

2022–25 Strategic Plan Summary



We Protect Consumers and Support Good Builders

VISION

Fostering a professional new home building industry that Ontarians can trust.

MISSION

A fair, effective, and proactive regulator of new home builders and vendors that ensures a positive consumer experience.

VALUES



Service excellence



Fairness



Respectfulness



Integrity



Learning and innovating



Diversity and inclusion



Continuous improvement



Openness and accountability

HCRA Goals



Service Excellence

The HCRA will deliver and enhance service excellence with the best people and systems.



Financial Viability

The HCRA will operate a financially sustainable regulatory model that supports the comprehensive and proactive accomplishment of its mandate.



Leading Research and

Education

The HCRA will forecast and act on current and emerging issues affecting new home buyers and builder qualifications through leading research and education to ensure consumers have confidence in the building industry.