



CSHA POLICY for COLORADO OPEN RECORDS ACT (CORA)

Purpose

In accordance with the Colorado Open Records Act (“CORA”), all public records shall be open for inspection by any person at reasonable times, except as otherwise provided by law. The following policy has been developed to assure reliable service to citizens requesting records of the Colorado Springs Housing Authority (CSHA), including those records created by electronic mail, and to ensure the CSHA complies with all aspects of the CORA in a uniform manner as set forth in Colorado Revised Statutes (“C.R.S.”) Section 24-72-201, *et seq.* This policy applies solely to records that are in CSHA’s custody or control. This policy is not intended to supersede or duplicate the CORA or any other state law.

Procedures

Requests can be made for records that are made, maintained or kept by the CSHA through our website at www.csha.us. Although the website is the CSHA’s preferred method to guarantee to the requestor a timely and accurate response, records requests will also be processed if received via mail, facsimile, email, or in person addressed to the Records Custodian.

Computation of Time

The CSHA will make every reasonable effort, consistent with available resources, to respond within three business days as provided by C.R.S. § 24-72-203(3)(b). If the CSHA finds extenuating circumstances prevent the production of public records within three (3) business days, it may take up to an additional seven (7) business days to respond as provided in C.R.S. § 24-72-203(3)(b). A request is considered received by the CSHA the day an email, fax, or letter containing the request is opened by the custodian or the custodian’s representative. The three working-day response time begins the first working day following receipt of the request. A request received after 3:00 p.m. or on any day the CSHA is not open for public business will be considered received as of 8:00 a.m. the next following business day.

Requests

The CSHA will only accept CORA requests that are made in writing and will not accept CORA requests that are made verbally.

Requests should be as detailed as possible including date, type of record, specific subjects, names of documents or persons, if known, etc. If the document name is unknown, provide a brief but specific description of the document or information requested, noting the date of issuance and location of the document, if known. A request that is broad, vague, or too voluminous may cause a delay in the time it takes to produce the records and could result in much higher fees for the staff time to gather and review a large number of records.

Requests for records are time stamped at the time of receipt by the CSHA, and any records provided in response to the request will be those records created prior to the time of receipt. Requests for “future”





records or requests for ongoing or supplemental records will not be accepted. A request that asks for recurring records on a continuing basis will not be fulfilled.

The CSHA may seek clarification on any CORA request that is broad, vague or ambiguous. While seeking clarification, the time to respond to a CORA request will be stayed until the CSHA receives a sufficient clarifying response from the requester. The time to respond will resume and CSHA will continue processing the request when such clarification is received.

CORA requests are a means to obtain public records. The CSHA is not required pursuant to CORA laws to conduct research or answer questions.

Inspection of Public Records

In order to safeguard the integrity of the CSHA records, the custodian of the records shall retain control of the records at all times. Inspection of all public records is subject to the supervision of the records custodian or designee. Inspection of public records will generally be scheduled during the business hours of 9:00 a.m. until 12:00 noon and 1:00 p.m. to 4:00 p.m., Monday through Friday, except on observed holidays or closure due to inclement weather or other circumstances. Requestors who have not come in to view the requested information within ten (10) working days of being notified that the records are available for review will be required to submit a new public records request. If fees are charged pursuant to this policy, then transmittal of the requested records shall occur only after CSHA's receives payment, or after an acceptable payment arrangement is made.

Denial of Inspection

Access to public records may be denied in accordance with the provisions of CORA. If requested by the applicant, the custodian of the records will notify the applicant in writing of the grounds for the denial.

Fees

In accordance with C.R.S. § 24-72-205(6)(a), the CSHA will charge the requestor when a request is made that requires more than one (1) hour of staff time to locate, gather and produce records.

By filing a CORA request, the requester acknowledges that there may be charges associated with their request. The requestor will be informed of the estimated cost and have an opportunity to withdraw or modify the request prior to costs being incurred. Requestors must pay final costs before receipt of documents.

If more than one (1) hour of staff time is believed to be necessary to process a records request, the CSHA will attempt to provide an estimated invoice to the requestor prior to processing the request. At the custodian's discretion, the CSHA may require payment of a fifty percent (50%) deposit of the estimated invoice prior to compilation of records. If a fifty percent (50%) deposit is required, the CSHA will contact the requestor to communicate this requirement and provide further details. The requestor will be required to pay the final actual cost of retrieval and production in excess of the deposit paid before the records will be released. If the final actual costs of retrieval and production do not exceed the deposit, the CSHA will refund the remaining deposit to the requestor. Final invoices left unpaid for 30 days will result in closure of the CORA request.





The fees set below are for CORA requests. All fees must be paid by cash, check, or money order and in the exact amount payable to the CSHA. Payments must be made to the CSHA, attention: Accounts Receivable, 831 S. Nevada Ave, Colorado Springs, CO 80903 (719) 387-6700.

Item	Fee
Photocopies or Printouts per C.R.S §24-72-205(5)	<ul style="list-style-type: none"> • \$0.25 per 8 ½" x 11", 8 ½" x 14", or 11" x 14" standard size page, or actual cost for larger documents • Oversized Documents - actual cost • Photographs - actual cost
Research and Retrieval/Compilation of Requested Documents (including records retrieval from off-site storage facility) per C.R.S §24-72-205(6)(a)	<ul style="list-style-type: none"> • \$30.00 per hour in 15-minute increments (after the first hour)
Data Manipulation per C.R.S. §24-72-205(3)	<ul style="list-style-type: none"> • \$30 per hour in 15-minute increments (after the first hour)
Audio or Video recording, or Data Storage Device	<ul style="list-style-type: none"> • Actual cost of production at \$30 per hour in 15-minute increments (after the first hour), plus \$12.00 per disk or \$30.00 per flash drive
On-site Record Inspection	<ul style="list-style-type: none"> • \$30.00 per hour for staff time
Postage	<ul style="list-style-type: none"> • Actual cost

Standard Format

CSHA will provide responsive records in an electronic format unless another requested format is specified. When responsive records cannot be provided in the specified format, the CSHA will work with the requestor, provide written explanation, and will provide records in an agreed alternative format or can schedule an inspection of the records in person.





Data Manipulation/Research

The CSHA is not required by law to construct or create a record that does not exist, nor is the CSHA required to manipulate, analyze information in a new way, or conduct extensive research in order to respond to a request.

Records not used by the CSHA but manipulated at the custodian's discretion to respond to a request, shall be charged the actual cost of manipulating the data. Subsequent requests for the same or similar records may be charged a similar fee not in excess of the original fee.

Privacy

CORA is a state law that requires records made, maintained or kept by the CSHA to be subject to release to any party upon request unless the law provides an exception to this general requirement. Citizens may be concerned about how the CORA applies to personal information or other materials that they provide to the CSHA. Under CORA, disclosure of some information such as personal financial information, including bank account numbers and personal identifying information such as social security numbers and driver's license numbers, are not allowed to be released. Additionally, a communication from a constituent to an elected official that clearly implies by its nature or content that the constituent expects that it is confidential is not required to be disclosed.

