



ASPEN PITKIN COUNTY HOUSING AUTHORITY
STRATEGIC PLAN



APCHA
Aspen | Pitkin | County | Housing | Authority



MISSION

APCHA supports affordable and durable workforce housing for a sustainable and prosperous community.

VISION

APCHA is dedicated to cultivating a dynamic/vibrant mountain community by implementing forward thinking housing policies.

VALUES

Quality Service

Provide respectful, friendly, timely, consistent and proactive customer service that is fair, transparent and equitable.

Efficiency

Implement high-quality systems, processes and policies for staff and customers.

Effectiveness

Deliver verifiable results through reliable and accessible data and reporting that strengthens public trust.

Innovation

Foster creative solutions to solve problems, improve effectiveness and ensure long-term success.

GOALS

These four goals to achieve APCHA's mission will be used to establish annual priorities and workplans. As the work plan and budget is developed, these priorities might change. In addition, the tactical elements for each strategy will be developed within the annual workplan.

1

COMPLIANCE

APCHA administers optimized affordable housing regulations and solutions for those that are qualified.

STRATEGIES

1. Continue to apply regulations to ensure all those residing in APCHA housing meet eligibility requirements.
2. Design and implement an APCHA pre-qualification training program by 2026.

2

QUALITY

APCHA stewards a safe, durable housing inventory and provides excellent customer service.

STRATEGIES

1. Friendly, accessible and transparent customer service.
2. Effective, efficient and user-friendly systems and processes throughout the customer journey.
3. Partner with HOAs and stakeholders on maintenance strategies and approach to achieve a well maintained inventory by 2030.

3

COMMUNITY

APCHA is cognizant of the evolving needs of the program and strives to meet those needs.

STRATEGIES

1. Evaluate and update eligibility income requirements and categorization by 2030.
2. Assess APCHA housing needs, gaps and assets to inform policy reform by 2030.
3. Provide options to optimize rightsizing of housing inventory by 2028.

4

LEADERSHIP

APCHA board and staff are aligned with and guided by community priorities and organizational values.

STRATEGIES

1. Actively support and advance proactive and regionally responsive housing policies.
2. Board and staff provide clear, consistent and transparent communication to strengthen and maintain public trust.
3. Consistent and proactive community outreach and engagement to foster collaborative relationships.



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