

Having an effective and logical way of organizing information is vital to a smoothly running Housing department. Being able to locate information quickly and knowing what to do with important documents as they arrive in your office will help avoid frustration and confusion and can even save time and money. After mentoring several bands who needed help organizing their filing systems, we have developed a system that seems to work across the board. Set up this same filing system on your computer and you will see that finding information when you need it will be a snap.

Setting up your band housing files

You will create two file folders for every address - When a tenant moves, their tenant file is simply moved to another House file

These are suggestions for what should be put into each file

Tenant File (file label is name of tenant)

- Application for Housing
- Tenancy Agreement
- Family Profile
- Financial Information
- Correspondence
- Complaints
- Signed Agreements
- Forms and permits- rental arrears repayment plan, consent to garnishee wages, , etc.
- Rent receipts

House file (file label is address of house)

- House info- age, builder, materials, special features
- Dated Photos of house, inside and out
- Renovations information- contractor's invoices, work orders,
- Maps, floor plans, designs,
- Fire protection info- chimney sweeping, fire alarms, fire extinguishers, smoke/o2 detectors
- Inspection reports,
- Repair requests
- Service visits- records of roof repairs, plumbers, electricians
- Appliances manuals and warranties
- Insurance information

Other files

If band administration isn't actively involved in housing management, these files should also be kept in the Housing Office

- Tenants' contact list- address, phone number, email
- Contractors- contact info, quotes and product info (Invoices are in HOUSE files)
- Inspectors- contact info, quotes and product info (Inspection reports are in HOUSE files)
- Suppliers catalogues and flyers- materials and services
- Fire Protection, applications and reports
- Insurance
- House designs, blueprints,
- Special projects- filed alphabetically by funder-project-year
- Applications/proposals- funded and not funded
- Project Progress Reports
- Maps of reserve, traditional territory
- Infrastructure related to housing (water system diagrams, internet, electrical etc.)
- Reference materials
- Blank Applications, forms, permits, repair request forms, policy appeal form (can be available on a rack for tenants to pick up)
- Workshop materials/resources
- Policies and Procedures Manual
- Newsletters and other updates/reports to community
- Appeals
- Band Plans, Needs Assessments, CCP, Community Profile
- Archeology Information
- Geotechnical information