



## Homes for Good Public Records Policy

### Purpose

Oregon Public Records law ORS 192.311 to 192.431 requires public agencies to make identifiable, non-exempt public records available for inspection and copying on request. These procedures are outlined to inform the public of Homes for Good's policy on requesting public records.

### Agency Description

Homes for Good Housing Agency is a public housing authority that provides Public Housing, Housing Choice Vouchers (familiarily known as Section 8), and other affordable housing programs throughout Lane County, Oregon.

### Public Records Officer

The Executive Director of Homes for Good will serve as the Public Records Officer. The Public Records Officer will oversee the compliance with Oregon Public Records law. A Homes for Good staff member that is not the Public Records Officer may be delegated to process public records requests.

### Receival of Public Records Request

Any member of the public may request to examine the public records of Homes for Good. A request for public records is necessary to locate the records being sought and determine if any exemptions from disclosure apply. The following information should be included in the request:

- Name and address of the requestor;
- Contact information, including telephone number and/or e-mail address;
- Identification and description of the requested records;
- The date of the request;
- Whether the requestor wants to inspect the records or wants copies to be made; and
- Requestor's signature.

Should a request be made orally in person or by telephone, the Public Records Officer or designated staff will confirm receipt of the information and put the substance of the request in writing.

### Contact Information

Homes for Good will accept requests for public records using the following methods:

Email: [Info@homesforgood.org](mailto:Info@homesforgood.org)



100 West 13th Avenue, Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411



Homes. People. Partnerships. Good. [www.homesforgood.org](http://www.homesforgood.org)

Phone: 541-682-3755

Fax: 541-682-3411

Mail/drop off: Homes for Good Housing Agency  
Attention: Public Records  
100 W 13<sup>th</sup> Avenue  
Eugene, Oregon 97401

## Response to Public Records Request

Once Homes for Good receives a public record request, an acknowledgement of receipt of the request will be given within five business days. "Business days" refers to a day other than Saturday, Sunday, or a legal holiday. After acknowledging the request, Homes for Good will complete the request as soon as practical and without unreasonable delay.

If Homes for Good is unable to complete the request within 15 business days, the requestor will be informed in writing and will be provided with an estimate of the time it will take to complete the request.

Homes for Good will respond to all public record requests in writing. The response will include all nonexempt records and/or cite any exemptions that have been applied. The response will indicate whether Homes for Good is the custodian/is not custodian of the requested record(s). Should Homes for Good not be the custodian of the record, the requestor will be referred to the appropriate agency.

## Clarification

Homes for Good may request clarification of a request that is not clear or does not sufficiently identify the requested records. If the requestor does not respond to the request for clarification within thirty (30) days of the request for clarification, Homes for Good will determine the request has been withdrawn. Homes for Good will respond to those portions of the request that are clear.

## Form of Public Records

Homes for Good will provide a copy of the public record in the form in which Homes for Good maintains the public record. Homes for Good will not create new records in new formats in order to satisfy a request.

## Document Inspection

A person may request to personally inspect the requested documents. The right to inspect documents does not include the right to rummage through file cabinets, file folders, or to disassemble or change the order of materials in files or document binders.



Inspection of public documents shall occur during normal business hours. Any request which requires more than one-half (1/2) hour of staff time shall occur at a time mutually convenient to the requestor and the designated staff person. Records will be inspected at Homes for Good Housing Agency's Administrative Office located at 100 W 13<sup>th</sup> Avenue Eugene, Oregon 97401.

Original documents shall not be taken out of the custody of Homes for Good. A Homes for Good staff member will be present while any original public records are being inspected to ensure protection of the documents.

## Exemptions

Some records are exempt from disclosure, in whole or in part. If Homes for Good believes that a record is exempt from disclosure and should be withheld, Homes for Good will state the specific exemptions identified and provide a brief explanation of why the record or a portion of the record is being withheld.

*Redaction.* If only a portion of a record is exempt from disclosure, but the remainder is not exempt, the Public Records Officer will redact the exempt portions, provide the nonexempt portions, and indicate to the requestor why portions of the records are being redacted.

The following represents a partial, unexhaustive list of records maintained by Homes for Good that may not be inspected or copied:

- Client files (with the exception of a client examining their own file)
- Confidential attorney-client communications facilitating the rendition of legal services
- Records pertaining to ongoing or anticipated litigation
- Mediation communications in a mediation in which Homes for Good is a party
- Information that would allow disruption or unauthorized access to buildings, services, information processing, or telecom systems
- Employee personal information including but not limited to addresses, Social Security numbers, birth dates, or any other identifying information that would constitute an unreasonable invasion of privacy
- Records that are prohibited by federal law or regulations from being disclosed

## Fees

Homes for Good may require a person to pay for the expense required to release public records. Fees are calculated to reimburse the agency for its actual cost in summarizing, compiling, or tailoring a record to meet the person's request. Charges may include time spent locating the records, reviewing in order to redact exempt material, supervision, attorney time, and copying and sending records. Fees for attorney time may include time spent reviewing the records and redacting or segregating



exempt material but does not include attorney time spent determining how the public records law applies. For records requests that require copies of documents, the requestor will indicate which record(s) they want copied.

Homes for Good will provide advance notice and receive the requester's authorization to proceed if the estimated fee amount exceeds \$25.

If the estimated cost exceeds \$25, Homes for Good will provide an estimate to the requester and stop any work on the request until payment is received in the estimated amount. If the requester chooses to pay the estimated amount, work will be done in a reasonable amount of time. If the time and resources spent on the request are less than the paid amount, a refund will be provided. If the time and resources spent on the request exceed the estimated amount, the documents will be provided upon receipt of balance due.

### **Fee Schedule**

Homes for Good maintains the following fee schedule for public records requests.

Staff time (calculated by agency hourly rate; plus 2.5%)

Copies (black and white) = \$0.25 per page

Copies (color) = \$1.50 per page

Copies (11 x 17 in black and white) = \$1.50 per page

Copying or Recording information to a CD = \$10.00 per CD

Copy of Annual Budget (per copy) = \$35.00

### **Payment**

Payment may be made by cash, check, or money order to Homes for Good Housing Agency.

### **Reduced Fee/Waiver**

Upon request, Homes for Good may provide copies of public records without charge or at a substantially reduced fee if it is determined that the waiver or reduction of fees is in the public interest and the record primarily benefits the general public. Homes for Good will determine whether to waive or reduce fees on a case-by-case basis and will consider the criteria recommended by the Oregon Attorney General when making those decisions.

### **Appeals**

Any person who objects to the initial denial or partial denial of a records request may petition the Public Records Officer in writing (including e-mail) to review the decision. The petition should include a copy of the written statement by the Public Records Officer or their designee that denies the request

### **Withdrawn or Abandoned Request**

When the requestor withdraws the records request or fails to fulfill their obligations to inspect the records; or if the requestor fails to pay the final payment for the requested copies, the Public Records Homes for Good Public Records Policy



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Officer will close the request and notify the requestor in writing that Homes for Good has closed the request.

### **Equal Access to Public Records**

Homes for Good will take reasonable steps to accommodate members of the public for the inspection of records and will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy access to public records as provided by law. Complaints that public records are not accessible to persons with disabilities should be directed to the Homes for Good ADA Coordinator.

### **Disclaimer of Liability**

This policy is not intended to expand or restrict the rights of disclosure or privacy as they exist under state and federal law. Nothing in this policy is intended to impose mandatory duties on the Homes for Good Housing Agency beyond those imposed by state and federal law.