



Statement of Principles

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 Regions 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.