



THE AGENCY
FOR CO-OPERATIVE
HOUSING

L'AGENCE
DES COOPÉRATIVES
D'HABITATION

RENTAL ASSISTANCE PROGRAM

Examples of Action Plan Goals

The goals listed below are not mandatory and are meant to provide an example of the types of activities you might already be doing that could be included in your action plan. You are free to use the examples below in your plan or think of other goals. If you are looking for specific feedback on goals your co-op should consider, your most recent risk assessment might include some suggestions. The best way to determine goals for your co-op's action plan is by using the Agency's online self-assessment tool. The self-assessment guides you through questions related to how your co-op is already performing in the five focus areas so that you know where to set goals.

Reminder: Co-ops only need to have one goal in either Governance, Social Inclusion, Financial Viability, or Asset Management. You do not need a goal in each category, but we do encourage you to include more than one goal.

Governance

- Board oversees financial and physical wellbeing of co-op
- Board hires, supervises, and evaluates property management
- The board understands and fulfils its duties as an employer (if it has its own staff)
- Board sets priorities and plans for the future
- Board takes regular training
- The board itself is diverse or working towards more diversity on the board
- Board has regular meetings at regular intervals
- Board acts fairly when making decisions (without bias or favoritism)
- Board ensures co-op follows rules and by-laws and funding program agreements
- Support the [Co-op Housing for All vision](#), by signing a letter of commitment with CHF Canada



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Social Inclusion

- Maintains an open waiting list
- Co-op is open and inclusive in accepting new members
- Co-op is home to people with a mix of incomes
- Co-op reflects the diversity of the community around it
- Co-op accepts people's differences without judging them
- Board and staff have been given diversity and inclusion training
- Co-op has units adapted for people with physical disabilities
- Our co-op can be visited throughout by people with physical disabilities
- Co-op has special adaptations for blind or hearing impaired

Financial Viability

- Prepare and follows a long-term financial plan
- Secures financing for major capital repair project
- Review audit costs
- Co-op adopts a sound budget
- Review current contracts
- Reduce or eliminate arrears
- Housing charges collected in full and on time
- Most units rented on time to minimize vacancy loss
- Reduce or eliminate vacancies, review unit turnover procedure
- Co-op sets money aside in a reserve for future repairs
- Adopt an investment policy/bylaw or Rule/strategy

For more information please contact us at agency.coop.



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Asset Management

- Co-op has skilled experience in management support
- Develop or update a Fire Safety Plan
- Has Building Condition Assessment within last 5 years
- Develop or update Capital Reserve Plan
- Undertake a major capital repair
- Co-op has a work order system
- Co-op maintains a unit file
- Has good curb appeal
- Attends to maintenance and repairs in a timely way
- Regularly inspects each occupied unit
- Insurance Risk Assessment Review

Environmental Sustainability

- Co-op has taken steps to reduce water usage
- Co-op tracks water use over time
- Install low flow toilets and/or shower heads
- Co-op collects rain water
- Fix dripping taps and faucets promptly
- Co-op only waters lawns and gardens with rain water
- Co-op obtains an energy audit, replaces items with energy efficient items (windows, fridges etc)