

## Written Guidelines for Accessibility of Public Records

Public records maintained by the California Housing Finance Agency (“Agency”) are available for inspection by members of the public pursuant to the following procedures.

1. **WHO MAY REQUEST PUBLIC RECORDS:** Any person may inspect public records maintained by the Agency at its Sacramento office located at 500 Capitol Mall, Suite 1400, Sacramento, California 95814, during any normal business day between the hours of 8:00am and 5:00pm.
2. **PROCEDURE TO REQUEST PUBLIC RECORDS:** A request for inspection and copying of public records may be made orally (for example, by telephone or in person) or in writing (for example, by U.S. mail, electronic mail, or fax) to the Agency, Office of General Counsel, Attention: Public Records Officer, as follows:

**Public Records Officer:**

**Misty Miller, R.P.  
Housing Finance Specialist  
Public Records Officer**

**Physical Address:**

Attention: Public Records Officer  
California Housing Finance Agency  
Office of General Counsel  
500 Capitol Mall, Suite 1400  
Sacramento, California 95814

**Mailing Address:**

Attention: Public Records Officer  
California Housing Finance Agency  
Office of General Counsel  
P.O. Box 4034  
Sacramento, California 95812

**Phone, Office of General Counsel:**

(916) 326-8470

**Fax, Office of General Counsel:**

(916) 322-3151

**Direct Dial, Misty Miller,  
Public Records Officer:**

(916) 326-8481

**E-Mail, Misty Miller,  
Public Records Officer:**

[PUBLCRECORDS@CALHFA.CA.GOV](mailto:PUBLCRECORDS@CALHFA.CA.GOV)

3. **HOW TO GET A COPY OF THE PUBLIC RECORDS GUIDELINES:** The Agency will post a copy of its Written Guidelines for Accessibility of Public Records in a conspicuous public place in each office of the Agency, and a copy will be provided free of charge to any person requesting a copy.
4. **MUST A PERSON REVEAL HIS OR HER IDENTITY OR REASON FOR REQUEST?:** Any person who desires to inspect any public record maintained by the Agency and/or obtain copies may do so without revealing his or her identity or the reason for requesting public records.
5. **THE AGENCY'S DUTY UNDER THE PUBLIC RECORDS ACT:** The Agency's duty under the Public Records Act is to make currently existing, reasonably identifiable, non-exempt records promptly available, upon payment of direct costs of duplication, to any person whose request reasonably describes identifiable records.
6. **HOW TO IDENTIFY RECORDS; HOW TO HAVE THE AGENCY ASSIST:** Requests for records should be focused and should reasonably describe identifiable records. The Public Records Officer will: (a) assist the requester to identify records and information that are responsive to the request or to the purpose of the request, if stated; (b) describe the information technology and physical location in which the records exist; and, (c) provide suggestions for overcoming any practical basis for denying access to the records or information sought.
7. **WHAT ARE "DIRECT COSTS OF DUPLICATION?":** The Agency will make public records promptly available to any person upon payment of fees covering direct costs of duplication, or a statutory fee if applicable (Gov. Code §6253(b)). The "direct costs of duplication" for Agency records to be paid by any person who makes a request for public records are as follows:

**Direct Costs of Duplication:**<sup>1</sup>

- (a) Photocopies, 8½ by 11, black and white: 10¢ per page
- (b) Electronic data burned to compact disc (CD): \$1.50 per disc
- (c) Storage retrieval for records in archive: actual cost  
(Currently \$37.70 per box as of the publication date of this document)
- (d) Round trip shipping to Sacramento from Culver City office: actual cost  
(Approx. \$15 per box per direction; \$30 round trip)
- (e) Special IT programming (Gov. Code §6253.9(b)): actual cost  
(Agency will calculate this cost on a case-by-case basis)

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<sup>1</sup> Subject to change without notice based on the Agency's actual costs.

Photocopies of oversize items (for example, blueprints), and reprints of photographs or slides, or copies of other non-standard items will be sent to an outside copying service with arrangements for the requester to pay the copying service directly.

8. **WHEN IS PAYMENT DUE:** The Agency may require payment in advance for direct costs of duplication at its discretion (generally for large requests), or may include a “billing” for reimbursement via cover letter enclosed with the records when mailed or delivered to the requester. The Agency may withhold future requests for records to a requester with an outstanding balance for a previous request until such time as the outstanding balance is paid in full. The Agency reserves the right to waive costs at its discretion (generally for very small requests).
9. **WHAT IF A PERSON JUST WANTS TO VIEW RECORDS?** There is no charge to view records. However, if the records requested for viewing are in archives, the Agency will charge the requester storage retrieval costs and round trip shipping costs if records are in Culver City, and payment will be required prior to producing the records for viewing. These costs do not constitute a “viewing fee”; rather, these are actual out-of-pocket costs incurred by the Agency to make archived records available for viewing. The Agency will obtain the requester’s advance permission, and advance payment, prior to ordering records from archives for viewing.
10. **WHEN RECORDS WILL BE MADE AVAILABLE:** Public records are open to inspection at all times on any normal business day between the hours of 8:00am and 5:00pm. However, the Agency may require prior arrangements for inspection of public records so as not to interfere with the ordinary business operations of the Agency.
11. **HOW A PERSON MAKES ARRANGEMENTS TO INSPECT RECORDS:** If viewing of records is requested, a person should contact the Public Records Officer, either orally or in writing (see guideline #2), to arrange a mutually convenient time for the requester to visit the Agency’s office located at 500 Capitol Mall, Suite 1400, Sacramento, California 95814, on a normal business day between the hours of 8:00am and 5:00pm. A viewing area (conference room, office, cubicle, etc.), supervised by an Agency staff member, will be made available to the requester to view the records. The requester may not alter or remove the contents of any record file, but may take notes. The requester should bring note paper for this purpose. The requester may “flag” any records to be copied by placing sticky notes or other flags acceptable to the Agency on those records to be copied. The Agency will provide sticky notes and/or other flags to the requester for this purpose.
12. **HOW THE AGENCY PROCESSES A PUBLIC RECORDS REQUEST:** All public records requests submitted to the Agency are forwarded to the Public Records Officer for processing. The Public Records Officer will date stamp each request to indicate the date received. The date “received” will be a normal business day between the hours of 8:00am and 5:00pm. The Public Records Officer will log all public records requests in the Agency’s “Public Records Act Log” maintained by the Office of General Counsel. The log tracks the following data: date of request; requester name and contact information (if provided);

records requested; records produced; date request received; date reply is due; date reply is sent; and, date the records are sent. The Public Records Officer will identify and locate records potentially responsive to the request, based on the information provided in the request, and then contact the requester by telephone, if a phone number is provided, or by other means, if available, to introduce herself to the requester, review the request, discuss the records potentially responsive to the request, provide details concerning the location of the records (on-site, off-site, in storage, etc.) and the approximate length of time and cost to obtain and copy the records, provide assistance to the requester, if needed, to focus the request, or any other assistance needed, and answer any questions presented by the requester. The Public Records Officer will respond in writing to all public records requests. The Public Records Officer will review the requested records with counsel to determine if any records sought to be produced are exempt from production. Any determination concerning exempt records will be explained in writing to the person requesting the records.

- 13. WHEN DOES THE AGENCY RESPOND; HOW ARE RECORDS SENT?:** The Agency will respond to a request in writing within ten calendar days from receipt of the request (or if the tenth day falls on a weekend or state holiday, then by the first business day after that), and the Agency will make the records promptly available. The written response will include: (a) the Agency's determination of records in the possession of the Agency which are responsive to the request; (b) an estimate of the volume, physical location, and direct cost of duplication of the records; (c) a request for payment in advance for direct costs of duplication, or a statement that costs will be billed when records are sent, or that costs will be waived; (d) an estimate of the date the records will be available for viewing (if only viewing is requested), or an estimate of the date the records will be copied and mailed or delivered to the requester (if copies are requested); and, (e) if applicable, a description of any records which the Agency has determined are exempt from production, and an explanation of the exemption (and legal citation) along with the name and contact information of the person making the determination of the exemption. Copies of records will be sent via regular U.S. mail with no extra charge for mailing. The requester may specify another method of delivery, for example, FedEx, but arrangements must be made by the requester to pay the delivery service directly. The exception to the above concerns requests for Statements of Economic Interest (see guideline #14).
- 14. STATEMENTS OF ECONOMIC INTEREST:** The Agency will make Statements of Economic Interest (Form 700) available no later than the second business day after the request is received. Copies are 10¢ per page, plus a \$5 retrieval fee if the statements are five or more years old (Gov. Code §81008).
- 15. IF A PERSON NEEDS MORE INFORMATION OR HAS QUESTIONS:** These Written Guidelines for Accessibility of Public Records are a general overview of what a person needs to know to request public records from the Agency, but are not intended to be all-inclusive. The Agency is pleased to provide more information or answer questions, and a person may contact the Public Records Officer orally or in writing (see guideline #2) for a prompt and friendly response.