

OTTAWA COMMUNITY HOUSING 2008 – 2011 STRATEGIC PLAN



VISION

Fostering a stock of affordable, well managed and maintained, rental housing in the City of Ottawa to meet the needs of low and moderate income households.

MISSION

Ottawa Community Housing provides and manages quality, safe and affordable housing for low and moderate income households. In collaboration with our tenants, community partners, and as a leader in affordable housing, we promote the development of healthy, diverse sustainable and secure communities.

BUILDING & MAINTAINING ADEQUATE, APPROPRIATE HOUSING STOCK

Enhance maintenance & utilization of existing housing stock.

- Enhance funder and public awareness of the importance of maintaining publicly owned Housing as a community asset.
- Pursue required funding for operating & capital maintenance.
- Establish maintenance & service standards for all OCH Housing.

Renew OCH Housing Portfolio

- Seek opportunities to improve community design and increase housing availability.
- Ensure housing reflects tenant requirements.
- Incorporate environmental strategies into housing renewal initiatives.
- Secure adequate and sustainable funding.
- Develop innovative financing strategies.
- Collaborate with other social housing partners to take best advantage of opportunities for new development.
- Advocate for new affordable housing.

ENSURING SAFETY & SECURITY

Develop Safety & Security.

- Further develop the Safer Communities Initiative to address community needs.
- Ensure resources and protocols are in place to address emergency situations.
- Develop and implement community based action plans to promote healthy communities.
- Further develop fire prevention strategies.
- Further develop pest management strategies.
- Document existing partnerships and services available to OCH communities to identify gaps and measures to ensure the best possible partnerships.

FOSTERING TENANT ENGAGEMENT AND COMMITMENT

Foster tenant engagement & empowerment.

- Enhance tenant communication and consultation practices
- Support tenant engagement structure and strategies.
- Enhance organizational responsiveness to tenant requirements and concerns, through clearly communicated protocols.
- Provide training and capacity-building to formal and informal tenant leaders.

NURTURING COMMUNITY PARTNERSHIPS

Enhance and expand community partnerships to respond to OCH community needs.

- Engage members of City Council to promote a good understanding of both the challenges and potential of our communities.
- Seek to further develop and maintain positive relationships with neighbouring communities.
- Increase public awareness of the value of social housing communities.
- Contribute to key initiatives within the social housing sector to share best practices and to influence housing policies and programs.
- Promote the integration of OCH communities within the broader community.

ENHANCING ORGANIZATIONAL CAPACITY AND EFFECTIVENESS

Enhance organizational effectiveness

- Establish a new shareholder relationship with the City of Ottawa which promotes clear protocols and sustainable funding.
- Implement practices to support effective Board governance.
- Renew the OCH organization, including its structures and resource levels.
- Develop and implement effective performance management practices including a human resources plan.
- Develop and implement an effective volunteer (tenant and community) structure.