

**ANNUAL REPORT TO PARLIAMENT**

***ACCESS TO INFORMATION ACT***

**APRIL 1, 2017  
MARCH 31, 2018**

## **Table of Contents**

### **1. About the Corporation**

- i. Introduction
- ii. Preparation and Tabling of the Annual Report
- iii. Mandate of Canada Mortgage and Housing Corporation
- iv. Administration
- v. Training and Education
- vi. Policies, Guidelines, Procedures and Initiatives
- vii. Monitoring Reports
- viii. Information Holdings
- ix. Reading Room

### **2. Report on the *Access to Information Act***

- i. Requests under the Act
- ii. Other Requests
- iii. Disposition of Completed Requests
- iv. Completion Time and Extensions
- v. Exemptions Invoked
- vi. Exclusions Cited
- vii. Complaints and Investigations
- viii. Fees
- ix. Costs

### **Annex A: Statistical Report on the *Access to Information Act***

### **Annex B: Delegation Order**

## **1. About the Corporation**

### **(i) Introduction**

The *Access to Information Act* gives Canadian citizens, as well as people and corporations present in Canada, the right to access federal government records that are not of a personal nature. The *Act* complements but does not replace other procedures for obtaining Government information. It is not intended to limit in any way the access to Government information that is normally available to the public upon request.

### **(ii) Preparation and Tabling of the Annual Report**

Section 72 of the *Access to Information Act* requires that the head of every government institution submit an annual report to Parliament on the administration of the *Act* during the financial year. This report describes how Canada Mortgage and Housing Corporation (CMHC) administered the *Access to information Act* throughout fiscal year 2017-2018.

### **(iii) Mandate of Canada Mortgage and Housing Corporation (CMHC)**

Canada Mortgage and Housing Corporation (CMHC) derives its authorities from the *Canada Mortgage and Housing Corporation (CMHC) Act* and the *National Housing Act* (NHA). The *CMHC Act* established CMHC as a Crown corporation and set out the various powers and functions of the Corporation.

The NHA provides CMHC with its mandate which, pursuant to section 3, 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 to contribute to the well-being of the housing sector in the national economy.”

### **(iv) Administration**

The Corporation has approximately 1,900 employees on staff located in Ottawa and the Regional Business Centres in Halifax, Montréal, Toronto, Calgary and Vancouver.

The Access to Information and Privacy (ATIP) Office is located in Ottawa. Some of the main activities of the ATIP Office include:

- Responding to all requests and enquiries under the *Access to Information Act* and the *Privacy Act*;
- Providing advice and guidance to employees and senior officials on ATIP matters;
- Delivering training and awareness on ATIP;
- Developing and implementing policies, procedures and guidelines in support of ATIP legislation;
- Preparing the Annual Reports to Parliament on the administration of the *Access to Information Act* and the *Privacy Act*; and
- Coordinating updates to the Info Source publication.

From April 1, 2017, until March 21, 2018, the ATIP Office was part of the Public Affairs Division and the ATIP Coordinator was the Director, Outreach. The ATIP Coordinator was supported by one ATIP Officer and one ATIP Analyst. On March 21, 2018, the ATIP function was realigned to the Corporate Relations Office. The ATIP Officer was appointed as the ATIP Coordinator and the ATIP Analyst continues to support this function. They both report to the Director, Corporate Relations who is also the Chief Privacy Officer.

The President has delegated all of the responsibilities set out in *the Access to Information Act* to the Director, Corporate Relations and to the ATIP Coordinator. The day-to-day responsibilities under the *Act* are delegated to the ATIP Analyst.

#### **(v) Training and Education**

During this reporting period the ATIP Office provided 3 English training sessions to a total of 75 employees in the Office of the Chief Risk Officer, the Insurance Quality Assurance and Business Analytics team as well as to the HR Business Partners. The training served to inform and, for many, enhance employee awareness of CMHC's access and privacy governance structure and accountability for access and privacy. It also provided information on existing Treasury Board Guidelines, Policies and Directives on the application of the *Access to Information Act* and the *Privacy Act* as well as CMHC's Policy Suite on Privacy (Privacy Policy, Privacy Impact Assessments and Breach Protocols).

CMHC continues to see an increase in the complexity of requests as well as in the volume of records requested under the *Access to Information Act* and recognizes the importance of employee training to ensure accurate and timely responses to requests. Through the year, the ATIP Office has been active in providing advice and opinions with respect to informal requests for information and on various ATIP-related matters.

Furthermore, the ATIP Office continued its efforts toward embedding a culture of ATIP excellence across CMHC. A variety of ATIP awareness campaigns were planned and developed for execution in the 2018-2019 fiscal year.

#### **(vi) Policies, Guidelines, Procedures and Initiatives**

##### **(a) Proactive Disclosure**

In keeping with Government's commitment to raise the bar on openness and accountability and in CMHC's commitment to transparency as a "cornerstone of our operations", CMHC continued to proactively publish its contracts over \$10,000 as well as the travel and hospitality expenses of senior officials on its website.

##### **(b) Retention and Disposition Schedule**

Establishing appropriate retention periods for records is good risk management and the ATIP Office obtained approval to revise the retention period for all ATIP files from 5 years to 2 years. This change was implemented to align with Library and Archives Canada's recommended 2-year retention period for ATIP files and to be consistent with industry standards. The ATIP Office began reviewing its information holdings for eligibility for destruction in accordance with the new retention schedule in 2017-2018.

### **(vii) Monitoring Reports**

The ATIP Office uses an automated case management solution to monitor the time to process Access to Information requests. This software provides CMHC with a flexible and easy-to-use system to manage requests for information and record project details in a secure environment.

In addition, weekly status reports which include the legislated due dates to the requesters, are prepared and submitted to the President's office, Senior Management and the Corporate Relations Office at the end of every week.

### **(viii) Information Holdings**

A description of institutional classes of records and personal information banks for CMHC can be found in the publication *Info Source - Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation*, situated on CMHC's website at:

<https://eppdscrmssa01.blob.core.windows.net/cmhcprodcontainer/sf/project/cmhc/pdfs/content/en/info-source-2017.pdf>

### **(ix) Reading Room**

The Legal Library has been designated as a public reading room and is available to individuals wanting to review CMHC publications and other public materials. The Legal Library is located at:

Canada Mortgage and Housing Corporation  
700 Montreal Road  
Ottawa, Ontario K1A 0P7  
Telephone Number: (613) 748-2501

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

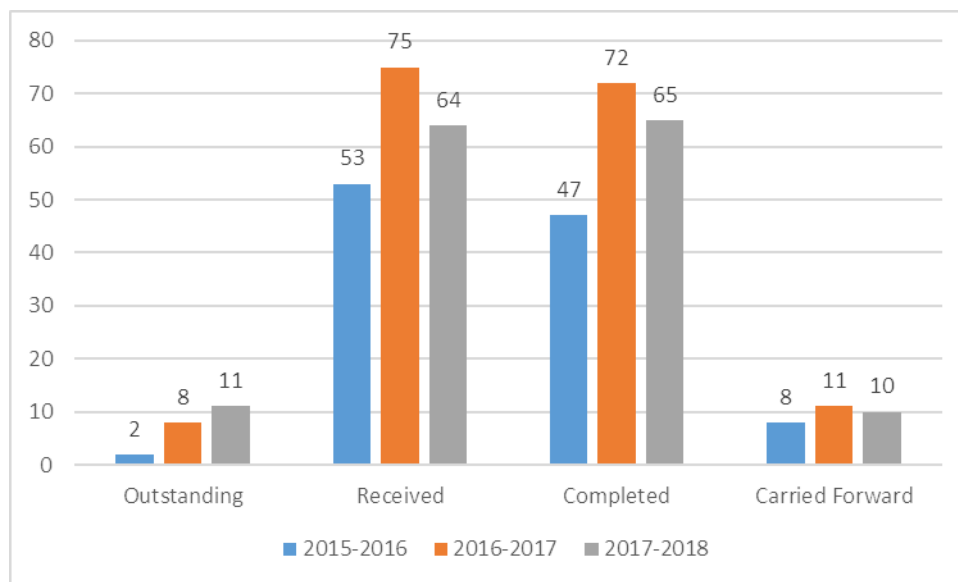
## 2. Report on the *Access to Information Act*

### (i) Requests under the Act

During the reporting period, April 1, 2017, to March 31, 2018, CMHC's ATIP Office received a total of 64 new requests under the *Access to Information Act*. In addition to the new requests, 11 requests were carried over from 2016-2017.

A total of 65 requests were completed during the reporting period and 10 requests will be carried forward to the next reporting period. Chart I provides the request processing trends of the past 3 reporting periods.

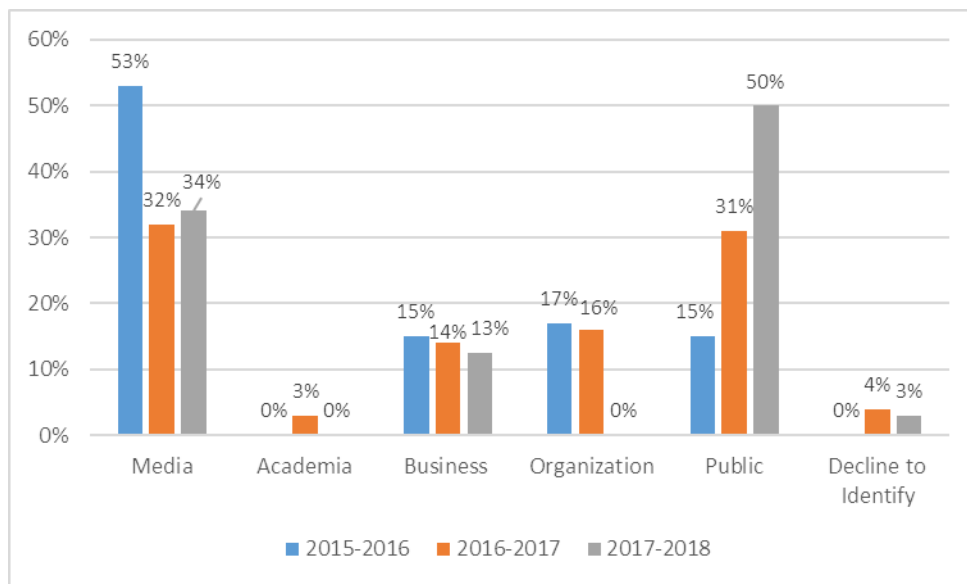
**Chart I: Processing Trends of Requests Under the Act**



	2015-2016	2016-2017	2017-2018
<b>Outstanding</b>	2	8	11
<b>Received</b>	53	75	64
<b>Completed</b>	47	72	65
<b>Carried Forward</b>	8	11	10

The total number of requests received during the reporting period is equal to the total number of sources of requests. The Public was the main source of requests which accounted for a total of 32 requests, or 50% of all requests. This was followed by the Media for a total of 22 requests, or 34% of all requests received by CMHC. Furthermore, Business accounted for 8 requests or 13% of all requests and Decline to Identify for 2 requests, or 3% of all requests. Finally, no requests were received from an Organization or Academia. Chart II provides a comparison of the sources of the requests received over the last 3 reporting periods.

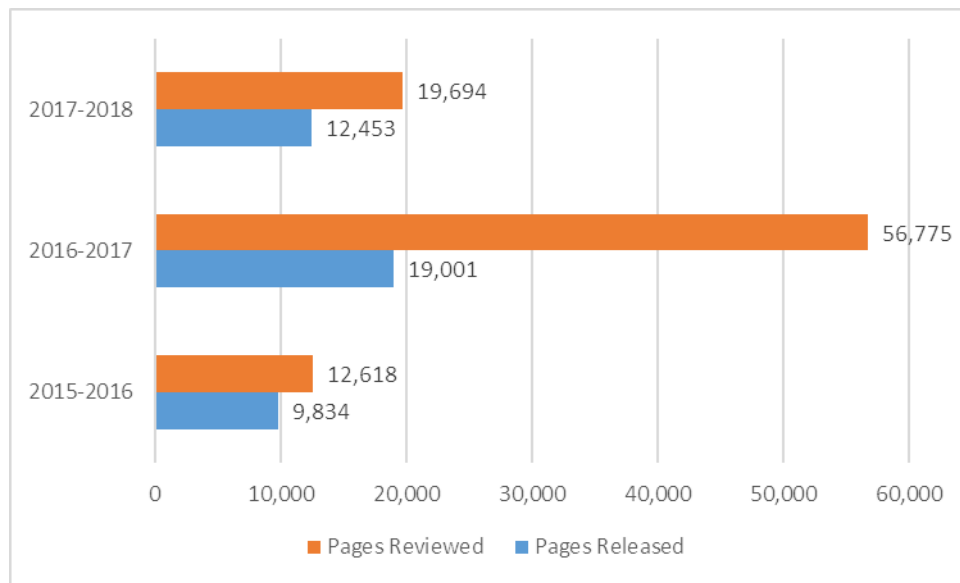
**Chart II: Requests Received Under the Act by Source**



Source	2015-2016	2016-2017	2017-2018
<b>Media</b>	53%	32%	34%
<b>Academia</b>	0%	3%	0%
<b>Business</b>	15%	14%	13%
<b>Organization</b>	17%	16%	0%
<b>Public</b>	15%	31%	50%
<b>Decline to Identify</b>	0%	4%	3%

Responses to formal Access to Information requests involved a page-by-page review of 19,694 pages. Of the pages reviewed, 12,453 relevant pages were recommended for release. This means that CMHC released 30% more pages reviewed than in the previous fiscal year. Chart III provides the trends related to relevant pages reviewed and released by CMHC over the last 3 reporting periods.

**Chart III: Relevant Pages Reviewed and Released**



Number of Pages	2015-2016	2016-2017	2017-2018
<b>Pages Released</b>	9,834	19,001	12,453
<b>Pages Reviewed</b>	12,618	56,775	19,694

The substance of the requests covered the entire range of programs and business activities of CMHC. Requests for information were received on the various products and services CMHC delivers to Canadians through the following key business areas: Assisted Housing and Aboriginal Housing, Insurance, Securitization, Research and Policy.

As well, information was requested on the following functions which support CMHC: Financial Operations, Human Resources, Office the Chief Risk Officer as well as requests for information regarding briefings to the Minister.

Requesters wished to receive copies of the information requested either on paper, on a CD or electronically.

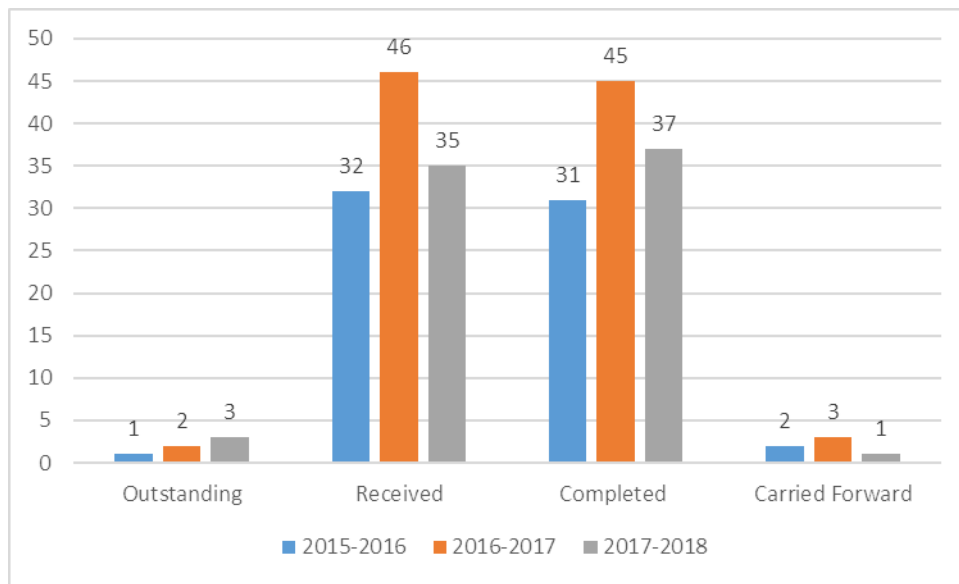


**(ii) Other Requests**

During this same period, the ATIP Office also received 32 consultations from other Government of Canada Institutions and 3 consultations from other Organizations regarding Access to Information requests involving CMHC records or issues. In addition to these 35 consultations received, 2 consultations from other Government of Canada Institutions and 1 from other Organization were outstanding from 2016-2017.

The ATIP Office was able to complete 37 of these 38 total consultations, meaning 1 consultation from other Organization will be carried over to the next reporting period. Chart IV provides the consultations processing trends of the last 3 reporting periods.

**Chart IV: Processing Trends for Consultations**



Consultations	2015-2016	2016-2017	2017-2018
<b>Outstanding</b>	1	2	3
<b>Received</b>	32	46	35
<b>Completed</b>	31	45	37
<b>Carried Forward</b>	2	3	1

CMHC's ATIP Office was asked to review 555 pages of information, a decrease from last year of 355 pages.

In addition, CMHC processed and completed 53 informal requests, which is approximately 50% more than the previous reporting period.

These numbers do not include the numerous e-mails or telephone calls fielded by the ATIP Office from potential applicants.

Moreover, the ATIP Office acted as a resource for CMHC officials and offered advice and guidance on the provisions of the legislation and its application to various CMHC activities.

### **(iii) Disposition of Completed Requests**

The disposition of the 65 requests completed in 2017-2018 was as follows:

- 5 fully disclosed;
- 55 partially disclosed;
- 1 excluded in entirety;
- 0 exempted in entirety;
- 0 transferred to another institution;
- 0 abandoned by applicant; and
- 4 unable to process (no records).

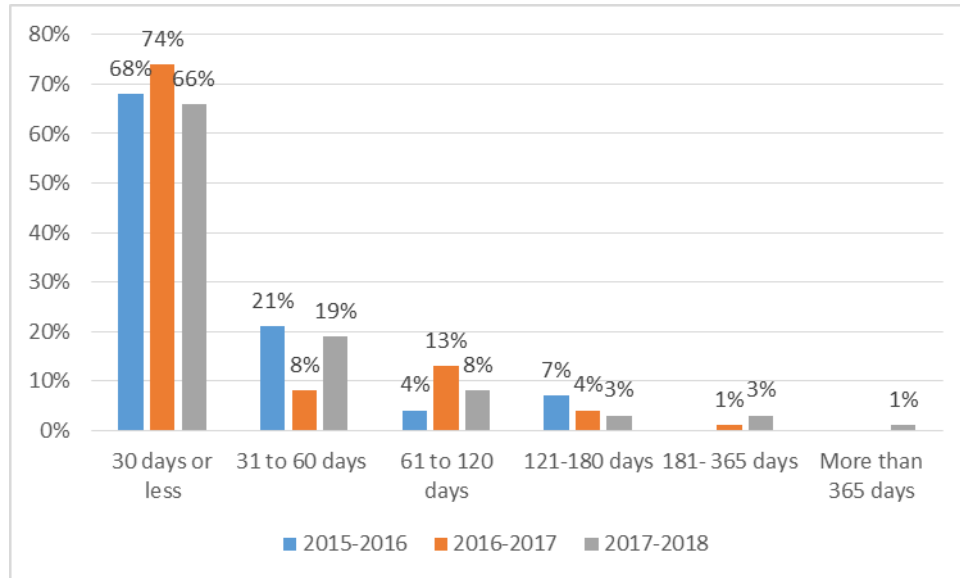
### **iv) Completion Time and Extensions**

The 65 requests completed in 2017-2018 were responded to within the following time frames:

- 43 or 66% within 30 days or less;
- 12 or 19% within 31 to 60 days;
- 5 or 8% within 61 to 120 days;
- 2 or 3% within 121-180 days;
- 2 or 3% within 181-365 days; and
- 1 or 1% more than 365 days.

Chart V compares the percentage of requests completed within the specified time frames over the last 3 reporting periods.

**Chart V: Completion Time of Requests**



	<b>2015-2016</b>	<b>2016-2017</b>	<b>2017-2018</b>
<b>30 days or less</b>	68%	74%	66%
<b>31 to 60 days</b>	21%	8%	19%
<b>61 to 120 days</b>	4%	13%	8%
<b>121-180 days</b>	7%	4%	3%
<b>181- 365 days</b>		1%	3%
<b>More than 365 days</b>			1%

In 20 instances, the ATIP Office found it necessary to seek an extension to the prescribed time limit to search through a large volume of records or to consult other government institutions or third parties.

## **(v) Exemptions Invoked**

In 2017–2018, the CMHC ATIP Office invoked a total of 229 exemptions pursuant to specific sections of the [Access to Information Act](#). The exemptions were as follows:

- Section 13: exempting records obtained in confidence from other levels of government (1)
- Section 14: exempting records expected to be injurious to the conduct of the Government of Canada of federal-provincial affairs (5);
- Section 16: exempting records pertaining law enforcement and security information (1);
- Section 18 : exempting records expected to prejudice the economic interests of Canada (67);
- Section 19: exempting records containing personal information (42);
- Section 20: exempting records containing third-party business information (37);
- Section 21: exempting records information related to the internal decision-making processes of government (64);
- Section 23: exempting records related to solicitor-client privilege (11); and
- Section 26: refusal of access where information to be published (1).

## **(vi) Exclusions Cited**

Only one request had exclusions cited under section 69 for Confidences of the Queen's Privy Council for Canada.

## **(vii) Complaints and Investigations**

There were three new complaints filed against CMHC with the Information Commissioner during the reporting period. The first complaint is alleging, "refusal to provide all responsive records." The other two are alleging, "improperly applied exemptions." Investigations into these three complaints still are ongoing.

In 2017-2018, 1 outstanding complaint investigation from the 2012-2013 fiscal year was closed it was found to be "well-founded". Based on the passage of time, and the nature of the information, CMHC exercised its discretion and fully released the information to the individual.

No new court cases were filed in 2017-2018.

## **(viii) Fees**

During the reporting period, the fees collected for application fees for 59 requests amounted to \$335.00 and the fees were waived or refunded on 9 requests. In 2017-2018, fees were not assessed for searching, volume or preparation.

## **(ix) Costs**

During 2017-2018, an estimated \$269,017 in salary costs and \$81,136 in administrative costs were incurred by the ATIP Office to administer the *Access to Information Act*.

The detailed Statistical Report is at Annex "A" of this report.

**Annex A: Statistical Report on the *Access to Information Act***



## Statistical Report on the Access to Information Act

Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 2017-04-01 to 2018-03-31

### Part 1: Requests Under the Access to Information Act

#### 1.1 Number of requests

	Number of Requests
Received during reporting period	64
Outstanding from previous reporting period	11
<b>Total</b>	<b>75</b>
Closed during reporting period	65
Carried over to next reporting period	10

#### 1.2 Sources of requests

Source	Number of Requests
Media	22
Academia	0
Business (private sector)	8
Organization	0
Public	32
Decline to Identify	2
<b>Total</b>	<b>64</b>

#### 1.3 Informal requests

Completion Time							Total
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
49	3	1	0	0	0	0	53

**Note:** All requests previously recorded as “treated informally” will now be accounted for in this section only.

## Part 2: Requests Closed During the Reporting Period

### 2.1 Disposition and completion time

Disposition of Requests	Completion Time							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
All disclosed	0	3	1	1	0	0	0	5
Disclosed in part	6	29	11	4	2	2	1	55
All exempted	1	0	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
No records exist	1	3	0	0	0	0	0	4
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>35</b>	<b>12</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>65</b>

### 2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	37	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	27	20.2	0
13(1)(c)	1	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	1	18(d)	3	21(1)(a)	18
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	39
14	2	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	4
14(a)	2	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	1	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	42	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	11
15(1) - Def.*	0	16.3	0	20(1)(b)	36	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	1
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	1		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

\* I.A.: International Affairs    Def.: Defence of Canada    S.A.: Subversive Activities

## 2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

## 2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	5	0	0
Disclosed in part	47	8	0
<b>Total</b>	52	8	0

## 2.5 Complexity

### 2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	153	150	5
Disclosed in part	19,315	12,303	55
All exempted	226	0	1
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

### 2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	4	19	1	131	0	0	0	0	0	0
Disclosed in part	24	762	23	3,919	3	1,664	5	5,958	0	0
All exempted	0	0	1	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	28	781	25	4,050	3	1,664	5	5,958	0	0



### 2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	7	0	0	0	7
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
<b>Total</b>	7	0	0	0	7

### 2.6 Deemed refusals

#### 2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
9	0	2	2	5

#### 2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	3	3	6
16 to 30 days	0	0	0
31 to 60 days	0	1	1
61 to 120 days	0	1	1
121 to 180 days	0	0	0
181 to 365 days	0	1	1
More than 365 days	0	0	0
<b>Total</b>	3	6	9

### 2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
<b>Total</b>	0	0	0

## Part 3: Extensions

### 3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	0	0	0
Disclosed in part	13	0	1	4
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
<b>Total</b>	15	0	1	4

### 3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	10	0	0	1
31 to 60 days	1	0	0	1
61 to 120 days	3	0	1	2
121 to 180 days	1	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
<b>Total</b>	15	0	1	4

## Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	59	\$335	9	\$75
Search	0	\$0	0	\$0
Production	0	\$0	0	\$0
Programming	0	\$0	0	\$0
Preparation	0	\$0	0	\$0
Alternative format	0	\$0	0	\$0
Reproduction	0	\$0	0	\$0
<b>Total</b>	59	\$335	9	\$75

## Part 5: Consultations Received From Other Institutions and Organizations

### 5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	32	468	3	29
Outstanding from the previous reporting period	2	43	1	15
<b>Total</b>	34	511	4	44
Closed during the reporting period	34	511	3	40
Pending at the end of the reporting period	0	0	1	4

### 5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	13	8	2	0	0	0	0	23
Disclose in part	6	5	0	0	0	0	0	11
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	19	13	2	0	0	0	0	34

### 5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							Total
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	
Disclose entirely	0	2	0	0	0	0	0	2
Disclose in part	0	1	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
<b>Total</b>	0	3	0	0	0	0	0	3

## Part 6: Completion Time of Consultations on Cabinet Confidences

### 6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

### 6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	0	0	0	0	0	0	0	0	0	0

## Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
3	1	1	5

## Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

**Part 9: Resources Related to the Access to Information Act**

**9.1 Costs**

Expenditures		Amount
Salaries		\$269,017
Overtime		\$0
Goods and Services		\$81,136
• Professional services contracts	\$0	
• Other	\$81,136	
<b>Total</b>		<b>\$350,153</b>

**9.2 Human Resources**

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	2.22
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
<b>Total</b>	<b>2.22</b>

**Note:** Enter values to two decimal places.

## **Annex B: Delegation Order**

**Schedule**

***Access to Information Act***


<b>Position</b>	<b>Sections</b>
Chief Privacy Officer and Director, Access to Information and Privacy	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Coordinator and Officer, Access to Information and Privacy	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4); 29(1); 33; 35(2); 37(4); 43(1); 44(2); 52(2); 52(3); 71; 77.
Analyst, Access to Information and Privacy	4(2.1); 7(a); 7(b); 8(1); 9; 11(2); 11(3); 11(4); 11(5); 11(6); 12(2); 12(3); 13; 14; 15; 16; 16.5; 17; 18; 18.1; 19; 20; 21; 22; 22.1; 23; 24; 25; 26; 27(1); 27(4); 28(1); 28(2); 28(4).

***Access to Information Act Regulations***

<b>Position</b>	<b>Sections</b>
Chief Privacy Officer and Director, Access to Information and Privacy	6(1); 7(2); 7(3); 8
Coordinator and Officer, Access to Information and Privacy	6(1); 7(2); 7(3); 8
Analyst, Access to Information and Privacy	6(1); 7(2); 7(3); 8

## Delegation Order / Décret de délégation

<p>Order Under Section 73 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i></p> <p>Pursuant to the authority conferred upon me by Section 73 of the <i>Access to Information Act</i> and Section 73 of the <i>Privacy Act</i>, I designate the persons holding the positions set out in the attached Schedule, including any person designated in writing to act in the place of the holder of such position, to exercise the powers, duties and perform the functions of the President as the head of a government institution under the Acts as set out in the Schedule opposite each position.</p>	<p>Arrêté en vertu de l'article 73 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i></p> <p>En vertu de l'autorité que me confère l'article 73 de la <i>Loi sur l'accès à l'information</i> et de l'article 73 de la <i>Loi sur la protection des renseignements personnels</i>, les personnes occupant des postes mentionnés à l'annexe ci-joint, y compris une personne désignée par écrit pour agir à la place du titulaire de tel poste, sont autorisées à exercer les pouvoirs et les fonctions ainsi qu'à assumer les attributions qui m'ont été confiés en ma qualité de responsable d'une institution fédérale aux termes des Lois, et énoncés dans l'annexe à l'égard de chaque poste.</p>
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\_\_\_\_\_  
President / Président  
Canada Mortgage and Housing Corporation  
Société canadienne d'hypothèques et de logement

5 April 2018  
Date: \_\_\_\_\_