

## Accountability Framework

The Agency is publicly accountable by means of the following:

- its commitment to transparency and effective handling of information requests
- a procedure for responding to complaints about the Agency from co-ops
- the make-up of its board of directors
- the qualifications and duties of directors
- the oversight of a finance and audit committee and a governance and human resources committee within the Agency
- the terms of the Agency's service agreement with CMHC
- quarterly and annual reporting to CMHC
- an annual audit of the Agency's financial statements and an annual compliance audit
- the right of CMHC to inspect the Agency's books and records at any time
- periodic evaluations of the Agency
- remedies if the Agency fails to do its work properly
- a web-published report grading the Agency's client service over the past year.