



2016 – 2018 STRATEGIC PLAN

KINGSTON & FRONTENAC HOUSING CORPORATION



119 Van Order Drive Kingston, Ontario K7M 1B9

MISSION

Kingston & Frontenac Housing Corporation provides quality affordable housing, advocates for strong communities and demonstrates respect for all



VISION STATEMENT

As an active leader in housing, Kingston & Frontenac Housing Corporation will foster informed, engaged tenants and communities



VALUES

We value:

- Building understanding and trust, demonstrating integrity and showing respect for everyone
- Transparency and accountability in all of our dealings
- Working together with tenants, partners and the larger community
- Diversity within our community and our organization
- Partnerships and Innovative solutions for housing



STRATEGIC PRIORITIES

Over the next three years, Kingston & Frontenac Housing Corporation is committed to the following three priorities:

1. Provide and maintain affordable, quality homes for the future.
2. Promote tenants' well-being through enhanced tenant-centered services, supports, and engagement.
3. Strive to develop an innovative, high performing and financially resilient organization.



PROVIDE AND MAINTAIN AFFORDABLE, QUALITY HOMES FOR THE FUTURE

Strategies related to this priority include:

- A. Develop a long-term asset management strategy and business plan.
- B. Rejuvenate and maintain KFHC's current housing.
- C. Leverage KFHC's existing assets to build and redevelop housing stock in order to create more accessible mixed income housing.
- D. Partner with appropriate housing stakeholders and community organizations to enhance housing options in the Kingston and Frontenac communities.
- E. Prepare in advance for new housing opportunities that may develop to meet emerging community needs.

PROMOTE TENANTS' WELL-BEING THROUGH ENHANCED TENANT-CENTERED SERVICES, SUPPORTS AND ENGAGEMENT



Strategies related to this priority include:

- A. Continue to promote a customer service approach that provides quality property management for tenants.
- B. In partnership with others, develop a wider range of supports tailored to individual tenants to achieve successful tenancy, increase their personal well-being, and enhance access to community resources and programs.
- C. Increase tenant engagement and participation in the partnership with KFHC for the well-being of the buildings and communities.

STRIVE TO DEVELOP AN INNOVATIVE, HIGH PERFORMING AND FINANCIALLY RESILIENT ORGANIZATION

Strategies related to this priority include:

- A. Develop and implement a strategic financial sustainability plan that maximizes government support and diverse revenue streams.
- B. Develop and implement a communications strategy for greater transparency with tenants and stakeholders.
- C. Increase the organization's capacity to develop and support a high performance staff team.
- D. Measure performance and impact to ensure the provision of high-impact outcomes in an efficient and effective manner.
- E. Continue to strengthen the Board's governance and leadership role.

