

# Capital Region Housing Corporation (CRHC) Board Strategic Priorities 2016-2019

**Mission Statement:** The CRHC's mission is to develop and manage affordable housing within the capital region for low income households.

Priority Area	Goals	Objectives	Key Performance Indicators
<b>Management</b>	<b>Be a good and responsible landlord to those who rent accommodation with the CRHC</b>	<ol style="list-style-type: none"> <li>1. Ensure the CRHC is operating efficiently and effectively</li> <li>2. Maintain Financial Sustainability of the CRHC</li> <li>3. Ensure the CRHC Housing stock is adequately maintained</li> <li>4. Maximize subsidized units</li> <li>5. Ensure Tenant satisfaction</li> </ol>	<ol style="list-style-type: none"> <li>1. a) Annual staff performance planning and evaluation b) Annual Board survey</li> <li>2. Increase net revenue by 1.5 % annually</li> <li>3. Strive to complete one additional building envelope remediation by 2019</li> <li>4. a) Review tenant eligibility policy in 2016 b) Maintain at least 70% rent geared to income in 42 Umbrella Operating agreement properties</li> <li>5. Implement a tenant satisfaction survey with an annual improvement in tenant satisfaction index</li> </ol>
<b>Development</b>	<b>Increase CRHC housing stock to benefit households in core housing need</b>	<ol style="list-style-type: none"> <li>1. Develop strategy to increase development capacity</li> <li>2. Develop priorities to address housing needs</li> <li>3. Implement strategy to increase housing for households in core housing need</li> </ol>	<ol style="list-style-type: none"> <li>1. Adopt strategy by 2016</li> <li>2. Develop priorities by 2016</li> <li>3. Increase housing stock by at least 30 rent geared to income units by 2019</li> </ol>