Attachment 1
Toronto Community Housing Corporation Internal Audit Department
Internal Audit Recommendations – In Progress as of
December 31, 2021

Report: Tenant Parking Charges Monitoring
Presented to BIFAC on: April 12, 2018

Recommendation:	Status Update:	Target Date:	Staff:
1. **(a)** Management conduct an inventory count of parking spaces in the TCHC portfolio. The results of the inventory count should be reconciled to the parking spreadsheets.	*CSU is in the process of auditing all of TCHC's Parking Lots. This work has been slowed as a result of impacts related to COVID-19.* *To date 377 of 551 Audits have been completed.* ===== Parallel to the Role out of HoMES Implementation phase 2, a consolidated inventory count of all TCHC Parking Spaces was completed. Discrepancies found during the inventory count have been manually reconciled by staff and uploaded to the HoMES system and the existing Inventory Spread sheets. CSU to Partner with, Operations and The HoMES implementation team to ensure that an inventory count of parking assets is	*Q3-2022* Q3-2021 **Revised from Q2-2021**	***Allan Britton***

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	reconciled prior to the Phase two Implementation of HoMES in Q2 2021. Reconciled information to update in Yardi/Voyageur which will replace the Spread Sheets as the primary repository for Parking related data. As part of the transition of the Operations Division staff will be transferred to the Regional Offices on March 31, at which point vacancies in the parking team will be filled, and there will be capacity to address the recommendations. Delayed due to restructuring.	**Revised from Q1-2020**	
	Asset Management conducted an inventory count of all parking spaces by mid- December 2018. Asset Management is in the process of reconciling the results of the inventory count to the parking spreadsheets for the accuracy of data. Staffing turnover and shortages has resulted in a	**Revised from Q3-2018**	

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1(b) Management take steps necessary to ensure the security and integrity of the data in the parking spreadsheets (e.g. access controls, version control, audit trails).	delay in completing this recommendation. *As of June 2021, HoMES has replaced the Excel Spread sheets as the source of truth for parking related information for all Directly Managed Properties - Between January 17th 2022 and April 30th 2022 Contracted Managed sites will be on boarded to HoMES making any future reliance on the excel spreadsheets unnecessary* ===== Staff have begun the process of manually cleaning up discrepancies and making related record adjustments to HMS / HoMES, and the asset management database known as AIMS. Controls have been built into HoMES that limit staff authority to change the description of parking space categories within the system. Significant errors identified in former West region Contract Managed properties has slowed progress however we	**Q3-2022** **Q4-2021**	*Allan Britton*

Recommendation:	Status Update:	Target Date:	Staff:
	remain on track for completion in Q4 2021. Integrity of data to be reconciled and cleansed prior to the transfer of data to HoMES. To commence on completion of parking inventory which is in progress. (Recommendation #1(a)). As part of the transition of the Operations Division staff will be transferred to the Regional Offices on March 31, at which point vacancies in the parking team will be filled, and there will be capacity to address the recommendations.	**Revised from Q2-2021** **Revised from Q4-2020** **Revised from Q2-2018**	
3. Management support the PEO enforcement process by (i) replacing the current barcode reader program/process with a simpler, more viable option and (ii) ensuring the PEOs can access up-to-date parking data and information from the field.	*i) Newly designed permits with a QR code have been designed and management is obtaining quotes. These permits can be scanned from a handheld device that is supported by a HoMES Parking Application.* *ii) The Parking Application will provide CSU staff with updated information.* *Note: The refresh of the parking permit will be rolled out post COVID due to the need for staff and tenant*	*Q3-2022*	*Allan Britton*

Recommendation:	Status Update:	Target Date:	Staff:
	interaction through the registration process and will be supported by Hub staff once the Hubs have opened. ===== Work to replace the current Barcode Parking Permit with a more cost efficient Permit type is ongoing. Yardi / Voyageur is in process of developing a solution to simplify the ability of PEO's to access up to date Parking data.	**Q4-2021**	
	Work to replace the current Barcode Parking Permit with a more cost efficient Permit type is ongoing. Yardi / Voyageur to be leveraged to simplify the ability of PEO's to access up to date Parking data.	**Revised from Q2-2021** **Revised from Q4-2020** **Revised from Q1-2019**	