



1. FLOURISHING COMMUNITIES: Empower tenants with the support and services they need to thrive.

- Foster equitable, diverse and inclusive communities within CHH.
- Prioritize safety and security for our tenants and work collaboratively to develop community safety plans in our neighbourhoods.
- Develop community partnerships to provide tenants with appropriate resources, programs and services.



2. PRIDE IN HOME: Preserve and upgrade CHH's current housing stock.

- Provide timely and responsive maintenance to CHH's portfolio.
- Develop plans and build CHH's capacity to address its aging stock incrementally.
- Repair and renew 63% of CHH's units with funding support of \$194 million from Canada Mortgage and Housing Corporation (CMHC) and other stakeholders.
- Implement energy and environmentally sustainable strategies to create efficiencies within tenants' units and CHH properties.



3. NEIGHBOURHOOD REVITALIZATION: Develop new and inclusive affordable mixed housing that builds strong and successful multi-generational communities.

- Pursue current development projects to ensure success.
- Develop a socially sustainable 20-year long-term housing strategy for Hamilton that focuses on inclusivity, multi-generational living, mixed income housing and community revitalization.
- Commence the implementation of the 20-year housing plan to meet demographic needs and equitably provide housing across the many communities within Hamilton.



4. A WHOLE TEAM APPROACH: Strengthen our people and performance.

- Embed equity, diversity and inclusion across CHH.
- Continue to build an organizational culture grounded in quality improvement, high performance, operational excellence and results-based accountability.
- Implement a communication plan that effectively informs and engages our people.
- Strengthen CHH's financial sustainability and funding base to support our mandate.