



Date: May 30, 2017

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive Officer/
Secretary

Prepared by: Tom Hunter, CEO

Subject: **CEO Information Written Update**

1.0 Strategic Plan

As a follow-up to the recommendation from the Operational Review, CHH has revised its Strategic Plan for the years 2017 to 2020. This Plan is adapted from the City of Hamilton's Strategic Plan. You will note that the Mission, Values and Key Priorities are the same as the City. As it relates to the Key Priorities, there are "Signs of Success" and "Performance Measures" that are unique to CHH. As well, the CHH Strategic Plan has included a "Collective Action Plan". This part of the Strategic Plan incorporates the following four areas:

- Strategic Priority
- Key Direction
- Key Direction Activities
- Performance Measures

The Collective Action Plan is essentially the work plan for CHH.

1.1 Sale of Single and Semi-Detached Homes

CHH has begun the sale of its single and semi-detached homes. To date, three properties have been sold:

Location	List Price	Sale Price
98 Palmer	\$399,000	\$440,000
71 Martha	\$279,000	\$279,000
82 Palmer	\$379,000	\$381,000


The proceeds from the sales are being invested into the Sold Units Investment Fund reserve. Information will be provided to the Board in July on preliminary plans for using these funds for future development.

1.2 Lean Six Sigma Project – Turn Over of Vacant Units

CHH has been working on another Lean Six Sigma quality improvement program. The goal of this project is:

“To reduce the turn over time for 75% of market-rent units from vacancy to possession to 24 hours; improvements will be implemented by June 2017 without compromising quality.”

A team of staff including Maintenance Workers, Tenant Placement Representative, Northgate Support Technician, Property Managers and Managers has been led by Anil Gupta. The key outcomes of this project will be to reduce vacancy loss and improve the vacant rate.



Tom Hunter
Chief Executive Officer/Secretary