Client Relationship Management (CRM) – Class of Record

Description: Includes records related to the management of client relationships and the positioning of CMHC mortgage loan insurance products, policies and services with clients.

Document Types: Mortgage insurance sales and product training material; reports such as client business activity reports; client contact information; business development activity details; memoranda and briefings, correspondence, announcements, and advice.

Record Number: CMHC CoR 270

Record Retention Code: CA270

Disclosure Summary: N/A

Note: Documentation is arranged by client name.

- **Mortgage Loan Insurance Program - Client Contact Information - Personal Information Bank**

Description: This bank describes information that is related to contact information for clients of the Mortgage Loan Insurance program. Personal information may include company name, contact name, title, department, business contact information, language of preference, appraisal photos, and other identification numbers.

Class of Individuals: Approved lenders and mortgage professionals

Purpose: The purpose of this bank is to administer the Mortgage Loan Insurance program.

Consistent Uses: The information may be used for the following purposes: to provide clients with analysis reports, updates on training seminars, meetings, staff changes; to promote and obtain feedback on insurance products and services; and, to disseminate information on changes to insurance products, policies and services.

Record Retention Code: CA270

Retention and Disposal Standard: 5 years

RDA Number: 2015/029

TBS Registration: 20130059

Bank Number: CMHC PPU 155

Related Class of Record Number: CMHC CoR 270, CMHC CoR 335

National Housing Act Mortgage Insurance Claims – Class of Record

Description: Includes records related to administration of insurance claims and documentation of individual claims against the CMHC Insurance Activity.

Document Types: Individual insurance claim forms; title documents, correspondence and other supporting documents from the lenders and legal organizations; memoranda and briefings.

Record Number: CMHC CoR 275

Record Retention Code: CO113

Disclosure Summary: KPMG, PWC, Equifax, Gowlings, TransUnion, Approved Lenders

Note: Files are arranged by insurance account number.

- **National Housing Act (NHA) Insured and Uninsured Loans Files - Personal Information Bank**

Loans Administration – Class of Record

Description: Includes records related to the loan servicing and administration of loan activity under the *National Housing Act*, including loan advances, loan amortization and repayment, renewals and discharges.

Document Types: Agreements; mortgages; applications; title searches; amortization and repayment schedules; reports; mortgage renewals; discharges; partial discharges; correspondence.

Record Number: CMHC CoR 280

Record Retention Code: CO155

Disclosure Summary: KPMG, PWC

Note: Files arranged by loan case file.

- **List of Potential Purchasers of Housing Projects - Personal Information Bank**

Description: This bank contains a record of information on individuals and companies interested in purchasing projects owned by CMHC. The data includes general mailing information and the necessary information in determining if an individual or company would be interested in a property that CMHC is proposing to sell (i.e., location and size of project).

Class of Individuals: Individuals and companies submitting proposals for the purchase of real estate owned by CMHC and those showing an interest.

Purpose: The purpose of this bank is to provide a source of interested buyers for housing projects owned by CMHC.

Consistent Uses: The information in this bank is used to mail and distribute documentation to individuals.

Record Retention Code: CO155 (Under Review)

Retention and Disposal Standards: 5 years after completion of amortization period

RDA Number: 2015/029

TBS Registration: 001922

Bank Number: CMHC PPU 050

Related Class of Record Number: CMHC CoR 280

Appraisal Services – Class of Record

Description: Includes various documents, analyses, reports, studies carried out by the appraisal service in support of programs delivered by the Corporation.

Document Types: Property files containing analyses of real estate transactions, external appraisal reports, presentations, training material, internal service level agreement, protocols.

Record Number: CMHC CoR 285

Record Retention Code: FI175

Disclosure Summary: N/A

Technical Services – Class of Record

Description: Includes records related to internal reports, analyses and third party service providers (on a fee-for-service basis) in support of programs delivered by the Corporation.

Document Types: Technical reports; training material; technical bulletins; industry information files; correspondence; protocols, internal service level agreements, vendor invoices.

Record Number: CMHC CoR 290

Record Retention Code: FI175

Disclosure Summary: N/A

Note: This class of record was previously entitled CMHC Inspection Services.

Vendor Management – Class of Record

Description: Identifies the records created, collected and maintained by the institution as evidence of and information about a particular institutional program or activity. Must provide sufficient information for the public to understand the program/activity to which the records related.

Document Types: RFx Documents, Project Timelines, IT Security compliance, IT requirements, Business Continuity Plans, management plans, contingency plans, Certificates of Insurance coverage, Materiality and Risk Assessment, financial statements, service provider information, contract agreements, monitoring reports, conflict of interest reports, invoices and supporting documentation.

Record Number: CMHC CoR 295

Record Retention Code: LG150

Disclosure Summary: N/A

- Professional Services Contracts Personal Information Bank – PSU 912

Real Estate – Title Transfer (1-4 units) – Class of Record

Description: Includes records related to the acquisition and disposal of real estate assets as a result of the claims process managed by the Operations Division.

Document Types: unit physical condition/environmental reports; appraisals, tax assessments/invoices, real estate listing agreements, agreements of purchase and sale, finance letters, statements of adjustment, conveyancing documents, PPSA registrations, commission statements, contracts, policies and procedures and legal opinions.

Record Number: CMHC CoR 300

Record Retention Code: FA100

Disclosure Summary: N/A

Securitization

CMHC's Securitization Programs – *National Housing Act* Mortgage-Backed Securities (NHA MBS) and Canada Mortgage Bonds (CMB) – were established to ensure an adequate supply of mortgage funding to support a competitive mortgage lending and secondary mortgage market through the CMHC guarantee of timely payment to investors. By ensuring an adequate supply of mortgage funds, savings in the form of lower residential mortgage financing costs benefit borrowers, and improves competitiveness for existing mortgage financing participants and new entrants. CMHC has a mandate to operate its Securitization activities in a commercially viable manner without requiring tax dollars to operate those activities and with due regard to loss.

CMHC Canada Mortgage Bonds Program – Class of Record

Description: Includes records related to the delivery, administration and monitoring of CMB that are issued by the Canada Housing Trust (CHT) and backed by pools of insured residential mortgages, Government of Canada bonds and Asset-Backed Commercial Paper.

Document Types: The policies and parameters governing the CMB Program are contained in a formal CMB Program User Guide, as well as in established CHT legal agreements; CMHC management approvals covering the program and in the underlying NHA MBS Program Guide. Other documents include seller and counterparty applications and approvals, as well as other correspondence and operational documents.

Record Number: CMHC CoR 305

Record Retention Code: FI370

Disclosure Summary: N/A

National Housing Act (NHA) Mortgage-Backed Securities – Class of Record

Description: Includes records related to the delivery, administration and monitoring of NHA MBS that are issued by approved issuers and backed by pools of insured residential mortgages.

Document Types: The NHA MBS Program policies and parameters are contained in the NHA MBS Guide, which is a legal document that NHA MBS issuers are required to comply with. Other documents include issuer application and approvals; applications and approvals to issue NHA MBS; monthly accounting reports; analytical reports; policies and procedures.

Record Number: CMHC CoR 310

Record Retention Code: CO120 (Validation Forms), CO125 (Mortgage Backed Security Loans)

Disclosure Summary: N/A

Note: Records maintained in MBS pool and by Issuer.

- **NHA Mortgage-Backed Securities Program - Personal Information Bank**

Description: Individual borrower names, property addresses and mortgage details (for CMHC insured loans only), submitted by the Issuer to CMHC via the 2824 Schedule of pooled mortgages.

Class of Individuals: Individual borrowers (names addresses and mortgage details on underlying mortgages pooled in a NHA Mortgage-Backed Security (for CMHC insured loans only)).

Purpose: The purpose is to determine loan eligibility and to record mortgage details for the administration of MBS pools. CMHC also collects personal information from OSFI to support general risk assessment, trend analysis and policy development.

Consistent Uses: Information in this bank is used for administrative and reporting purposes. CMHC receives uninsured mortgage loan data from OSFI through a formalized information sharing agreement (ISA) and the privacy of the data is managed through a privacy protocol.

Record Retention Code: CO120 (Validation Forms), CO125 (Mortgage Backed Security Loans)

Retention and Disposal Standards: 25 years (CO120), permanent (CO125)

RDA Number: 2015/029

TBS Registration: 003696

Bank Number: CMHC PPU 125

Related Class of Record Number: CMHC CoR 310

Canadian Registered Covered Bonds

CMHC is responsible for administering the Canadian Covered Bond Framework and maintaining the registry, for approving registered issuers and their covered bond guarantors. The legislative framework provides increased certainty to investors of the continuity of payment and the recovery of their investment in the event of default of the issuer. CMHC's role in administering the legal framework established under the *National Housing Act* is undertaken on a cost recovery basis through the annual fees paid by Covered Bond issuers to CMHC to cover its costs.

Canadian Registered Covered Bond Program – Class of Record

Description: Includes records related to the administration of the legal framework for Canadian Registered Covered Bond Programs. Records also contains information on applications which are assessed by the criteria defined in the Canadian Registered Covered Bond Program Guide and records related to the maintenance of the Canadian Covered Bond Registry, which reflects registered issuers and registered programs, as well as suspended issuers.

Document Types: Program agreements and disclosure documents, Issuer and program applications; recommendations for approval or decline of applications; correspondence; Canadian Registered Covered Bond Program Guide; Canadian Covered Bond Registry; monthly monitoring reports of registered programs and internal procedures.

Record Number: CMHC CoR 315

Record Retention Code: CO140

Canada Emergency Commercial Rental Assistance Program (CECRA) – Class of Record

Description: Includes records related to the administration of the Canada Emergency Commercial Rental Assistance Program, which provided forgivable loans for commercial property owners to support small businesses experiencing financial hardship due to COVID-19.

Document Types: Applications, eligibility assessments, legal documentation, contact information for applicants, information on funding, property information, banking information, ID.

Record Number: CMHC CoR 320

Record Retention Code: FG100

Disclosure Summary: PWC

- **Canada Emergency Commercial Rental Assistance Program - Personal Information Bank**

Description: This bank contains information on individuals applying for the Canada Emergency Commercial Rental Assistance Program (CECRA). The Order-in-Council provides the legislative authority to administer the CECRA program pursuant to Section 28(1)(e) of the *CMHC Act*. It contains personal information on the applicants and some personal information on the

tenants receiving funding from these applicants. The following information will be collected: applicant name, applicant address, date of birth, beneficial owner/co-owner name and contact information, guarantor name and contact information, bank and bank account information, prior mortgage defaults (when and for how long), name of tenant.

Class of Individuals: Commercial property owners applying for the program.

Purpose: The purpose of this bank is to administer the Canada Emergency Commercial Rental Assistance Program. Personal information is collected under Section 28(1)(e) of the *CMHC Act*.

Consistent Uses: The information contained in this bank is used to support loan administration purposes throughout the life of the loan. Information is shared with PWC to deliver on this program. The information may also be used in providing the government of Canada outcomes of the program.

Record Retention Code: FG10

Retention and Disposal Standards: 30 years following termination of program

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 230

Related Class of Record Number: CMHC CoR 320

Internal Services

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization.

These groups are: Acquisition Services; Communications Services; Financial Management Services; Human Resources Management Services; Information Management Services; Information Technology Services; Legal Services; Management and Oversight Services; Materiel Services; Real Property Services; and Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Legal Agents

Activities undertaken to enable CMHC to pursue policy, program and service delivery priorities and objectives within a legally sound framework. Includes the provision of policy and program advice, assistance in the identification, mitigation and management of legal risks, legal support in ensuring compliance and enforcement of standards, regulations, and guidelines, and representing the institutions interests in litigation may include information related to legal advice, preparation of legal documents, litigation services, and legislative drafting.

Legal Services – Class of Record

Description: Includes records related to legal matters including legislation, litigation and the various business and program lines of the Corporation.

Document Types: The Corporation’s governing Acts; legal aspects of business and program lines; claims and actions by and against the Corporation; legal agreements; legal documents and forms and legal agents and documents containing personal health information.

Record Number: CMHC CoR 325

Record Retention Code: LG100

Disclosure Summary: N/A

Legal services Class of Record – PRN 902

- **Claims and Action By or Against CMHC - Personal Information Bank**

Description: This bank is established to record mandates to external legal counsel, legal opinions, decisions, information and judgements concerning claims by or against the Corporation. Personal information may include name, address, contact information and any other relevant information related to the claim or action, such as but not limited to financial information.

Class of Individuals: Legal counsel and individuals involved in legal actions.

Purpose: The purpose of this bank is to effect satisfactory settlement of claims against or by CMHC or to present CMHC’s case before the courts.

Consistent Uses: The information contained in this bank is used to report to CMHC’s Board of Directors, to auditors and to the minister responsible for CMHC.

Record Retention Code: LG100

Retention and Disposal Standards: Permanent (under review)

RDA Number: 2015/029

TBS Registration: 001927

Bank Number: CMHC PPU 075

Related Class of Record Number: CMHC CoR 325, PRN 902

- **Lawyers and Notaries Appointed Agents of CMHC - Personal Information Bank**

Description: This bank contains information on lawyers and notaries appointed by the government as agents of CMHC.

Class of Individuals: Lawyers and notaries appointed to act as legal agents for CMHC.

Purpose: The purpose of this bank is for internal accounting and monitoring of activity.

Consistent Uses: The information contained in this bank is used for reports to the minister responsible for CMHC.

Record Retention Code: LG150

Retention and Disposal Standards: 12 years after termination of appointment

RDA Number: 2015/029

TBS Registration: 001925

Bank Number: CMHC PPU 065

Related Class of Record Number: CMHC CoR 325, PRN 902

Corporate Insurance and Claims Management Program – Class of Record

Description: This bank includes records related to the administration and management of the Corporate Insurance and Claims Management Program.

Document Types: Hospital reports, ambulance reports, dental reports, doctors' reports (historical and current), medical expert (neuro, psychiatric to name a few it all depends on the injury head or limb) and police records.

Record Number: CMHC CoR 330

Record Retention Code: LG155 and LG156

Disclosure Summary: Claimspro, Marsh

- **Corporate Insurance and Claims Management Program - Personal Information Bank**

Description: This bank includes records related to the administration and management of the Corporate Insurance and Claims Management Program. Personal information may include but not limited to first and last name, address, date of birth, drivers license number, income and tax returns, employment information, marital status, health/medical information such as hospital reports, ambulance reports, dental reports, doctors' reports (historical and current), medical expert (neuro, psychiatric to name a few it all depends on the injury head or limb) and police records. Personal information may also be provided to CMHC by adjusters and third party's legal counsel to form the evidentiary basis for claimed injuries and damages.

Class of Individuals: Legal counsel and individuals involved in legal actions.

Purpose: Any personal information obtained or compiled under the Corporate Insurance and Claim Management Program is solely intended for procurement of automobile insurance and for the benefit of adjudicating and settling claims under the insurance program.

Consistent Uses: Personal information is only collected where necessary for the procurement of automobile insurance and the intended purpose of investigating, assessing, and resolving claims. Personal information may also be disclosed to external counsel(s), adjuster(s) and insurer(s).

Record Retention Code: LG155, LG156

Retention and Disposal Standard: Claims Without Litigation - 7 years after claim has been settled. Claims Resulting in Litigation - Permanent

RDA Number: 2015/029

TBS Registration: 20240027

Bank Number: CMHC PPU 270

Related Class of Record Number: CMHC CoR 330

Acquisition Services

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- Procurement and Contracting Class of Record - PRN 912

Disclosure Summary: N/A

- Professional Services Contracts Personal Information Bank - PSU 912

Communications Services

Communications Services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- Communications Class of Record – PRN 939

Disclosure Summary: N/A

- Internal Communications – Personal Information Bank – PSU 915
- Public Communications - Personal Information Bank – PSU 914

The RESOURCE and the CLASSROOM for Mortgage Professionals – Class of Record

Description: Includes records related to The RESOURCE, a content-sharing web-based tool and the CLASSROOM, a comprehensive suite of free training which CMHC uses to provides information to improve the marketing and support of the Corporation's products and services to its customers.

Document Types: CMHC Publications; training modules; advertising and marketing material.

Record Number: CMHC CoR 335

Record Retention Code: CO220

Disclosure Summary: TerraNova

Note: These tools have been decommissioned as of May 31, 2018. These records were previously under the institution-specific activity Public Affairs. This institution-specific activity has been removed since it is the same activity as Internal Services - Communications Services.

- Mortgage Loan Insurance Program - Client Contact Information - Personal Information Bank

Granville Island Volunteer Program – Class of Records

Description: Includes demographic information obtained through the application form filled out to join the Granville Island Volunteer Program.

Document Types: Contact information of volunteer applicants, including name, address, phone number, and email address, vehicle license plate.

Record Number: CMHC CoR 340

Record Retention Code: CM125

Disclosure Summary: Better Impact, Yardi, Busker Management, Logiciels Sport-Plus

- **Granville Island Volunteer Program – Personal Information Bank**

Description: This bank contains demographic information of volunteers in the Granville Island Volunteer Program, including First and Last name, home address, phone number(s), and email address, vehicle license plate, reference information for volunteer applicants (First and Last name, phone number (s), email address), previous work/volunteer experience, date of birth.

Class of Individuals: Individuals who have completed the application form for the Granville Island Volunteer Program.

Purpose: The purpose of this bank is to administer the Granville Island Volunteer Program.

Consistent Uses: The bank is used for statistical purposes, evaluation of prospective volunteers, and to allow for timely contact between administration and volunteers.

Record Retention Code: CM125

Retention and Disposal Standards: Information is kept for 3 years from the time of leaving the Volunteer Program. Information is moved to the archive section immediately after they leave the program. Information in the archive section is retained so that if people were to return, their profile is still valid.

RDA Number: 2015/029

TBS Registration: Pending TBS Approval

Bank Number: CMHC PPU 195

Related Class of Record Number: CMHC CoR 340

Financial Management Services

Financial Management Services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- **Financial Management Class of Record – PRN 914**

Disclosure Summary: N/A

- **Accounts Payable Personal Information Bank – PSU 931**

Disclosure Summary: N/A

- **Accounts Receivable Personal Information Bank – PSU 932**

- **Acquisition Cards Personal Information Bank – PSU 940**

Human Resources Management Services

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- **Awards (Pride and Recognition) Class of Record – PRN 940**

Disclosure Summary: OC Tanner

- **Recognition Program Personal Information Bank – PSE 920**

- **Classification of Positions Class of Record – PRN 919**

Disclosure Summary: SAP Success Factors

- **Staffing Personal Information Bank – PSE 902**

- **Compensation and Benefits Class of Record – PRN 941**

Disclosure Summary: Arc Health, SAP Success Factors, Sodales [PSE 903]; AON, Dayforce (formerly Ceridian), Manufacturers Life Ins. Co (Manulife), Mercer, Perkopolis, RBC IT&S, Royal Trust Corporation of Canada (RBC) [PSE 904]

- **Attendance and Leave Personal Information Bank – PSE 903**

Pay and Benefits Personal Information Bank – PSE 904

- **Employment Equity and Diversity Class of Record – PRN 942**

Disclosure Summary: N/A

- **Employment Equity and Diversity Personal Information Bank – PSE 918**

- **Hospitality Class of Record – PRN 933**

Disclosure Summary : Bytown Catering

- **Hospitality Personal Information Bank – PSU 908**

- **Human Resources Planning Class of Record – PRN 949**

Disclosure Summary: Sodales, SAP Success Factors [PSU 935]; Sunflower Cooperative Day Nursery Inc. [PSE 930]

- **Human Resources Planning Personal Information Bank – PSU 935**

- **Workplace Day Care Personal Information Bank – PSE 930**

- **Labour Relations Class of Record – PRN 926**

Disclosure Summary: Sodales [PSU 933, PSE 911, PSE 910, PSE 919, PSU 906, PSE 915]; ClearView Connects [PSE 910, PSE 919, PSU 906]

- Canadian Human Rights Act – Complaints Personal Information Bank – PSU 933
- Discipline Personal Information Bank – PSE 911
- Grievances Personal Information Bank – PSE 910
- Harassment Personal Information Bank – PSE 919
- Internal Disclosure of Wrongdoing in the Workplace Personal Information Bank – PSU 906
- Values and Ethics Code for the Public Service Personal Information Bank – PSE 915

- **Occupational Health and Safety Class of Record – PRN 922**

Disclosure Summary: Sodales, SAP Success Factors [PSE 907]; Health Canada [PSE 916]

- Occupational Health and Safety Personal Information Bank – PSE 907
- Employee Assistance Personal Information Bank – PSE 916

- **Official Languages Class of Record – PRN 923**

Disclosure Summary: AFSL Pro, MLS Inc.

- Official Languages Personal Information Bank – PSE 906

- **Performance Management Reviews Class of Record – PRN 946**

Disclosure Summary: SAP Success Factors

- Employee Performance Management Program Personal Information Bank - PSE 912

- **Recruitment and Staffing Class of Record – PRN 920**

Disclosure Summary: SAP Success Factors, Gambit [PSU 911]; SAP Success Factors, Sodales [PSE 901]; SAP Success Factors [PSE 902]; Gambit [PSU 917]

- Applications for Employment Personal Information Bank – PSU 911
- Employee Personnel Record Personal Information Bank – PSE 901
- Staffing Personal Information Bank – PSE 902
- Personnel Security Screening – PSU 917

- **Relocation Class of Record – PRN 936**

Disclosure Summary: N/A

- Relocation Personal Information Bank – PSU 910

- Training and Development Class of Record – PRN 927

Disclosure Summary: SAP Success Factors

- Training and Development Personal Information Bank – PSE 905

Information Management Services

Information Management Services involve activities undertaken to achieve efficient and effective life cycle management of information to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- Access to Information and Privacy Class of Record – PRN 930

Disclosure Summary: Norton Rose Fullbright [PSU 939]

- Access to Information and Privacy Act Requests Personal Information Bank – PSU 901
- Security Incident and Privacy Breaches Personal Information Bank – PSU 939

- Information Management Class of Record – PRN 944

Disclosure Summary: Accenture, Iron Mountain, RecordPoint

- Library Services Personal Information Bank – PSU 936

Information Technology Services

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- Information Technology Class of Record – PRN 932

Disclosure Summary: Accenture, Contingent

- Electronic Network Monitoring Personal Information Bank – PSU 905

Management and Oversight Services

Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- Cooperation and Liaison Class of Record – PRN 904
Disclosure Summary: Pheedloop, Intertask [PSU 938]
 - Outreach Activities Personal Information Bank – PSU 938
- Executive Services Class of Record – PRN 943
Disclosure Summary: N/A
 - Executive Correspondence Personal Information Bank – PSU 902
- Internal Audit and Evaluation Class of Record – PRN 916
Disclosure Summary: N/A
 - Internal Audit Personal Information Bank – PSU 941
 - Evaluation Personal Information Bank – PSU 942
- Planning and Reporting Class of Record – PRN 947
Disclosure Summary: N/A

Material Services

Material Services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- Material Management Class of Record – PRN 945
Disclosure Summary: N/A
 - Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank – PSE 908
Disclosure Summary: N/A

Real Property Services

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- Real Property Management Class of Record – PRN 948
Disclosure Summary: BGIS, Strength Tek Fitness [PSU 948], Richmond Advisory Services [CMHC PPU 240]
 - Real Property Management Personal Information Bank – PSU 948
 - Property Management Services for Multi-Unit Rental Properties (5+ Units) - Personal Information Bank

Description: CMHC owns multi-unit rental properties and manages loans in default for other multi-unit properties, social housing co-ops, non-profits and properties under the National Housing Strategy (NHS) program of which CMHC is the lender. The above noted properties may be fully or partially occupied; fully or partially constructed; include a commercial space; be in default or owned by CMHC; have subsidized tenants and/or veterans; and located in any province or territory across Canada. Information collected for the management of properties may include name, address, telephone number, age, sex, date of birth, drivers license number, bank account number and income.

Class of Individuals: Information is collected from tenants of properties being managed by the property management company.

Purpose: Personal information is collected by the property management company in order to perform tenant management, financial management and property management of the properties owned or managed by CMHC.

Consistent Uses: Information collected from tenants is used to manage the properties and is not used for other purposes.

Record Retention Code: FA100

Retention and Disposal Standard: Personal information collected for the management of properties is not held directly by CMHC within the institution (under review).

RDA Number: 2015/029

TBS Registration: 20240023

Bank Number: CMHC PPU 240

Related Class of Record Number: PRN 948

Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- Administrative Services Class of Record – PRN 901

Disclosure Summary: BGIS, Allied

- Parking Personal Information Bank – PSE 914

- Boards, Committees and Council Class of Record – PRN 938

Disclosure Summary: N/A

- Governor in Council Appointments Personal Information Bank – PSU 918
- Members of Boards, Committees and Councils Personal Information Bank – PSU 919

- Business Continuity Planning Class of Record – PRN 903

Disclosure Summary: Rave Alerts

- Business Continuity Planning Personal Information Bank – PSU 903

- Disclosure to Investigative Bodies Class of Record – PRN 913

Disclosure Summary: N/A

- Disclosure to Investigative Bodies Personal Information Bank – PSU 913

- Proactive Disclosure Class of Record – PRN 935

Disclosure Summary: N/A

- Security Class of Record – PRN 931

Disclosure Summary: Allied

- Identification and Building-Physical Access Controls Personal Information Bank - PSU 907

- Travel Class of Record – PRN 934

Disclosure Summary: AMEX

- Travel Personal Information Bank – PSU 909

Classes of Personal Information

The personal information contained in this class is distributed across a wide range of subject files. It is not used for administrative purposes and is normally neither arranged nor retrieved by personal identifiers. The most common types of personal information contained in this class are name, address, contact information and in some cases, affiliation, educational background and experience. The information was collected through general enquiries, complaints, requests for assistance and personal views and opinions submitted to the Canada Housing Information Centre and the Corporate Relations Office. Individuals wishing to access information relating to themselves should provide specific details regarding the program, sector or individual to whom the correspondence or enquiry was addressed; the approximate date of the correspondence or enquiry; the subject matter; the name of the program (if applicable); and the file reference number, if available.

The retention periods for this class of personal information vary and are available in CMHC's Records Retention Schedule.

Manuals

- Becoming an Approved Lender
- Bringing Home Ownership Within Reach with Mortgage Loan Insurance
- Canadian Registered Covered Bond Programs Guide
- CMHC Homeowner Mortgage Insurance Tool Kit
- CMHC Mortgage Loan Insurance Handbook Online Edition
- CMHC Pension Fund Investment Management Guidelines
- CMHC PORTAL: How to Create a Profile and Start an Application
- Corporate Management Structure
- Counselling Handbook - Home-ownership
- Electronic Portfolio Insurance - Approved Lender's Guide
- Experts in Residence Program - Guidelines and Application
- External Research Program Guidelines and Application Form
- Guidelines and Procedures Manual (30 volumes)
- Instrument of Delegation of Financial Signing Authorities
- Management Information Services Practices
- NHA Mortgage-Backed Securities Program Guide (available on CMHC's Website)
- Part IX Guidelines and Procedures
- Payment Guideline
- Pension Plan Handbook
- Reference Guide - NHA Mortgage Loan Insurance for Rental, Licensed Care and Retirement Properties
- Residential Rehabilitation Assistance Program (RRAP)
- Rural and Native Housing Program Handbook
- Security of Information Classification Guide
- Social Housing Forecasting Model User Handbook
- Urban Native Housing Operating Manual (OPIMS 61077)
- Urban Native Property Management Manual (OPIMS 64808 - not available in French)
- Urban Native Tenant Counsellor's Guide (OPIMS 61118)

Additional Information

For general information about making a request for access to information or personal information, see [Make an access to information or personal information request](#).

To make a request for information online, access the [Access to Information and Personal Information Online Request Service](#).

To make a request for information under the *Access to Information Act* or the *Privacy Act* by mail, mail your letter or completed [Access to Information Request Form](#) (*Access to Information Act*) or [Personal Information Request Form](#) (*Privacy Act*), along with any necessary documents (such as consent or the \$5 application fee for a request under the *Access to Information Act*), to the following address:

Sabrina Ostler
 Director, Corporate Governance
 Access to Information and Privacy (ATIP) Office
 Canada Mortgage and Housing Corporation
 700 Montreal Road
 Ottawa, ON K1A 0P7

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available to review original materials on site if that is the applicant's preference (and it is practical to do so), or if it is not practical to create copies of the material. The address is:

CMHC National Office
 700 Montreal Road
 Ottawa, Ontario K1A 0P7

Additional reading rooms are available at each of CMHC's Regional Business Centers.

Please note: Each request made to the Canada Mortgage and Housing Corporation under the *Access to Information Act* must be accompanied by an application fee of \$5. For requests made online, this is paid at the time of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to the Canada Mortgage and Housing Corporation.

For information on formal access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*, please visit our website at <https://www.cmhcschl.gc.ca/en/about-cmhc/corporate-reporting/transparency/access-to-informationand-privacy-protection/to-make-a-request-under-the-access-to-information-act>.

The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, please send your request to:

Via mail to:
CMHC National Office
700 Montreal Road Ottawa, Ontario K1A 0P7
or via e-mail to: PrivacyOffice@cmhc.ca

You may wish to consult CMHC's completed Access to Information (ATI) summaries at <https://www.cmhc-schl.gc.ca/en/about-cmhc/corporatereporting/transparency/access-to-information-and-privacy-protection/completed-accessto-information-requests>. You may also wish to review available open data from Canada Mortgage and Housing Corporation, available at https://open.canada.ca/en/search/ati?search_api_fulltext=canada+mortgage+and+housing+corporation&sort_by=year&sort_order=DESC.

Canada Mortgage and Housing Corporation conducts privacy impact assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed PIAs are available at <https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/privacy-impact-assessments>.