



# Centretown Citizens Ottawa Corporation STRATEGIC PLAN 2023-2028

## OUR MISSION

To create, maintain and promote housing for low- and moderate-income people.

## VALUES

Diversity,  
Equity and  
Inclusion

Collaboration

Affordable  
Housing

Sustainable  
Communities

Innovation  
and Creativity

Inclusive,  
Open  
Decision  
Making

## KEY INITIATIVES



### Tenant Experience

Develop and implement a clear communication strategy for CCOC and tenants

Monitor and use tenant feedback to inform decisions



### Financial Sustainability

Refine CCOC's rent and affordability approach

Review asset management processes

Explore a charitable entity and an alternative endowment structure



### Organizational Capacity

Renew People and Culture policies and processes, incorporating anti-racist organizational change recommendations

Implement recommendations from Governance Renewal roadmap

Develop and implement real-time data-driven reporting dashboards for organizational performance and risk management