

Issues and Cases – Standard Subject Heading Reference Card

Case Record Type	Sub Record	Type (choose from drop down list)	Standard Subject Heading (YOU manually enter, just as written)					
			choose from drop down list					
Centralized Waiting List		Applicant Appeal	Eligibility			Housing Arrears		
			SPP Status			Unit Size		
		Offer & Move In Process	Internal Offer 1	Internal Offer 2	Internal Offer 3	Internal Offer ___		
			CWL Offer 1	CWL Offer 2	CWL Offer 3	CWL Offer – Do Not Count		
		Undertaking	Birth Certificate			Custody Information		
			Income Tax Return			Support Information		
General		Annual Capital Budget Notes	Enter Year: 2013 / 2014 / 2015 + future years					
		CMSM Issue	CMSM Issue					
		Complaint (3 rd Party)	Neighbour Complaint			Other ___		
		Conflict of Interest	Vendor/Contractor					
		Contractor Issue	Absence/Vacation			Banned Contractor Info		
			Conflict of Interest			Contract Termination		
			Insurance Claim (by tenant)			Property Damage		
			R-Zone	Work		WSIB/Insurance		
		Elevator Incident	Cab Malfunction			Other		
		Emergency Preparedness Plan Activation	Evacuation	Fire		Flood	Tornado	
		Emergency Preparedness Plan Update	For Next Review			Immediate Update Required		
		Enterphone System Information	Enterphone System Information					
		Fire Alarm Incident	(Fire Alarm Incident Description)					
		Fire Incident	Fire Incident					
		Laundry Machine Information	Laundry Machine Information					
		Legal Matter (Property)	Abutting Property Issue					
		Legal Matters	No Trespass Order – General Public			No Trespass Order – Former Tenant		
		Mortgage Renewal	Mortgage Renewal					
		Parking Lot Information	Parking Lot Information					
		Storage Room Information	Storage Room Information					
	Video Surveillance Log/Information	Crime Related	Criminal Activity	Subpoena	Tenant in Distress	Vandalism		
LTB	Landlord File	Abandonment of Unit	L2					
		Damage to Unit	L2					
		Disturbing the Reasonable Enjoyment of the Premises	L2					
		Illegal Act on Premise	L2					
		Impaired Safety	L2					
		Misrepresentation of Income	L2					
		Rent Arrears	L1					
	Tenant File	Application about Maintenance	T6					
		Application about Suite Meters	T7					
		Application about Tenant Rights	T2					
Application about Whether Act Applies		A1						
	Application for a Rebate	T1						
Social Housing Legislation		Additional Bedroom Required	Family Size Increase			Medical		
		Change in Family Composition	Addition of Household Member			Removal of Household Member		
		Child Support Status	Information					
		CMSM Subsidy Receivable	Misrepresentation of Income					
		CWL Application (Tenant's Request)	To CWL					
		External Application to CWL (After 1 Year)	To CWL					
		Housing ERO Referral (CMSM)	Request for Investigation					
		Income Review Process	Lump Sum Payment			More Information Required		
			Turning 60			Turning 65		
		Internal Transfer from MR to RGI	Financial Hardship					
		Internal Transfer – Medical	IT-Medical					
		Internal Transfer – Other Reasons	IT-Other					
		Internal Transfer – Overhoused	IT-BACH		IT-1BD	IT-2BD	IT-3BD	IT-4BD
		Internal Transfer – Underhoused	IT-1BD		IT-2BD	IT-3BD	IT-4BD	IT-5BD
		Opportunity to Comment	Guest in Unit		Income		Unauthorized Person	
		Overhoused Status Approved	Medical Reasons					
		Property Divestment	House for Sale			Cottage for Sale		
		Pursuit of Income	Child Support		OW		Pension Income	
		Rent Subsidy Issue	Market Rent for 12 Months			Tenant App to CWL for Subsidy		
		Rent Subsidy Termination	AIR Documentation		Failure to Comply		Third Refusal	
		SPP Status	Unit Transfer - Priority					
		Tenant Appeal	Rent Subsidy Calculation			Rent Subsidy Termination		
		Unauthorized Guest in Unit	Unauthorized Guest					
	Underhoused Status Approved	Selected by Tenant(s)			Underhoused Confirmation			

Social Issues	Guest Issues	Criminal Charges		Damage	Noise	
	Illegal Act	Criminal Charges		Vandalism		
		Door Closure Tampering or Removal		Smoke Detector Tampering or Removal		
	Neighbour to Neighbour	Internal Neighbour		External Neighbour		
	Noise	By-Law Referral		OPP Referral		
Pets	Pets					
Tenancy General	Absence from Unit	Medical		Vacation	Other_____	
	Accommodation	Communication Plan	Maintenance Services Plan		Other Need_____	
	Agency Partnership	Children's Aid		CMHA	HN Women's Services	
		REACH		Salvation Army Trustee Program		
	Alterations Requested by Tenant	Interior			Exterior	
	Bankruptcy	For Current Tenant			For Former Tenant	
	Bed Bugs	Bed Bugs				
	Children's Aid Involvement	Duty to Report		Removal	Return to Care Plan	
	CMSM Issue	HERO Referral		OW Direct Pay Plan		
	Collections	Current Maintenance		Current Legal Charges	Current NSF	
		Current Rent Adjust.		Former (+ Details)		
	Communications & Media Services	Bundle	Cable	Fiber Optics	Internet	TV
	Community Hub Intervention	Table Referral				
	Complaint (Formal Process)	General Complaint		To Board of Directors	To CMSM	
		To Haldimand County		To Norfolk County	To Municipal Ombudsman	
	Consent to Release of Information	Another Agency		Another Landlord	Declined	
	Consumer Proposal for Debt Repayment	For Former Tenant				
	Contractor Work Refusal in Unit	Conflict of Interest		Hoarding	Unsanitary Conditions	
	Custody Information	Custody Information				
	Direct Pay Request	ODSP		OW		
	Emergency Entry	Animal Abandonment		Fire	Medical	
		Tenant In Distress		Third Party Request	Water	
	Encroachment Issues	Expansion to Private Property				
	Evidence of Need for Supportive Housing	CMHA Housing		HN Women's Services		
		Quetzal House		Union House		
	Fraud Incident	Misrepresentation of Income		Family Composition		
	Gardening Reimbursement	Annual Reimbursement (Insert Year & Attach to Bldg. also)				
	Guest(s) in Unit	Medical			Visitor	
	Harassment Matters	To Contractors/Agents			To Staff	
	Health & Safety	Animal Feces			Natural Gas	
	Hoarding	Hoarding – CLIR Number: _____			Fire Safety	
	Housing Case Manager Referral (CMHA)	Request for Support - HNHC			Request for Support by Tenant	
	Insurance Claim	Alleged Negligence			Personal Injury	
		Property Damage			Refrigerator Contents	
	Landlord Reference	Prospective Landlord				
	Legal Matter (Tenancy General)	Slip and Fall			Other_____	
	Lockout Service	Lost Keys			Stolen Keys	
	LTB Repayment Agreement	LTB – RA				
	Medical Marijuana User	Licensed Household Member				
	MFIPPA Request	Correct Personal Info			General	
		Personal			Research	
	Miscellaneous Matters	Miscellaneous Matters				
	OAS Option Process	OAS Option Process				
	Pool Issues	By-Law Infraction		Lease Violation	Water Source Investigation	
	Property Damage	Appliance Damage		Building Damage	Parking Lot Damage	
		Other_____		Site Damage	Unit Damage	
	Quetzal Program	Quetzal Program Expiry Date				
	Rent Payments	Persistently Late				
	Rent Waiver Request	Financial Hardship (moving to long-term care)				
	Repayment Agreement	RA (+ Details)				
Request for Men on Premises	Men on Premises					
R-Zone Incident	Contractor Incident		Staff Incident	Third Party Incident		
Salvation Army Loan Repayment Program	RA (+ Details)					
Satellite Installation Process	Satellite Installation Request					
Scooter Issue	Damage		Insurance	Speed		
Smoking Issue	Medical Marijuana			2nd-Hand Smoke Complaint		
Special Equipment	Safe T Element			Smoke Detection Equipment		
Tenant Employed by Contractor	Tenant Employed by Contractor					
Tenant Insurance Program	Mandatory			Voluntary		
	Former Tenant			Guest		
Trespass Order	Other Individual		Tenant	Third Party		
	Birth Certificate		Income Tax Return	Support Information		
Utility Account Issue	Utility Account Issue					
Vulnerable Tenancy	Elderly/Frail			Other_____		
Tenancy Termination	Abandonment of Unit		Abandoned Unit			
	Death of a Tenant		Death of a Tenant			
	LTB Termination of Tenancy		LTB Order to Terminate			
	Tenant Notice to Vacate		Tenant NTV			
		Special Circumstances				

Standard Tags

Move-Out Alert – plus details

Vulnerable Tenant