CANADA MORTGAGE AND HOUSING CORPORATION

Annual Report to Parliament: *Access to Information Act*

April 1, 2024 to March 31, 2025

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About the Corporation

Introduction

The *Access to Information Act* (the Act) gives Canadians, permanent residents, or any person or entity present in Canada the right to obtain certain information that is under the control of a government institution. As a Crown Corporation, Canada Mortgage and Housing Corporation (CMHC) is subject to the Act and we are required to submit an annual report to Parliament on the administration of the Act during the fiscal year in accordance with section 94. This report describes how we administered the Act throughout the 2024-2025 fiscal year.

Who we are

Canada Mortgage and Housing Corporation (CMHC) is a financial institution. As Canada's housing agency, we are passionately committed to bringing people, resources and expertise together to contribute to a well-functioning housing system and to maximize the impact of government resources. We do this by providing housing finance solutions, delivering housing programs, and providing housing knowledge and insights.

We derive our authorities from the *Canada Mortgage and Housing Corporation Act* (CMHC Act) and the *National Housing Act* (NHA). The CMHC Act established us as a Crown Corporation and sets out the various powers and functions of the corporation.

The NHA provides us with our 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."

Administration of the *Access to Information Act*

Organizational Structure

We have approximately 2500 employees located across Canada. The Access to Information and Privacy Office (ATIP Office) is managed by three senior analysts, a junior analyst and a Coordinator with responsibilities split between ATIP and other functions. CMHC has no service agreements described under section 96 of the *Access to Information Act* or any non-operational subsidiaries during the reporting period.

Delegation of authority

The President and Chief Executive Officer delegates their powers and duties to the General Counsel and Corporate Secretary, the Senior Manager, Corporate Governance and ATIP (ATIP Coordinator), and Senior ATIP Analysts to allow us to meet our legislated requirements. See Appendix B for the Delegation Order.

The ATIP Office's main responsibilities include:

- Responding to all requests and enquiries under the ATIA and the *Privacy Act* (PA);
- Providing advice and guidance to employees and senior management on Access to Information and Privacy matters;
- Delivering training and awareness on Access to Information and Privacy;
- Developing and implementing policies, procedures and guidelines in support of the ATIP legislation;
- Preparing the annual reports to Parliament on the administration of the ATIA and the PA.

Improving training and awareness

We continue to provide employee training about the Act and provide additional resources to help our colleagues identify, retrieve, and process records.

Throughout the 2024-2025 fiscal year, we delivered formal training sessions to 28 internal sectors, providing ATIP guidance to approximately 720 employees. These sessions focused on the administration of the ATIA and the PA. Additionally, CMHC has been posting monthly information memos up to December 2024, then quarterly from the ATIP Office for all employees, which have led to an increase in training requests (a 60% increase in sector training compared to the last reporting period) and questions on ATIP-related topics.

The ATIP Office acted as a resource for CMHC staff, offering advice and guidance on provisions of the legislation and its application to various CMHC activities.

Policies, Guidelines, Procedures and Initiatives

Proactive Disclosure

As a crown corporation, CMHC is keeping with the Government of Canada's commitment to openness and accountability and in continuing our commitment to transparency, the Procurement sector continues to proactively publish contracts over $10,000 (voluntarily) and the travel and hospitality expenses of senior officials (per proactive disclosure requirements in the ATIA) compiled by our Finance sector. In addition, we publish request texts for completed requests (not personal in nature) on open.canada.ca. CMHC did not implement any material policies, guidelines, and/or procedures during the reporting period.

The following table provides a breakdown of the group(s) and/or position(s) responsible for meeting each applicable proactive publication requirement under Part 2 of the *Access to Information Act*. All required proactive disclosures have been published within legislated timelines.

Proactive Publication Requirements Table

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines	Link to web page where published
Apply to all Government Institutions as defined in section 3 of the *Access to Information Act*						
Travel Expenses	82	Within 30 days after the end of the month of reimbursement	Y	Finance sector	100%	https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/travel-hospitality-and-conference-expenditures
Hospitality Expenses	83	Within 30 days after the end of the month of reimbursement	Y	Finance sector	100%	https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/travel-hospitality-and-conference-expenditures
Reports tabled in Parliament	84	Within 30 days after tabling	Y	ATIP Office	100%	https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/access-to-information-and-privacy-protection
Apply to government entities or Departments, agencies, and other bodies subject to the Act and listed in Schedules I, I.1, or II of the *Financial Administration Act*						
Contracts over $10,000	86	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N	Procurement sector	100%	https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/procurement/disclosure-of-contracts-over-10000
Grants & Contributions over $25,000	87	Within 30 days after the quarter	N			
Packages of briefing materials prepared for new or incoming deputy heads or equivalent	88(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared for a deputy head or equivalent, that is received by their office	88(b)	Within 30 days after the end of the month received	N			
Packages of briefing materials prepared for a deputy head or equivalent's appearance before a committee of Parliament	88l	Within 120 days after appearance	N			

(Continued)

Legislative Requirement	Section of ATIA	Publication Timeline	Does requirement apply to your institution? (Y/N)	Internal group(s) or positions(s) responsible for fulfilling requirement	% of proactive publication requirements published within legislated timelines	Link to web page where published
Applies to government institutions that are departments named in Schedule I to the *Financial Administration Act* or portions of the core public administration named in Schedule IV to that Act (i.e. government institutions for which Treasury Board is the employer)						
Reclassification of positions	85	Within 30 days after the quarter	N			
Apply to Ministers' Offices (therefore apply to any institution that performs proactive publication on behalf of a inister's Office)						
Packages of briefing materials prepared by a government institution for new or incoming ministers	74(a)	Within 120 days after appointment	N			
Titles and reference numbers of memoranda prepared by a government institution for the minister, that is received by their office	74(b)	Within 30 days after the end of the month received	N			
Package of question period notes prepared by a government institution for the minister and in use on the last sitting day of the House of Commons in June and December	74(c)	Within 30 days after last sitting day of the House of Common in June and December	N			
Packages of briefing materials prepared by a government institution for a minister's appearance before a committee of Parliament	74(d)	Within 120 days after appearance	N			
Travel Expenses	75	Within 30 days after the end of the month of reimbursement	N			
Hospitality Expenses	76	Within 30 days after the end of the month of reimbursement	N			
Contracts over $10,000	77	Q1-3: Within 30 days after the quarter Q4: Within 60 days after the quarter	N			
Ministers' Offices Expenses Note: This consolidated report is currently published by TBS on behalf of all institutions.	78	Within 120 days after the fiscal year	N			

Monitoring Compliance

We use an automated case management solution to monitor the time to process Access to Information requests. This software provides us with a secure and flexible system to manage requests for information and record project details.

In addition, our ATIP Office circulates a weekly report of requests, including the legislated due dates for the requests, to our senior management and key OPIs.

Initiatives and Projects to Improve Access to Information

Information on CMHC's operations is published periodically through our CMHC Newsletters[1] and Media Newsroom[2]. We offer specialized housing literature, publications, statistics, and more to meet the research needs of Canadians in the CMHC Library[3]. In addition, CMHC has published the Housing Design Catalogue[4], developed by local architecture and engineering teams to align with regional building codes, planning rules, climate zones, construction methods and materials.

CMHC's ATIP Office is also exploring new technologies to optimize the administration of ATIP requests.

Information Holdings

A description of institutional classes of records and personal information banks for CMHC are found in the publication Info Source 2024[5] – Sources of Federal Government and Employee Information – Canada Mortgage and Housing Corporation, available on CMHC's website[6].

[1] https://www.cmhc-schl.gc.ca/cmhc-enewsletters/housing-updates
[2] https://www.cmhc-schl.gc.ca/media-newsroom
[3] https://www.cmhc-schl.gc.ca/library
[4] https://www.housingcatalogue.cmhc-schl.gc.ca
[5] https://assets.cmhc-schl.gc.ca/sites/cmhc/about-cmhc/corporate-reporting/transparency/access-to-information-and-privacy-protection/info-source-2024-en.pdf
[6] https://www.cmhc-schl.gc.ca/about-us/corporate-reporting/transparency/access-to-information-and-privacy-protection

Report on the *Access to Information Act*

Performance 2024-2025

During the reporting period, April 1, 2024, to March 31, 2025, we received 100 new requests under the Act. In addition, 17 requests were carried over from 2023-2024.

One hundred and eight requests were completed during the reporting period and 9 requests will be carried forward to the next reporting period. Table I provides the request processing trends of the past three reporting periods.

Table I: Processing Trends of Requests under the Act

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2022-2023	29	115	132	12
2023-2024	12	121	116	17
2024-2025	17	100	108	9

The public was the main source, accounting for 37 requests. Table II provides a comparison of sources of requests received over the last three reporting periods.

Table II: Requests Received Under the Act by Source

Fiscal Year	Academia	Business	Decline to Identify	Media	Organization	Public
2022-2023	5	7	13	24	0	66
2023-2024	7	14	25	25	1	49
2024-2025	12	10	24	17	0	37

Responses to formal Access to Information requests involved a page-by-page review of 32,398 pages, representing a 9% increase in pages reviewed over the previous fiscal year. Table III outlines trends for relevant pages reviewed and released by CMHC over the last three reporting periods.

Table III: Relevant Pages Review and Released

Fiscal Year	Pages Released	Pages Reviewed
2022-2023	20,366	61,961
2023-2024	11,380	29,759
2024-2025	11,925	32,398

The substance of the requests covered the entire range of our programs and business activities, including the Housing Accelerator Fund (HAF), National Housing Strategy (NHS), Mortgage Loan Insurance, Innovation, Research and Policy. Requesters asked for and received electronic copies (via email or on a USB) of requested information.

Other Requests

We also received 27 consultation requests from other Government of Canada Institutions. No consultation was outstanding from 2023-2024 and nine consultation requests from other organizations were received and closed during the reporting period.

Table IV outlines consultation request processing trends of the last three reporting periods.

Table IV: Processing Trends for Consultations

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2022-2023	1	32	33	0
2023-2024	0	35	35	0
2024-2025	0	36	33	3

We were asked to review 2,446 pages of information, compared to 2,078 pages in total during the 2023-2024 reporting period.

In addition, we processed 367 informal requests which 126,646 pages were provided.

Disposition of Completed Requests

The disposition of the 108 requests completed in 2024-2025 is as follows:

- 26 fully disclosed;
- 45 partially disclosed;
- 0 excluded in entirety;
- 3 exempted in entirety;
- 1 transferred to another institution;
- 9 abandoned by applicant; and
- 24 No records exist.

Table V: Percentages of Disclosures

All Disclosed	Disclosed in Part	Excluded in Entirety	Exempted in Entirety	Transferred	Abandoned	No Records Exist
24%	42%	0%	3%	1%	8%	22%

Completion Time and Extensions

We responded to 108 requests in 2024-2025. Table VI compares the percentage of requests completed within specified time frames over the last three reporting periods.

Table VI: Percentage of requests completed over the last three reporting periods

Fiscal Year	30 days or less	31 to 60 days	61 to 120 days	121 to 180 days	181 to 365 days	More than 365 days
2022-2023	41%	22%	31%	1%	4%	1%
2023-2024	22%	16%	27%	3%	0%	0%
2024-2025	56%	17%	17%	3%	7%	0%

In 48 instances, we sought an extension to the prescribed time limit to search through a large volume of records or to consult other government institutions or third parties.

Exemptions Invoked

In 2024-2025, we invoked 216 exemptions pursuant to specific sections of the *Access to Information Act*. Among the exemptions, the most commonly applied were as follows:

- Section 19(1): Personal information (26);
- Section 20(1): Third party information (74);
- Section 21: Operations of Government (41).

Exclusions Cited

Seven requests had exclusions cited under section 69 for Confidences of the King's Privy Council for Canada.

Complaints and Investigations

Six intention to investigate notices [s.32(1)] and 5 ceased to investigate notices were received from the Information Commissioner during the 2024-2025 reporting period. There are 10 ongoing complaints from reporting years prior to 2022-2023. Additionally, the Information Commissioner issued one Initial Report containing an intent to issue an order based on information belonging solely to third parties.

During this reporting period, there were 8 instances where exemption complaint investigations were initiated by the Information Commissioner, given the passage of time between the initial complaint and the date the Commissioner commenced her investigation, CMHC re-reviewed the responsive records and issued subsequent disclosures. Through these efforts, CMHC has been able to conclude 5 of the 8 complaints prior to the Commissioner issuing a final report (the remaining 3 were discontinued by the complainant).

No court cases related to the Act involving CMHC were filed in 2024-2025.

Table VII: No audits in relation to our obligations under the Act were carried out during the reporting period

Fiscal Year	Outstanding	Received	Completed	Carried Forward
2022-2023	2	7	5	4
2023-2024	4	8	3	9
2024-2025	9	6	14	1

Fee payable

During the reporting period, we collected $465.00 in application fees for a total of 93 requests. The fees were waived or refunded on 7 requests.

Costs

During 2024-2025, we incurred an estimated $558,620 in salary costs. No other costs were required by the ATIP Office to administer the Act.

See the 2024-2025 Statistical Report is included as Annex A of this report for further breakdown of costs.

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

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Statistical Report on the *Access to Information Act*

Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 01/04/2024 to 31/03/2025

Section 1: Requests Under the *Access to Information Act*

1.1 Number of requests

Fiscal Year		Number of Requests
Received during reporting period		100
Outstanding from previous reporting periods		17
• Outstanding from previous reporting period	17	
• Outstanding from more than one reporting period	0	
Total		**117**
Closed during reporting period		108
Carried over to next reporting period		9
• Carried over within legislated timeline	9	
• Carried over beyond legislated timeline	0	

1.2 Sources of requests

Source	Number of Requests
Media	17
Academia	12
Business (private sector)	10
Organization	0
Public	37
Decline to Identify	24
Total	**100**

1.3 Channels of requests

Source	Number of Requests
Online	98
E-mail	0
Mail	2
In person	0
Phone	0
Fax	0
Total	**100**

Section 2: Informal Requests

2.1 Number of informal requests

Source		Number of Requests
Received during reporting period		367
Outstanding from previous reporting periods		0
• Outstanding from previous reporting period	0	
• Outstanding from more than one reporting period	0	
Total		**367**
Closed during reporting period		367
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	367
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	**367**

2.3 Completion time of informal requests

Completion Time							
0 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	Total
189	17	161	0	0	0	0	367

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1,000 Pages Released		1,001-5,000 Pages Released		More Than 5,000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

2.5 Pages re-released informally

Less Than 100 Pages Re-released		100-500 Pages Re-released		501-1,000 Pages Re-released		1,001-5,000 Pages Re-released		More Than 5,000 Pages Re-released	
Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released	Number of Requests	Pages Re-released
241	5,272	88	20,517	30	22,557	7	16,616	1	61,684

Section 3: Applications to the Information Commissioner on Declining to Act on Requests

	Number of Requests
Outstanding from previous reporting period	0
Sent during reporting period	0
Total	**0**
Approved by the Information Commissioner during reporting period	0
Declined by the Information Commissioner during reporting period	0
Withdrawn during reporting period	0
Carried over to next reporting period	0

Section 4: Requests Closed During the Reporting Period

4.1 Disposition and completion time

	Completion Time							
Disposition of Requests	0 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	Total
All disclosed	2	17	4	3	0	0	0	**26**
Disclosed in part	0	7	11	15	4	8	0	**45**
All exempted	0	3	0	0	0	0	0	**3**
All excluded	0	0	0	0	0	0	0	**0**
No records exist	6	18	0	0	0	0	0	**24**
Request transferred	1	0	0	0	0	0	0	**1**
Request abandoned	5	1	3	0	0	0	0	**9**
Neither confirmed nor denied	0	0	0	0	0	0	0	**0**
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	**0**
Total	**14**	**46**	**18**	**18**	**4**	**8**	**0**	**108**

4.2 Exemptions

Section	Number of Requests
13(1)(a)	0
13(1)(b)	0
13(1)(c)	3
13(1)(d)	0
13(1)(e)	0
14	2
14(a)	1
14(b)	0
15(1)	0
15(1) - I.A.*	0
15(1) - Def.*	0
15(1) - S.A.*	0
16(1)(a)(i)	0
16(1)(a)(ii)	0
16(1)(a)(iii)	0
16(1)(b)	0
16(1)(c)	0
16(1)(d)	0

Section	Number of Requests
16(2)	1
16(2)(a)	0
16(2)(b)	0
16(2)(c)	6
16(3)	0
16.1(1)(a)	0
16.1(1)(b)	0
16.1(1)(c)	0
16.1(1)(d)	0
16.2(1)	0
16.3	0
16.4(1)(a)	0
16.4(1)(b)	0
16.5	0
16.6	0
17	16

Section	Number of Requests
18(a)	5
18(b)	19
18(c)	0
18(d)	14
18.1(1)(a)	0
18.1(1)(b)	0
18.1(1)(c)	0
18.1(1)(d)	0
19(1)	26
20(1)(a)	0
20(1)(b)	36
20(1)(b.1)	0
20(1)(c)	24
20(1)(d)	14

Section	Number of Requests
20.1	0
20.2	0
20.4	0
21(1)(a)	12
21(1)(b)	12
21(1)(c)	15
21(1)(d)	2
22	5
22.1(1)	0
23	3
23.1	0
24(1)	0
26	0

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

4.3 Exclusions

Section	Number of Requests
68(a)	0
68(b)	0
68(c)	0
68.1	0
68.2(a)	0
68.2(b)	0

Section	Number of Requests
69(1)	0
69(1)(a)	2
69(1)(b)	0
69(1)(c)	0
69(1)(d)	0
69(1)(e)	1
69(1)(f)	0

Section	Number of Requests
69(1)(g) re (a)	0
69(1)(g) re (b)	0
69(1)(g) re (c)	0
69(1)(g) re (d)	0
69(1)(g) re (e)	8
69(1)(g) re (f)	0
69.1(1)	0

4.4 Format of information released

Paper	Electronic				Other
	E-record	Data set	Video	Audio	
5	69	0	0	0	0

4.5 Complexity

4.5.1 Relevant pages processed and disclosed for paper, e-record and dataset formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
32,398	11,925	83

4.5.2 Relevant pages processed per request disposition for paper, e-record and dataset formats by size of r equests

	Less Than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 Pages Processed	
Disposition	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed	Number of Requests	Pages Processed
All disclosed	22	128	2	530	1	828	1	1,739	0	0
Disclosed in part	22	698	7	1,252	9	6,757	6	11,723	1	8,743
All exempted	1	0	1	0	1	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	8	0	0	0	1	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0	0	0	0	0
Total	**53**	**826**	**10**	**1,782**	**12**	**7,585**	**7**	**13,462**	**1**	**8,743**

4.5.3 Relevant minutes processed and disclosed for audio formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.4 Relevant minutes processed per request disposition for audio formats by size of requests

	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
Disposition	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

4.5.5 Relevant minutes processed and disclosed for video formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

4.5.6 Relevant minutes processed per request disposition for video formats by size of requests

	Less Than 60 Minutes Processed		60 - 120 Minutes Processed		More than 120 Minutes Processed	
Disposition	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed	Number of Requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0	0	0
Total	**0**	**0**	**0**	**0**	**0**	**0**

4.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Other	Total
All disclosed	6	0	0	6
Disclosed in part	20	8	0	28
All exempted	1	0	0	1
All excluded	0	0	0	0
Request abandoned	1	0	0	1
Neither confirmed nor denied	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	**28**	**8**	**0**	**36**

4.6 Closed requests

4.6.1 Requests closed within legislated timelines

Number of requests closed within legislated timelines	Percentage of requests closed within legislated timelines (%)
108	100

4.7 Deemed refusals

4.7.1 Reasons for not meeting legislated timelines

Number of requests closed past the legislated timelines	Principal Reason			
	Interference with operations/Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

4.7.2 Requests closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	**0**	**0**	**0**

4.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	**0**	**0**	**0**

Section 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	2	0	0	5
Disclosed in part	19	0	2	17
All exempted	0	0	0	0
All excluded	0	0	0	0
Request abandoned	1	0	0	2
No records exist	0	0	0	0
Declined to act with the approval of the Information Commissioner	0	0	0	0
Total	**22**	**0**	**2**	**24**

5.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations/ Workload	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	11	0	0	3
31 to 60 days	1	0	1	6
61 to 120 days	3	0	1	9
121 to 180 days	3	0	0	4
181 to 365 days	4	0	0	2
365 days or more	0	0	0	0
Total	**22**	**0**	**2**	**24**

Section 6: Fees

Fee Type	Fee Collected		Fee Waived		Fee Refunded	
	Number of Requests	Amount	Number of Requests	Amount	Number of Requests	Amount
Application	93	$465.00	7	$35.00	0	$0.00
Other fees	0	$0.00	0	$0.00	0	$0.00
Total	**93**	**$465.00**	**7**	**$35.00**	**0**	**$0.00**

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	27	1,079	9	1,367
Outstanding from the previous reporting period	1	0	1	6
Total	**27**	**1,079**	**9**	**1,367**
Closed during the reporting period	24	938	9	1 367
Carried over within negotiated timelines	3	141	0	0
Carried over beyond negotiated timelines	0	0	0	0

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

Recommendation	Number of Days Required to Complete Consultation Requests							
	0 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	Total
Disclose entirely	12	2	0	0	0	0	0	14
Disclose in part	3	3	3	0	0	0	0	9
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	1	0	0	0	0	0	0	1
Total	**16**	**5**	**3**	**0**	**0**	**0**	**0**	**24**

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

	Number of Days Required to Complete Consultation Requests							
Recommendation	0 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	Total
Disclose entirely	3	3	1	0	0	0	0	7
Disclose in part	1	0	0	0	0	0	0	1
Exempt entirely	1	0	0	0	0	0	0	1
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
Total	**5**	**3**	**1**	**0**	**0**	**0**	**0**	**9**

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 Pages Processed	
Number of Days	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# 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	1	36	0	0	1	291	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	5	1,554	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	**1**	**36**	**0**	**0**	**6**	**1,845**	**0**	**0**	**0**	**0**

8.2 Requests with Privy Council Office

	Fewer Than 100 Pages Processed		100-500 Pages Processed		501-1,000 Pages Processed		1,001-5,000 Pages Processed		More Than 5,000 Pages Processed	
Number of Days	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# of Requests	Pages Disclosed	# 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
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Section 9: Investigations and Reports of finding

9.1 Investigations

Section 32 Notice of intention to investigate	Subsection 30(5) Ceased to investigate	Section 35 Formal Representations
6	5	0

9.2 Investigations and Reports of finding

Section 37(1) Initial Reports			Section 37(2) Final Reports		
Received	Containing recommendations issued by the Information Commissioner	Containing an intent to issue an order by the Information Commissioner	Received	Containing recommendations issued by the Information Commissioner	Containing orders issued by the Information Commissioner
1	0	1	0	0	0

Section 10: Court Action

10.1 Court actions on complaints

Section 41				
Complainant (1)	Institution (2)	Third Party (3)	Privacy Commissioner (4)	Total
0	0	0	0	0

10.2 Court actions on third party notifications under paragraph 28(1)(b)

Section 44 – under paragraph 28(1)(b)	0

Section 11: Resources Related to the *Access to Information Act*

11.1 Allocated Costs

Expenditures		Amount
Salaries		$558,620
Overtime		$0
Goods and Services		$0
• Professional services contracts	$0	
• Other	$0	
Total		**$558,620**

11.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	3.970
Part-time and casual employees	0.000
Regional staff	0.000
Consultants and agency personnel	0.000
Students	0.000
Total	**3.970**

Note: Enter values to three decimal places.

Supplemental Statistical Report on the *Access to Information Act* and the *Privacy Act*

Government of Canada Gouvernement du Canada

Name of institution: Canada Mortgage and Housing Corporation

Reporting period: 2024-04-01 to 2025-03-31

Section 1: Requests Carried Over and Active Complaints Under the *Access to Information Act*

1.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are *Within* Legislated Timelines as of March 31, 2025	Requests Carried Over that are *Beyond* Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	9	0	9
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	**9**	**0**	**9**

1.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	1
Received in 2023-24	7
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	1
Received in 2019-20	0
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
Total	**9**

Section 2: Requests Carried Over and Active Complaints Under the Privacy Act

2.1 Requests carried over to next reporting period, broken down by reporting period received

Reporting Period Requests Carried Over Were Received	Requests Carried Over that are *Within* Legislated Timelines as of March 31, 2025	Requests Carried Over that are *Beyond* Legislated Timelines as of March 31, 2025	Total
Received in 2024-25	2	0	2
Received in 2023-24	0	0	0
Received in 2022-23	0	0	0
Received in 2021-22	0	0	0
Received in 2020-21	0	0	0
Received in 2019-20	0	0	0
Received in 2018-19	0	0	0
Received in 2017-18	0	0	0
Received in 2016-17	0	0	0
Received in 2015-16 or earlier	0	0	0
Total	**2**	**0**	**2**

2.2 Active complaints with the Information Commissioner of Canada, broken down by reporting period received

Reporting Period Active Complaints Were Received by Institution	Number of Active Complaints
Received in 2024-25	0
Received in 2023-24	0
Received in 2022-23	0
Received in 2021-22	0
Received in 2020-21	0
Received in 2019-20	1
Received in 2018-19	0
Received in 2017-18	0
Received in 2016-17	0
Received in 2015-16 or earlier	0
Total	**1**

Section 3: Social Insurance Number

Has your institution begun a new collection or a new consistent use of the SIN in 2024-25?	No

Section 4: Universal Access under the *Privacy Act*

How many requests were received from foreign nationals outside of Canada in 2024-25?	0

Annex B – Delegation Order

Delegation Order

Order Under Section 73 of the *Access to Information Act* and Section 73 of the *Privacy Act*

Pursuant to the authority conferred upon me by Section 95(1) of the *Access to Information Act* and Section 73(1) of the *Privacy Act*, 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.

President
Canada Mortgage and Housing Corporation

Date: May 14, 2025

Schedule

Access to Information Act

Position	Sections
General Counsel and Corporate Secretary	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.
Senior Manager, Corporate Governance and ATIP	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.
Senior 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

Position	Sections
General Counsel and Corporate Secretary	6(1); 7(2); 7(3); 8
Senior Manager, Corporate Governance and ATIP Senior Analyst	6(1); 7(2); 7(3); 8
Access to Information and Privacy	6(1); 7(2); 7(3); 8

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