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| TO: | CHAIR AND MEMBERS AUDIT COMMITTEE MEETING ON JUNE 28, 2012 |
| FROM: | L. STEVENS DIRECTOR OF MUNICIPAL HOUSING COMMUNITY SERVICES DEPARTMENT |
| SUBJECT: | UPDATE ON 2011 INTERNAL AUDIT OF COMMUNITY SERVICES – HOUSING DIVISION |

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| RECOMMENDATION |
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That, on the recommendation of the Director of Municipal Housing, the following update report on the PricewaterhouseCoopers Internal Audit of Community Services - Housing Division **BE RECEIVED** for information purposes.

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| PREVIOUS REPORTS PERTINENT TO THIS MATTER |
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Audit Committee, February 1, 2012 – Quarterly Report on Internal Audit Results, a) Community Services – Housing Division Internal Audit Project

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| BACKGROUND |
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The Audit committee recommended “*That the following actions be taken with respect to the Quarterly Report on Internal Audit Results, dated February 1, 2012, from PricewaterhouseCoopers:*”

- a) *Community Services – Housing Division – the Action Plans included as Appendix ‘A’ of the above-noted report BE IMPLEMENTED”.*

Update

The Housing Division has completed the following eight items with a February 29, 2012 deadline:

| Observation # | Action |
|---------------|-------------------------------------------------------------------------------------------------------------------|
| #1: | Budget submissions from Housing Providers |
| #2: | One-time funding requests policy |
| #4: | Documentation of one-time funding request analysis process |
| #5: | Documentation of site visits for one-time funding requests |
| #6: | Annual unit inspections performed by Housing Providers – <i>now required as part of one-time funding requests</i> |
| #9: | Documentation of spot checks performed on RGI calculations |
| #12: | Formal policy relating to site visits and maintenance reviews |
| #13: | Documentation of site visits/maintenance reviews |

We are on track to meet the remaining deadlines in the report as well.

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| FINANCIAL IMPACT |
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There are no financial impacts related to this report.

Agenda Item # Page #

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Acknowledgments

The Housing Division would like to express its appreciation of internal audit process. It allowed us to identify some administrative weaknesses which we were easily able to address. This was also a learning process which provided us the advantage of expert advice from the auditors themselves on the means to do so.

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| RECOMMENDED BY: |
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| LOUISE STEVENS DIRECTOR OF MUNICIPAL HOUSING COMMUNITY SERVICES DEPARTMENT |