

Housing York Inc. Statement of Principles

The following set of principles was established to create a foundation on which to build:

- Policies
- Procedures
- Performance management framework
- Clear articulation to staff of company goals.

These principles will help us to measure the results of our continued efforts to build affordable housing communities that meet the needs of our residents.

Building strong communities by...

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Providing the right service, at the right time, in the right place, at the right cost:

- ▶ Providing high quality customer service every day.
- ▶ Balancing high quality service with financial accountability.
- ▶ Administering a sound performance measurement and management framework.
- ▶ Exemplifying fair and consistent policy development and application.

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Being known for leadership in property management practices:

- ▶ Maintaining strong preventative maintenance and capital planning programs.
- ▶ Meeting all local, provincial and federal codes and legislative requirements.
- ▶ Ensuring progressive asset management practices and planning.
- ▶ Seeking innovation in property management.
- ▶ Developing environmental standards that align to Regional goals.

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Recognizing and responding to the diversity of our residents, our communities and our partners:

- ▶ Responding to the cultural diversity of our residents.
- ▶ Promoting strong communication channels.
- ▶ Ensuring that language is never a barrier.
- ▶ Delivering management philosophies that are sensitive to the variety of geographic locations served.
- ▶ Inviting feedback from our residents and our communities.
- ▶ Respecting and valuing our partnership with residents through action.

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Appreciating the abilities and vulnerabilities of our residents by:

- ▶ Seizing opportunities to partner with agencies and regional services to meet resident needs.
- ▶ Seeking connections with the broader community to integrate housing communities into the local fabric wherever possible.
- ▶ Increasing physical accessibility within our buildings.
- ▶ Adopting a homelessness prevention focus in our property management practice.
- ▶ Ensuring the health and safety of residents and visitors.
- ▶ Continuing to partner with Health Services in the provision of programs that support the health, well being and independence of seniors and adults with physical disabilities.

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Innovative growth options and development of mixed income housing:

- ▶ Seeking partnerships with local municipalities, the private sector and other levels of government to develop housing communities that are sensitive to local needs.
- ▶ Meeting the Region's goal of developing 100 new units a year of new housing in the portfolio in keeping with York Region's Housing Supply Strategy.
- ▶ Creating new housing options through innovative community partnership opportunities.
- ▶ Exploring the role that Housing York can play in encouraging low income households to become homeowners.