

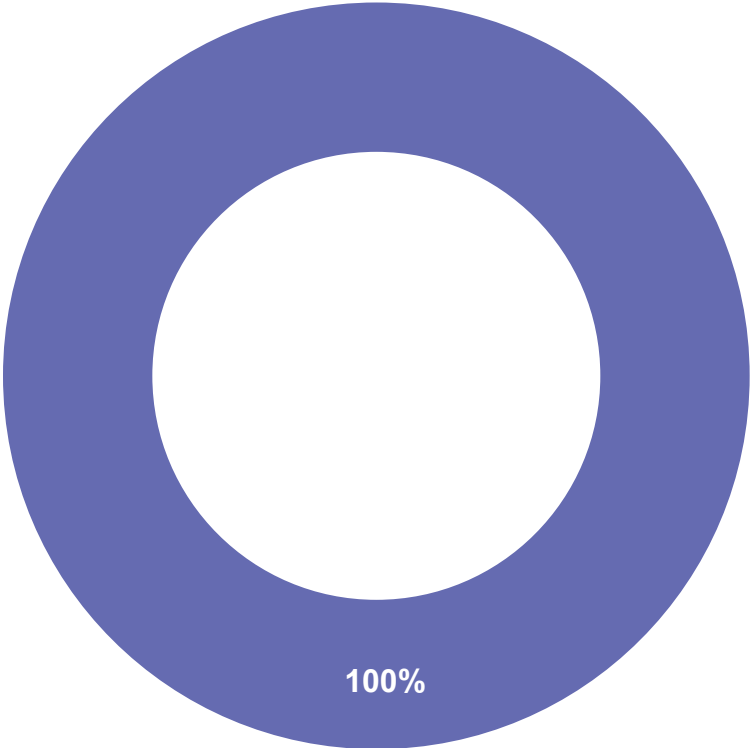


The Board operates with a clearly defined mission, vision, values and strategic plan or priorities.*

MULTIPLE CHOICE

Answered
7

Unanswered
0



Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

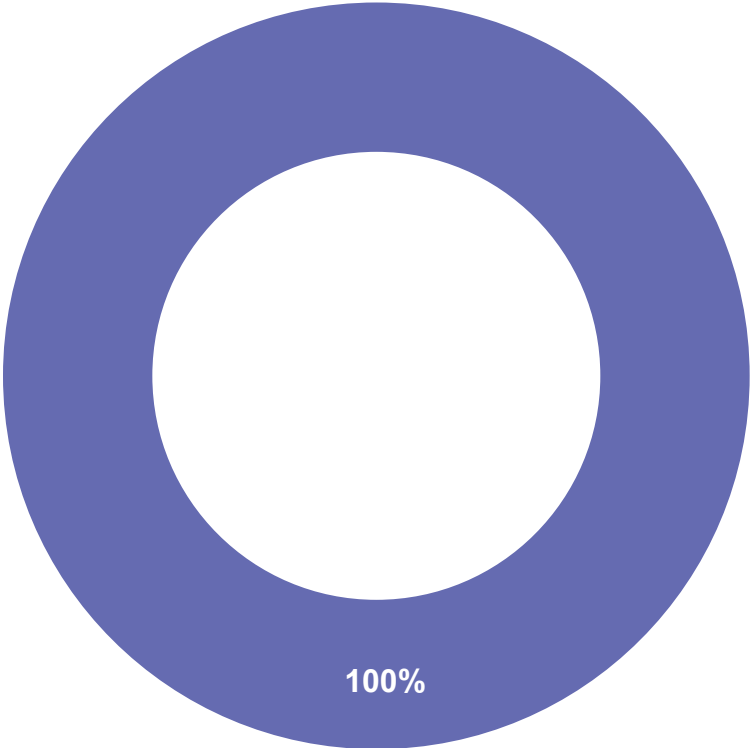


Board members understand their own and each other's roles and duties*

MULTIPLE CHOICE

Answered
7

Unanswered
0



Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

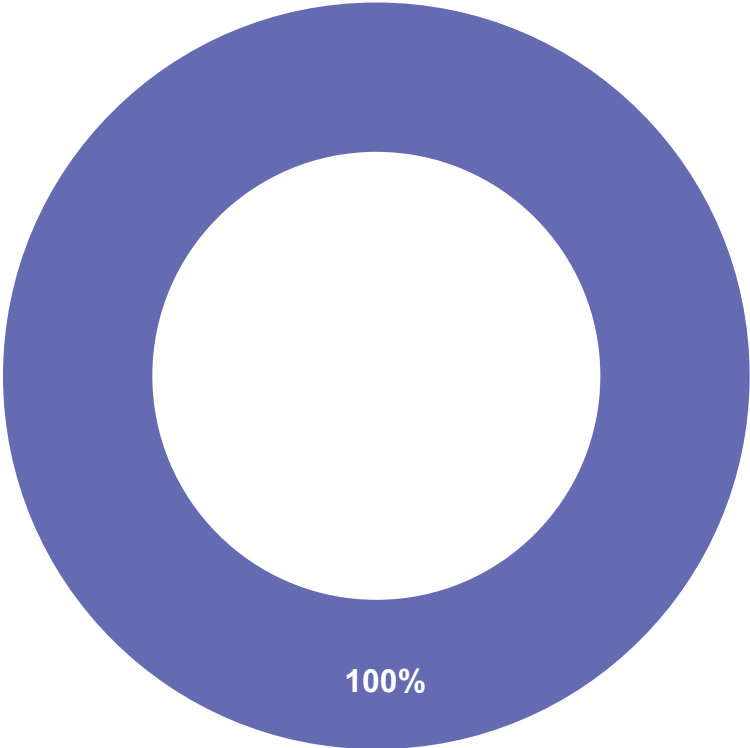


Committees have a terms of reference statement which defines their roles and responsibilities*

MULTIPLE CHOICE

Answered
7

Unanswered
0



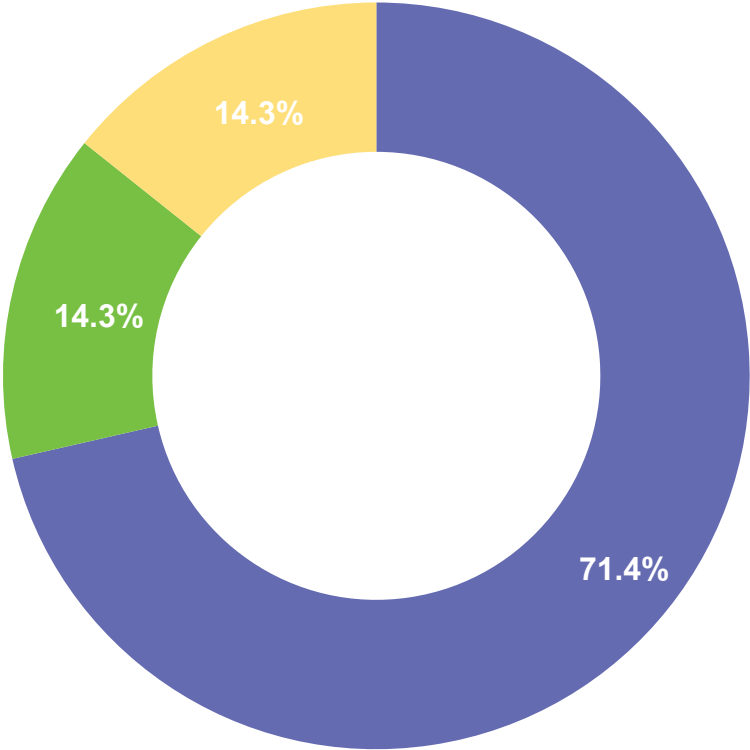
Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

Q4

Board members follow through on plans and commitments*

MULTIPLE CHOICE

Answered 7
Unanswered 0



Choice	Total
● Yes	5
● No	0
● Sometimes	1
● I don't know	1

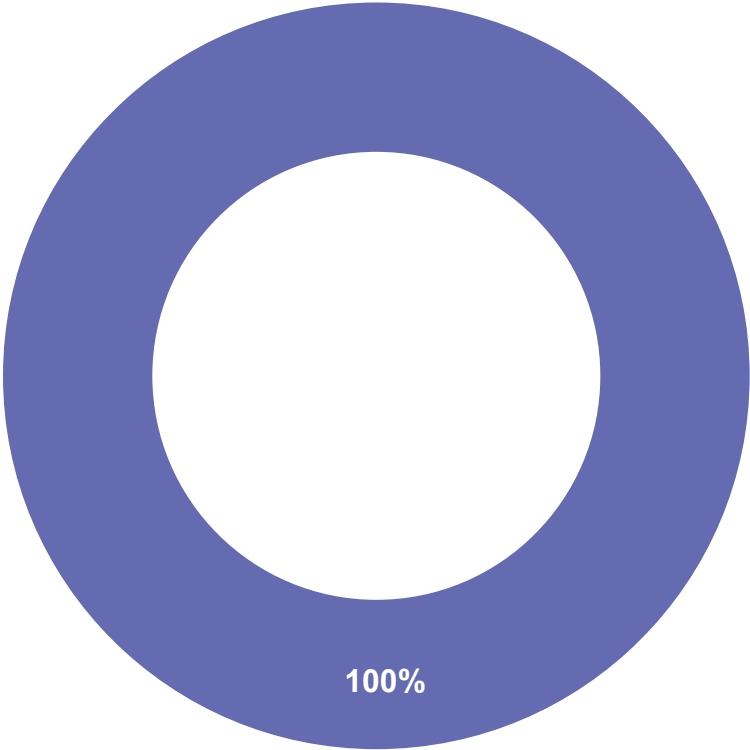
Q5

Board members understand their legal/fiduciary obligations and ensure they are being met*

MULTIPLE CHOICE

Answered
7

Unanswered
0

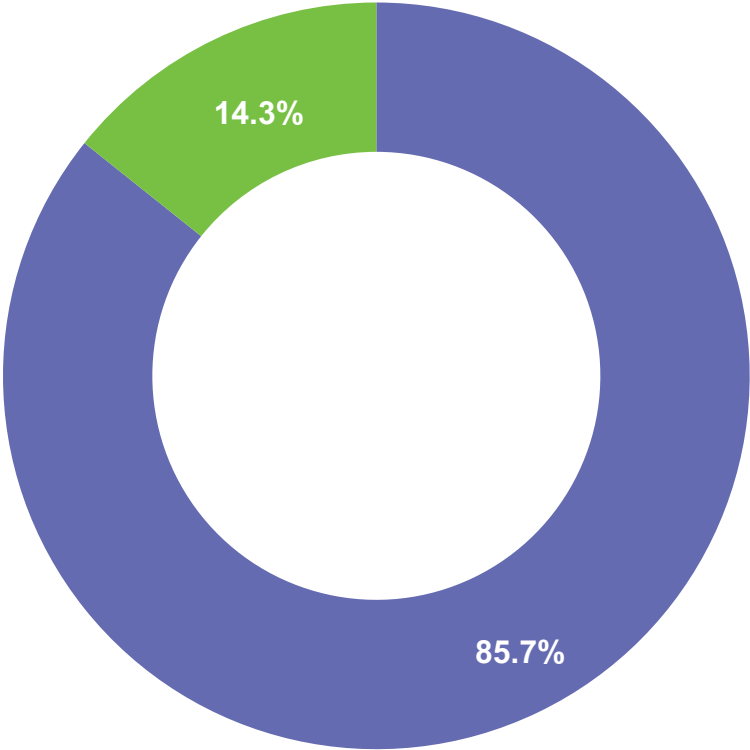


Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

Q6

The Board composition fairly reflects our community diversity*

MULTIPLE CHOICE



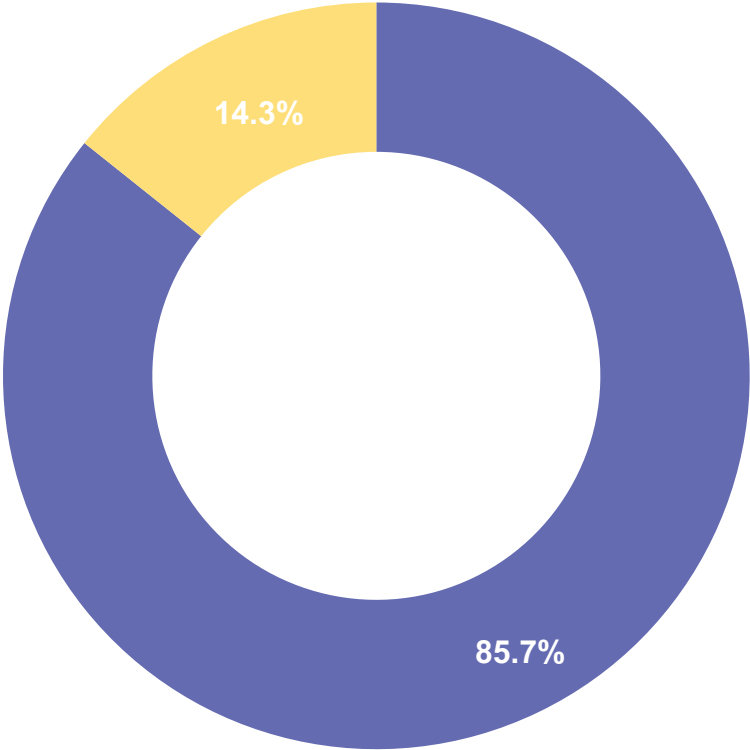
Answered 7
Unanswered 0

Choice	Total
● Yes	6
● No	0
● Sometimes	1
● I don't know	0

Q7

The Board represents the interests of the organizations' membership.*

MULTIPLE CHOICE



Answered
7
Unanswered
0

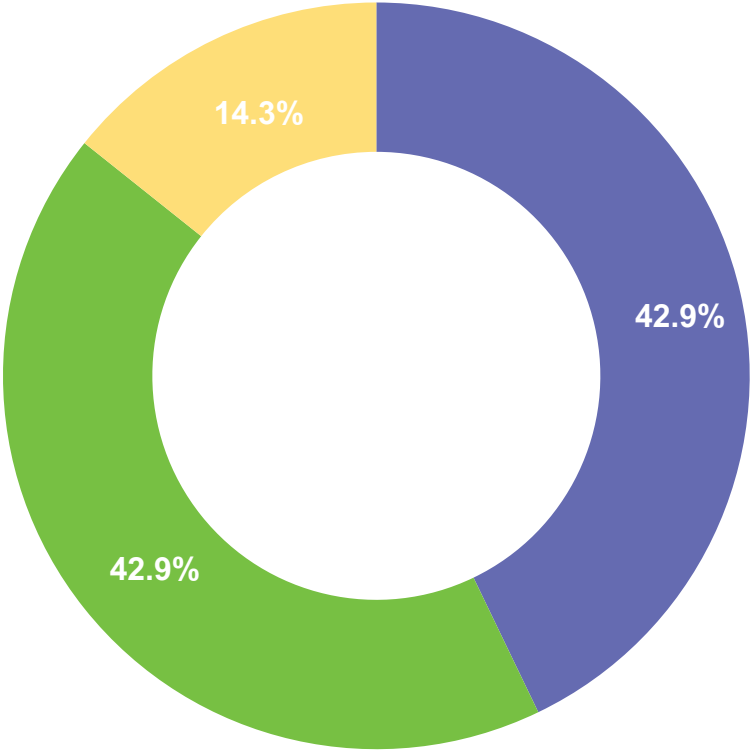
Choice	Total
● Yes	6
● No	0
● Sometimes	0
● I don't know	1



Recruitment of effective board member nominees is a year round activity.*

MULTIPLE CHOICE

Answered 7
Unanswered 0



Choice	Total
Yes	3
No	0
Sometimes	3
I don't know	1

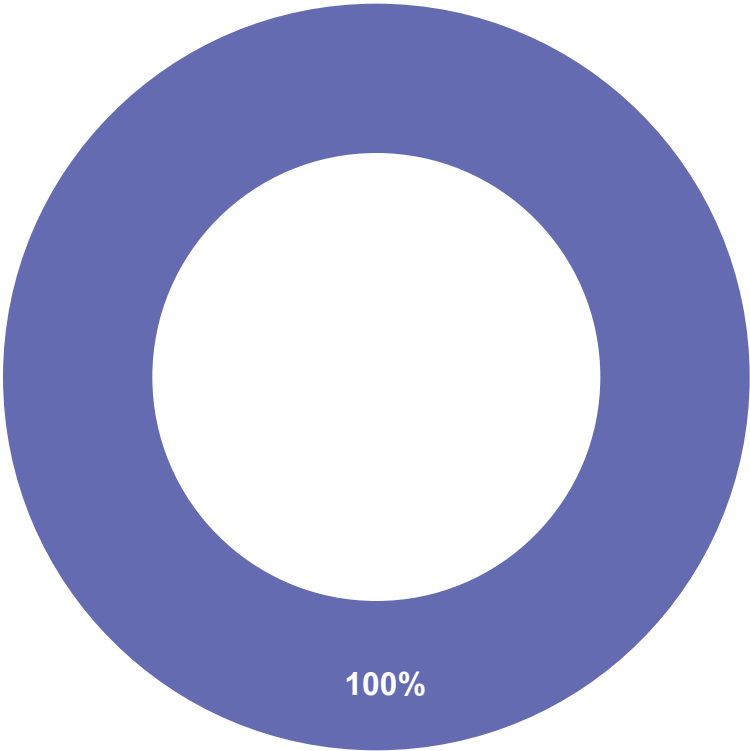


Trusting and respectful relationships exist between board members and other individuals within the organization.*

MULTIPLE CHOICE

Answered
7

Unanswered
0



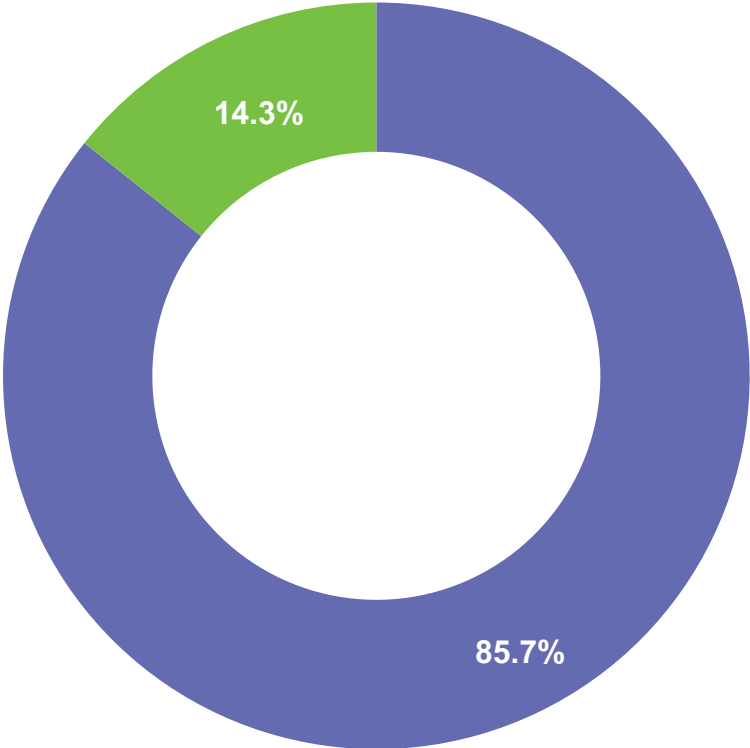
Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

Q10

The board evaluates its work annually in relationship to the goals and plans they have made.*

MULTIPLE CHOICE

Answered
7
Unanswered
0



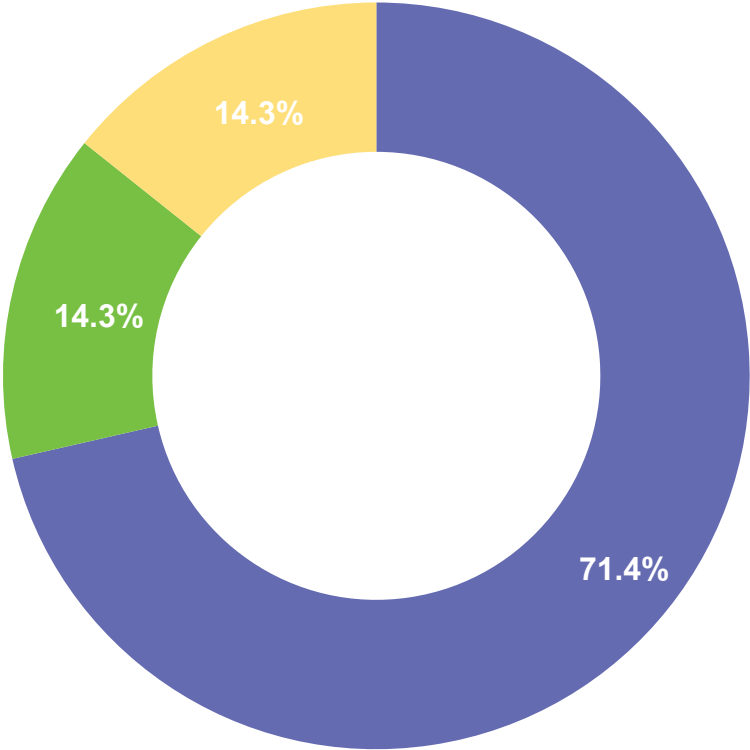
Choice	Total
● Yes	6
● No	0
● Sometimes	1
● I don't know	0

Q11

The board communicates clearly and regularly with appropriate staff, volunteers, and stakeholders*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



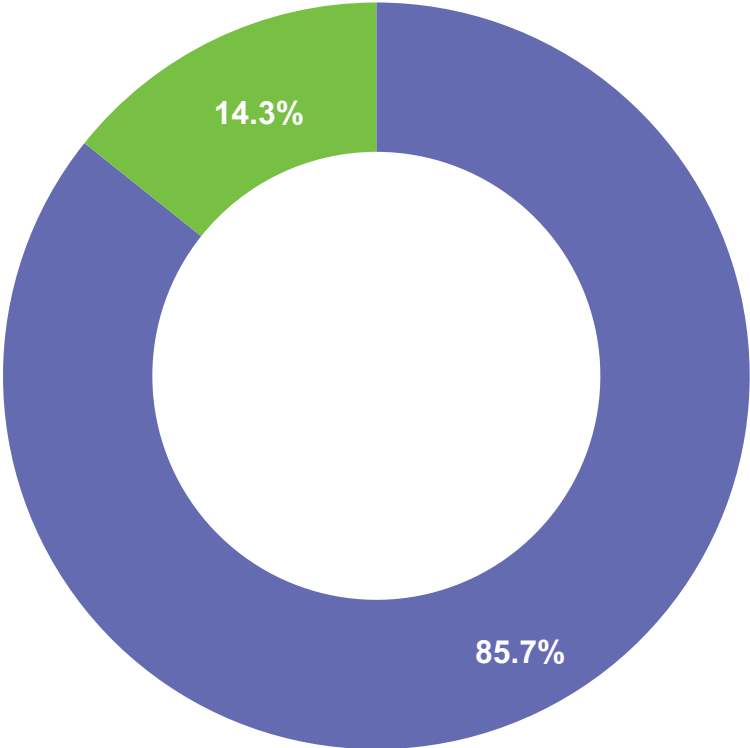
Choice	Total
● Yes	5
● No	0
● Sometimes	1
● I don't know	1

Q12

Written policies to guide decision making exist and are organized in a policy manual.*

MULTIPLE CHOICE

Answered
7
Unanswered
0



Choice	Total
● Yes	6
● No	0
● Sometimes	1
● I don't know	0

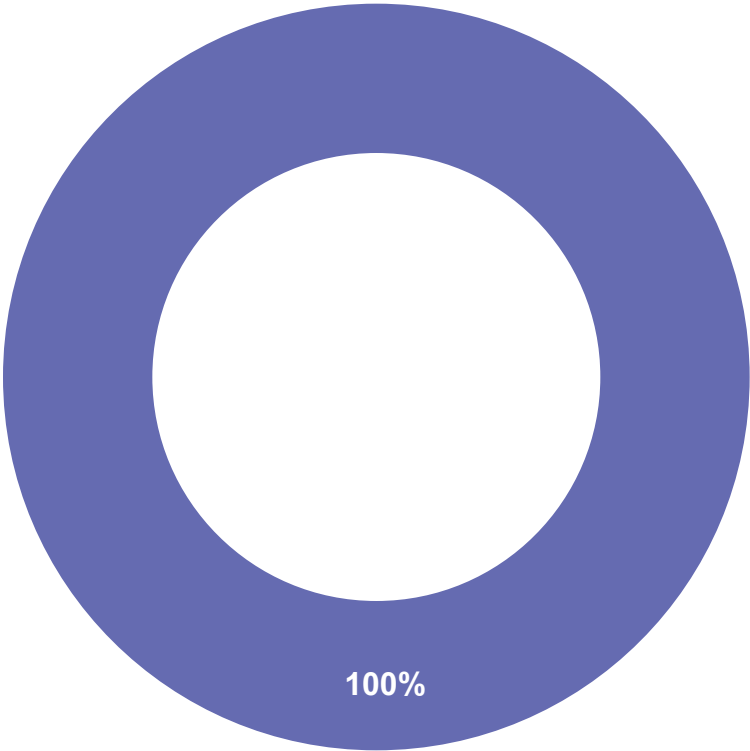
Q13

Board meetings deal primarily with developing policy, planning, developing financial resources, strategic planning and evaluating the organization's work.*

MULTIPLE CHOICE

Answered
7

Unanswered
0



Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

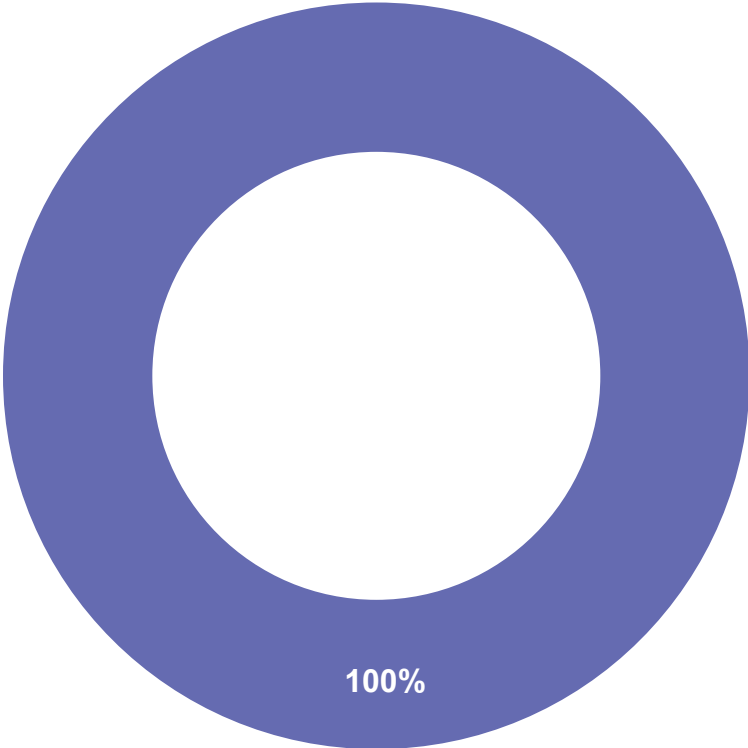
Q14

The board has a written plan that is used to monitor and evaluate the organization's direction.*

MULTIPLE CHOICE

Answered
7

Unanswered
0



Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

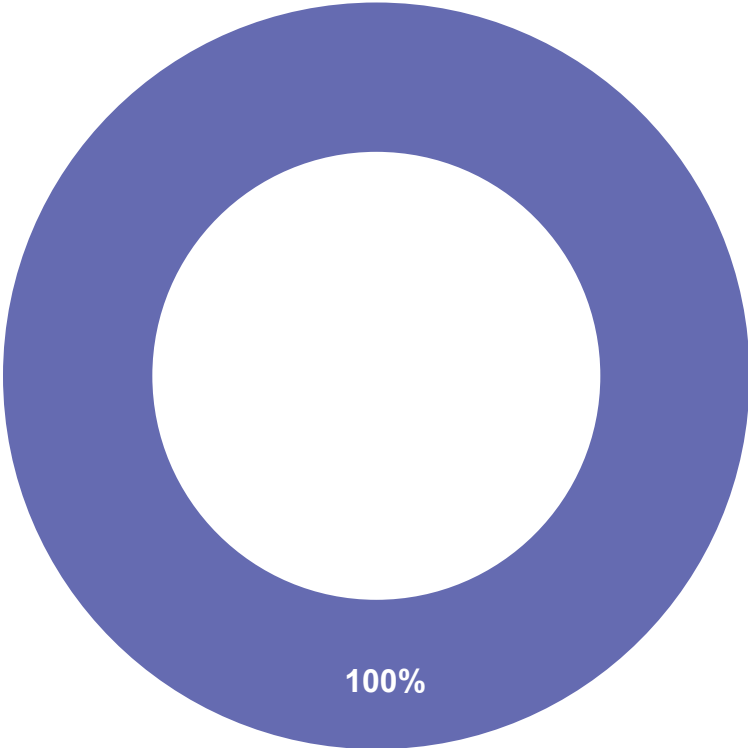
Q15

All board members are encouraged to participate in discussions.*

MULTIPLE CHOICE

Answered
7

Unanswered
0

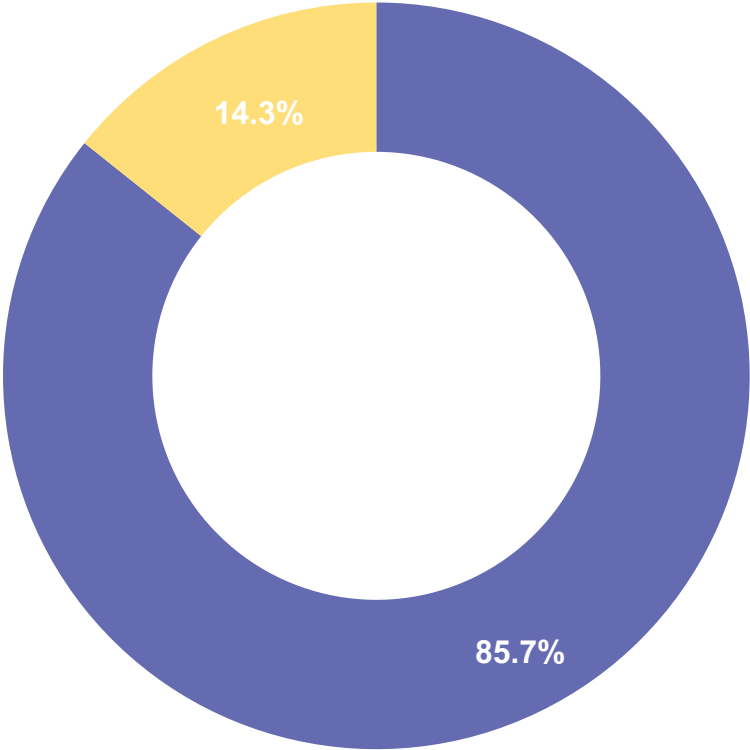


Choice	Total
● Yes	7
● No	0
● Sometimes	0
● I don't know	0

Q16

Conflict is dealt with openly, respectfully and effectively .*

MULTIPLE CHOICE



Answered
7
Unanswered
0

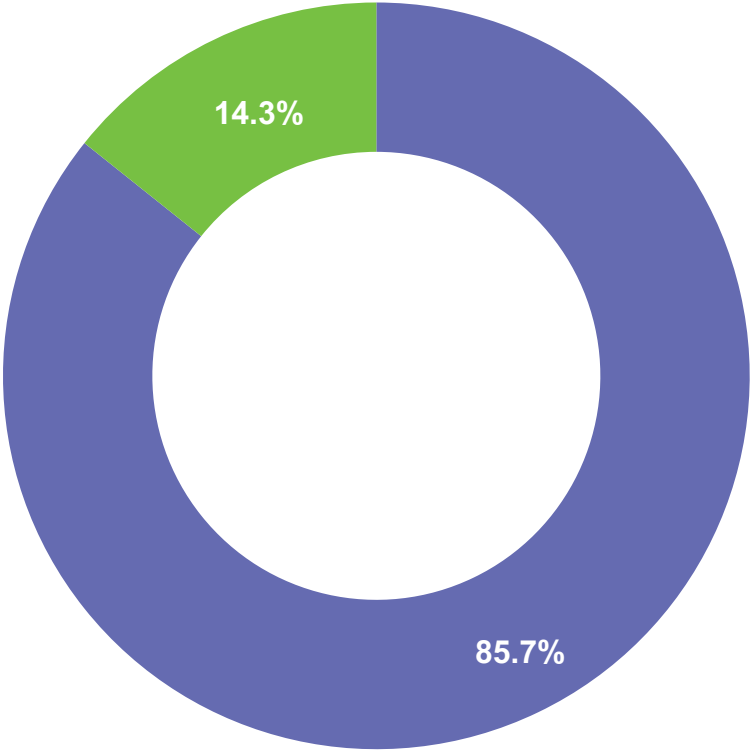
Choice	Total
● Yes	6
● No	0
● Sometimes	0
● I don't know	1

Q17

The board makes sure adequate resources are available to undertake the work of the organization.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



Choice	Total
● Yes	6
● No	0
● Sometimes	1
● I don't know	0

Q18

My board service, this term, improved the organization's services, finances, or image in the community by:*

ESSAY

August 13, 2018 5:27 PM

Attendance at Board meetings, Committee meeting and AGM, participating in discussions and strategic decision making and voting, interacting with staff, members, tenants and community stake holders at social and community events; representing the organization at stakeholder events such as CCVO event with the Mayor

August 10, 2018 8:36 PM

Being supportive in the board as a whole, contributing my skill-set in the HR Committee and board in general and by participating in community events.

August 10, 2018 4:20 PM

By engaging other members of the business community, thereby raising awareness of Norfolk Housing, and by helping members understanding of certain financial accounting concepts.

July 26, 2018 2:38 PM

being present at functions and meetings with sector partners when needed to help build awareness of Norfolk in the community.

July 25, 2018 9:56 PM

retreat)

Social media

Being present in event organised by the sector

Changing the format of the news letter

Q19

ESSAY

My strengths as board member are:*

August 13, 2018 5:27 PM

Attendance, Attention to detail, participation, legal and governance knowledge and experience; experience in interpreting financial reporting documents

August 10, 2018 8:36 PM

Contributing actively to issues discussed in the board, using My HR Skill Set to support and making available time to support the community positively

August 10, 2018 4:20 PM

Financial literacy, connections to business community, and risk awareness.

July 26, 2018 2:38 PM

leadership. ability to make sure everyone has a voice. knowing how to get the most out of the expertise we have around the table.

July 25, 2018 9:56 PM

Being a resident (experience)

Being relatively new, so have a fresh perspective on things

Asking questions when I don't understand or need clarification

Q20

I have attend -----of -----regular board meetings.*

ESSAY

August 13, 2018 5:27 PM
90%

August 10, 2018 8:36 PM
I attend all the board meetings. This year I have attended 3 of 3.

August 10, 2018 4:20 PM
3 of 3 (officially joined Q1 2018)

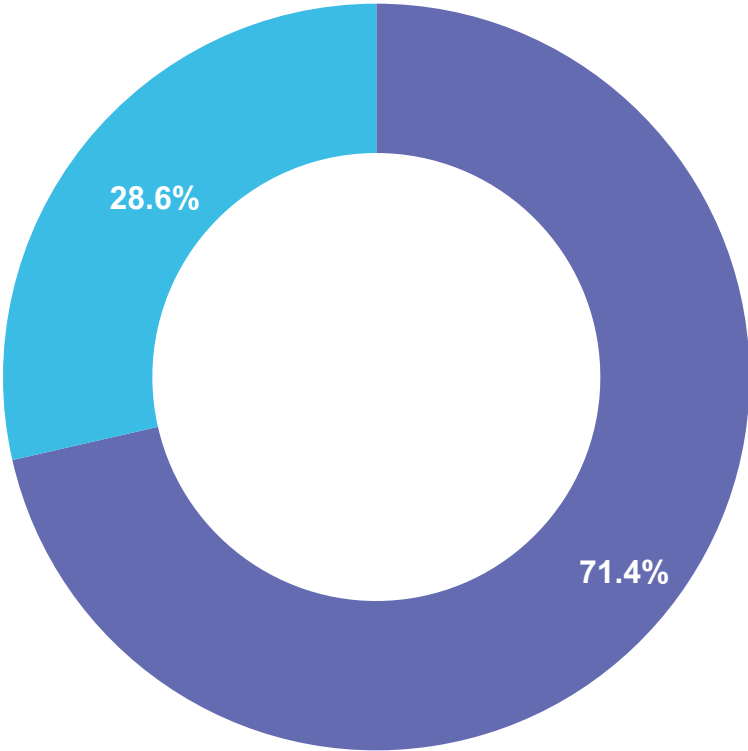
July 26, 2018 2:38 PM
all

July 25, 2018 9:56 PM
all of them!

Q21

I prepare for board meetings by reading background materials and researching any issues requiring decision.*

MULTIPLE CHOICE



Answered
7
Unanswered
0

Choice	Total
Always	5
Often	2
Sometimes	0
Seldom	0

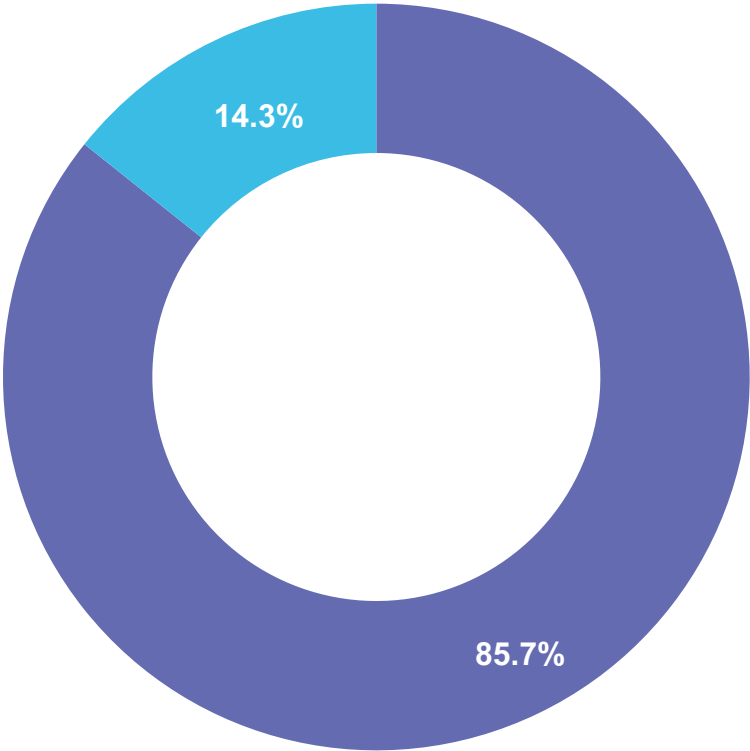
● Never

0

Q22

I am an active participant in board meeting, feel comfortable discussing issues and recognize the roles and responsibilities of the board member.*

MULTIPLE CHOICE



Answered
7

Unanswered
0

Choice	Total
● Always	6
● Often	1
● Sometime	0
● Seldom	0

● Never

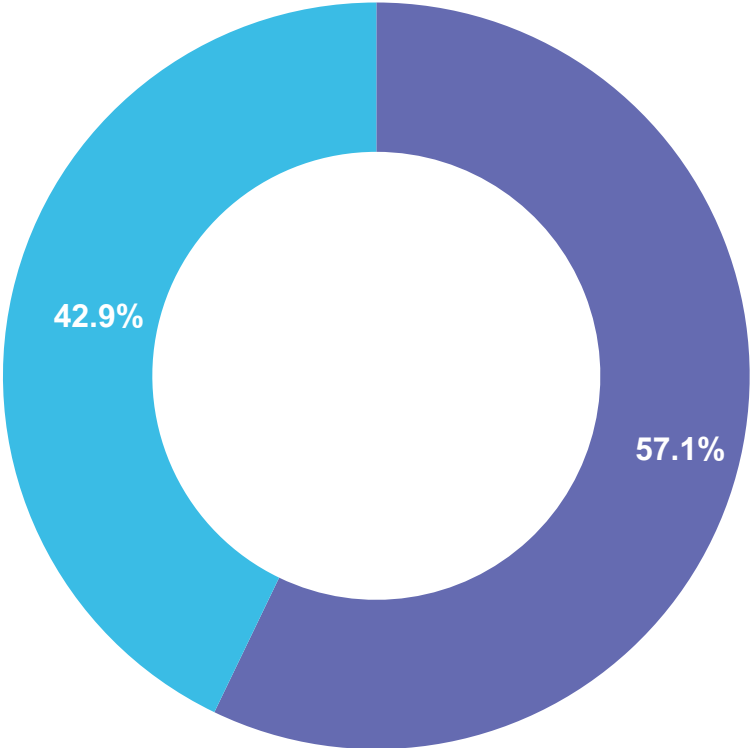
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Q23

As board members we are aware of what is expected of us.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**

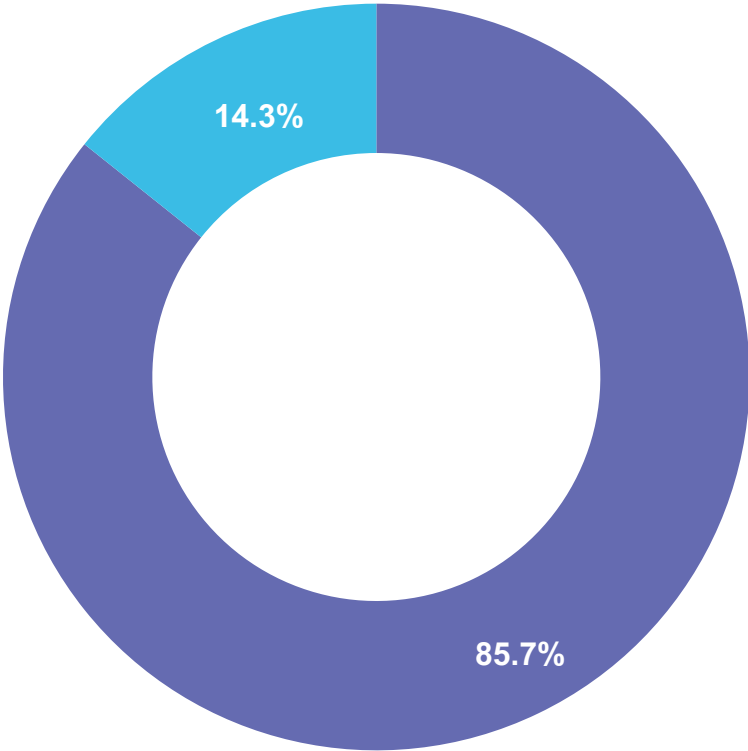


Choice	Total
Strongly Agree	4
Agree	3
Maybe or not sure	0
Disagree	0
Strongly Disagree	0

Q24

The Agenda of board meetings are well planned so that we are able to get through all necessary board business.*

MULTIPLE CHOICE



Answered
7
Unanswered
0

Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Disagree	0

● Strongly Disagree

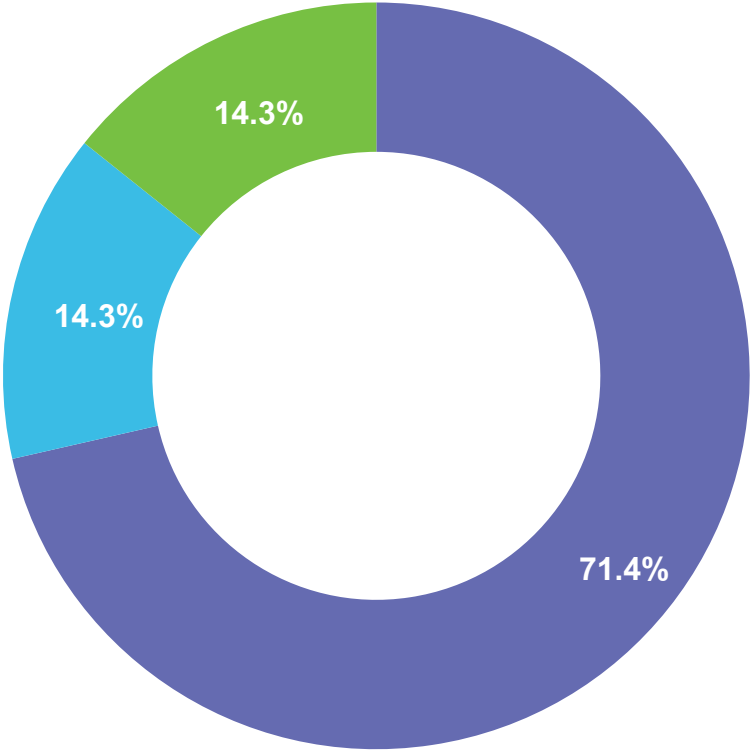
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Q25

We do a good job encouraging and dealing with different points of view.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



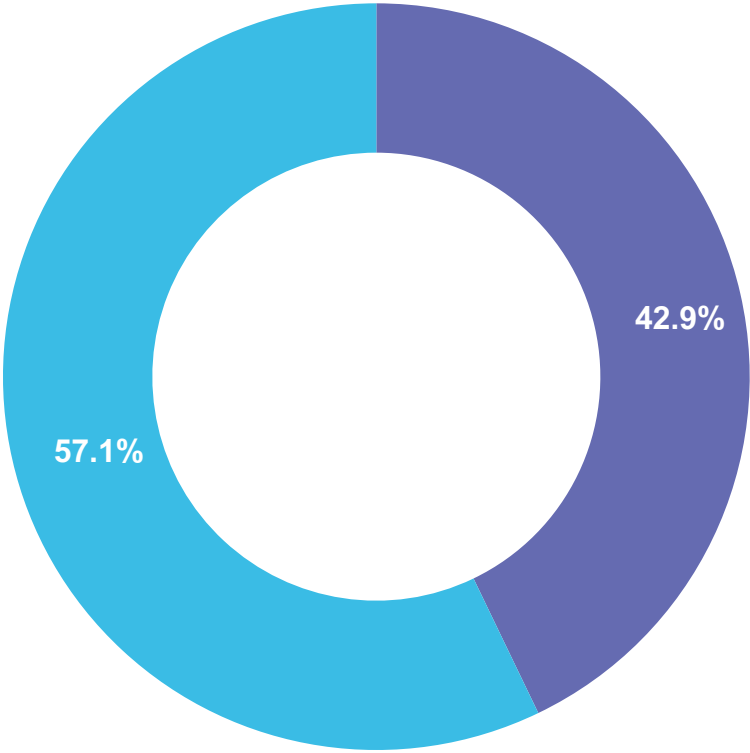
Choice	Total
● Strongly agree	5
● Agree	1
● Maybe or Not sure	1
● Disagree	0
● Strongly Disagree	0

Q26

Our board meeting are frequently fun.*

MULTIPLE CHOICE

Answered
7
Unanswered
0



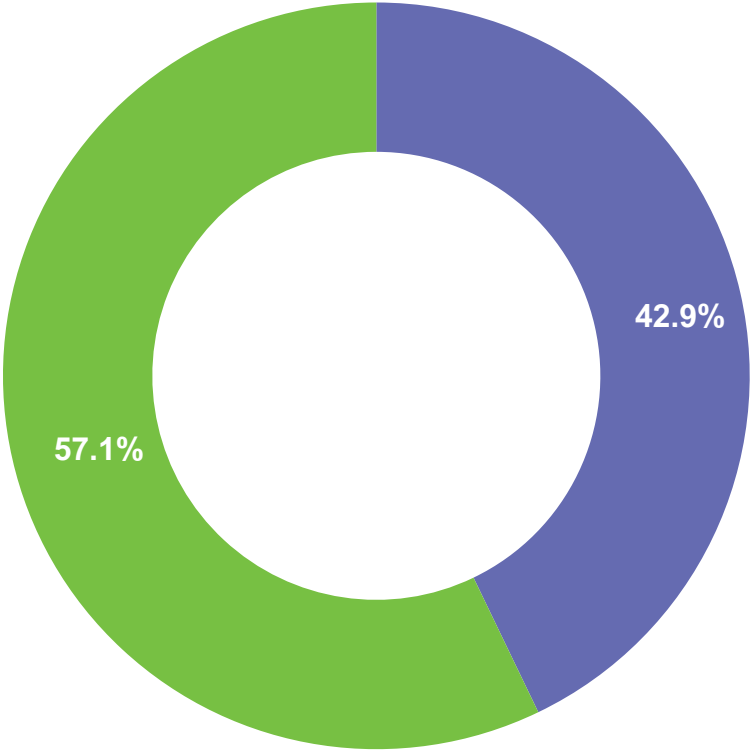
Choice	Total
Strongly agree	3
Agree	4
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q27

The board assesses its composition and strengths in advance of recruiting new board members.*

MULTIPLE CHOICE

Answered
7
Unanswered
0

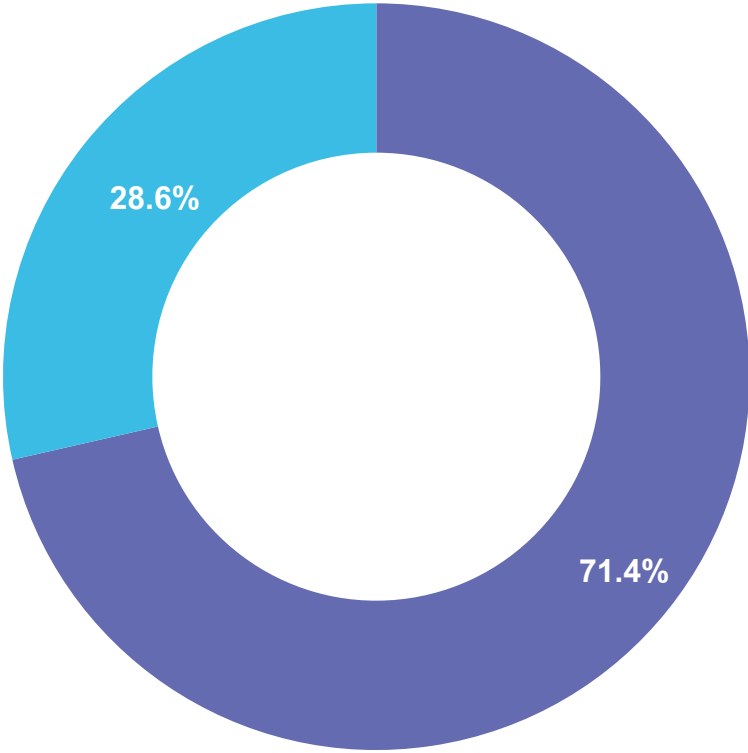


Choice	Total
● Strongly agree	3
● Agree	0
● Maybe or Not sure	4
● Strongly Disagree	0
● Disagree	0

Q28

I have a good record of meeting attendance.*

MULTIPLE CHOICE



Answered
7
Unanswered
0

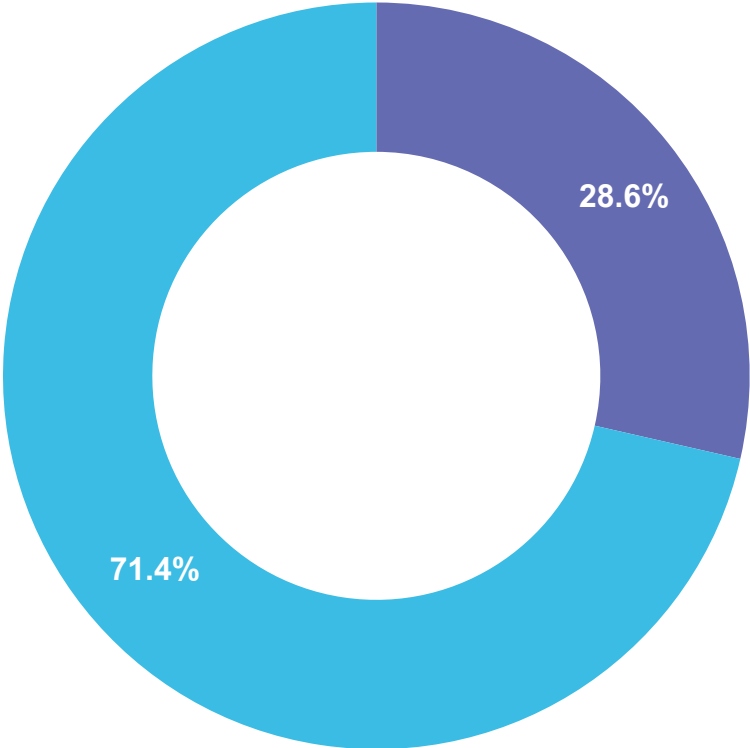
Choice	Total
● Strongly agree	5
● Agree	2
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q29

I am familiar with what is in the organization's by-laws and governing policies.*

MULTIPLE CHOICE

Answered 7
Unanswered 0



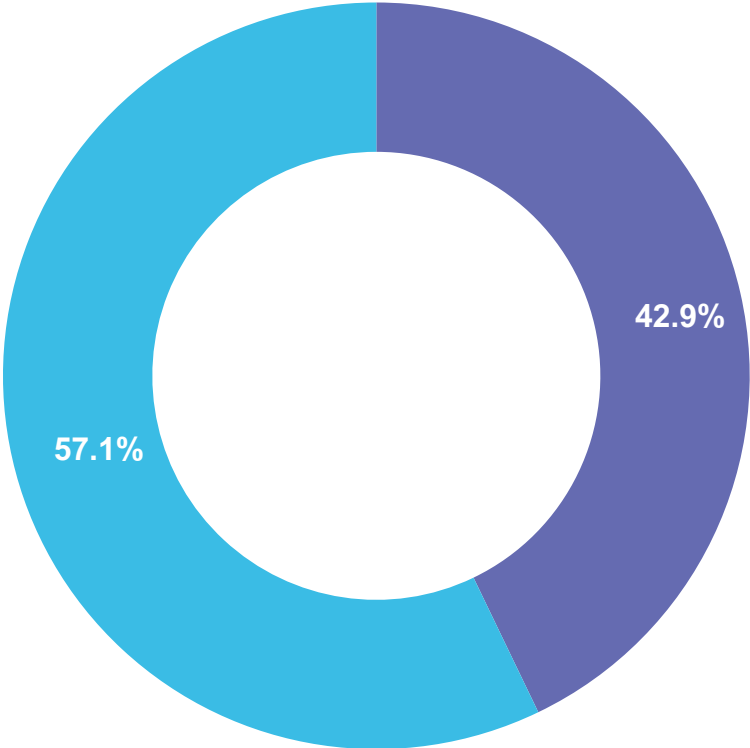
Choice	Total
Strongly agree	2
Agree	5
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q30

When I have a different opinion than the majority, I raise it.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



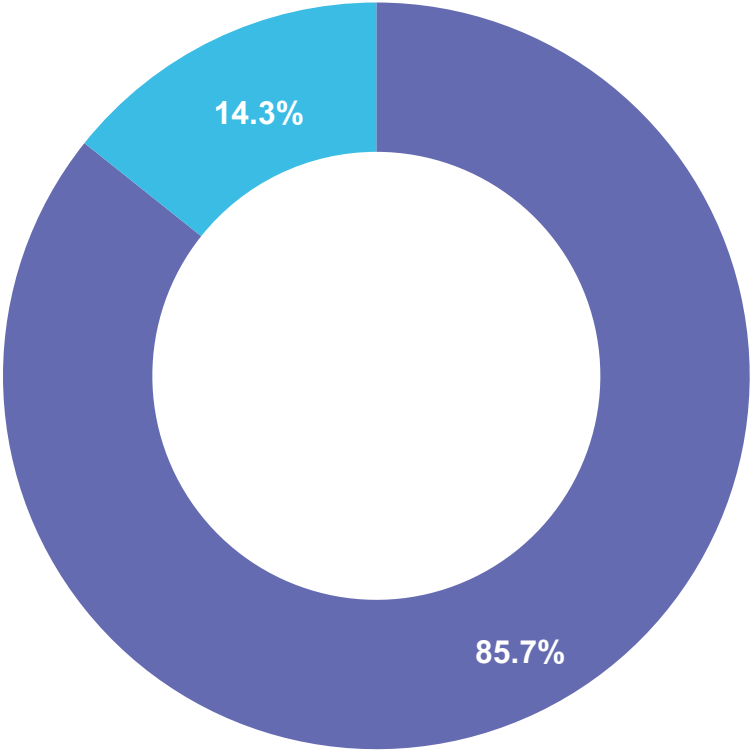
Choice	Total
Strongly agree	3
Agree	4
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q31

I promote the work of our organization in the community whenever I have a chance to do so.*

MULTIPLE CHOICE

Answered
7
Unanswered
0



Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q32

What additional information or skills do you need to be a better board member?*

ESSAY

August 13, 2018 5:27 PM

Board papers to be sent well in advance of meetings

August 10, 2018 8:36 PM

It will be nice to attend a housing for non-profit seminar to know how funds are sourced and allocations from Government agencies.

August 10, 2018 4:20 PM

Continually refresh on board policies, vision, and mission. A more intimate understanding of residential tenancy law could be useful.

July 26, 2018 2:38 PM

continued learning about governance can only help

July 25, 2018 9:56 PM

Accountability and financing background

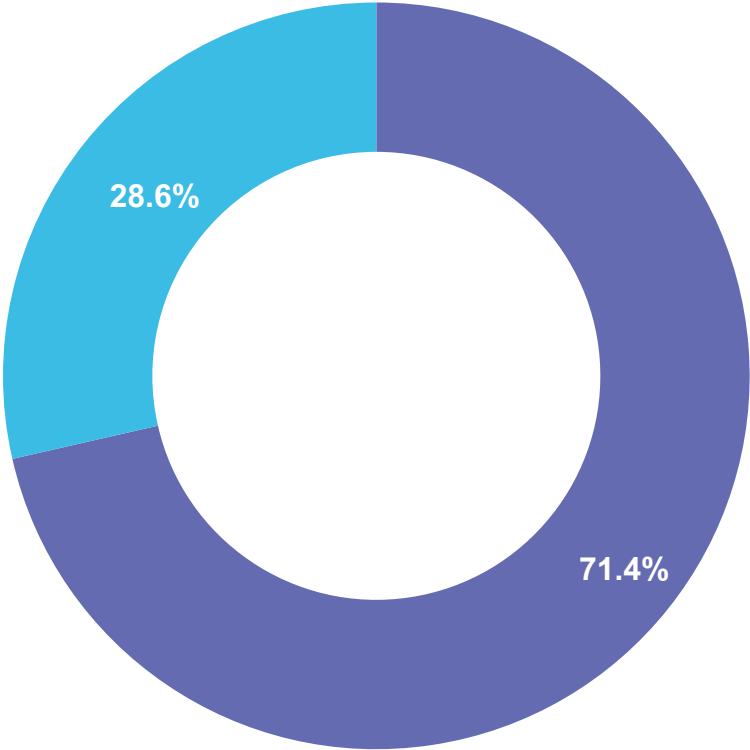
More experience in board processes and structure (this will come)

Q33

There is a clear understanding on most matters where the board's role ends and the ED's begins.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



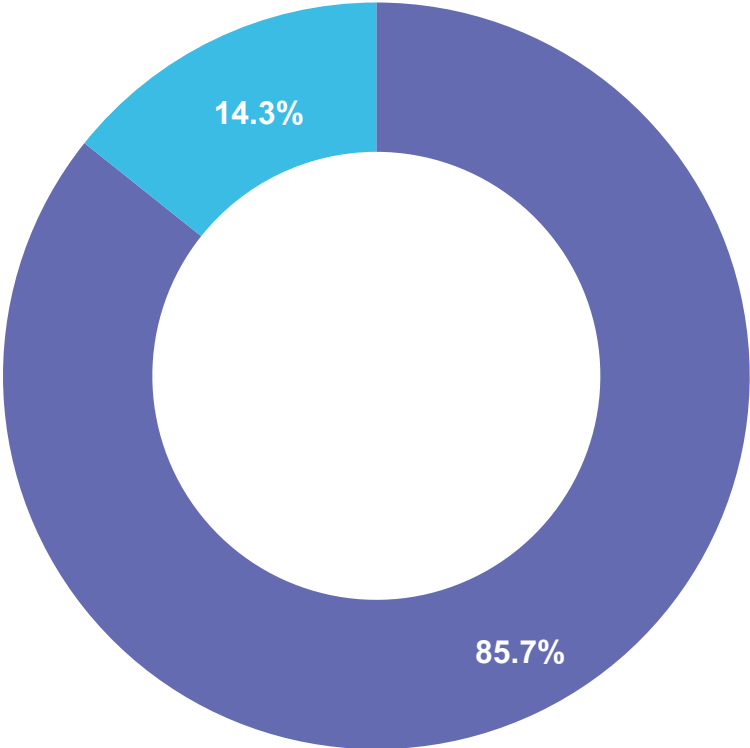
Choice	Total
Strongly agree	5
Agree	2
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q34

There is good two-way communication between the board and the ED.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

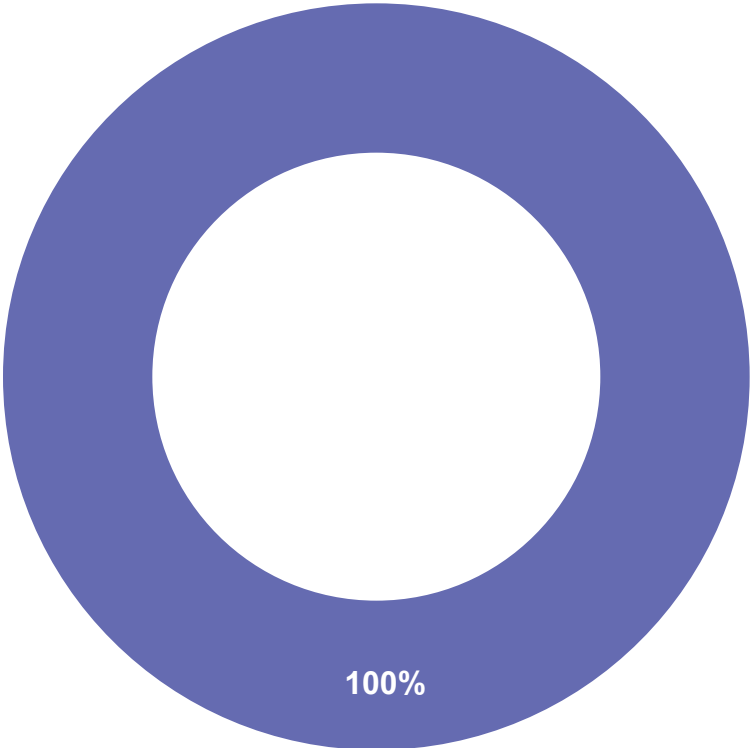
Q35

The board trusts the judgement of the ED.*

MULTIPLE CHOICE

Answered
7

Unanswered
0



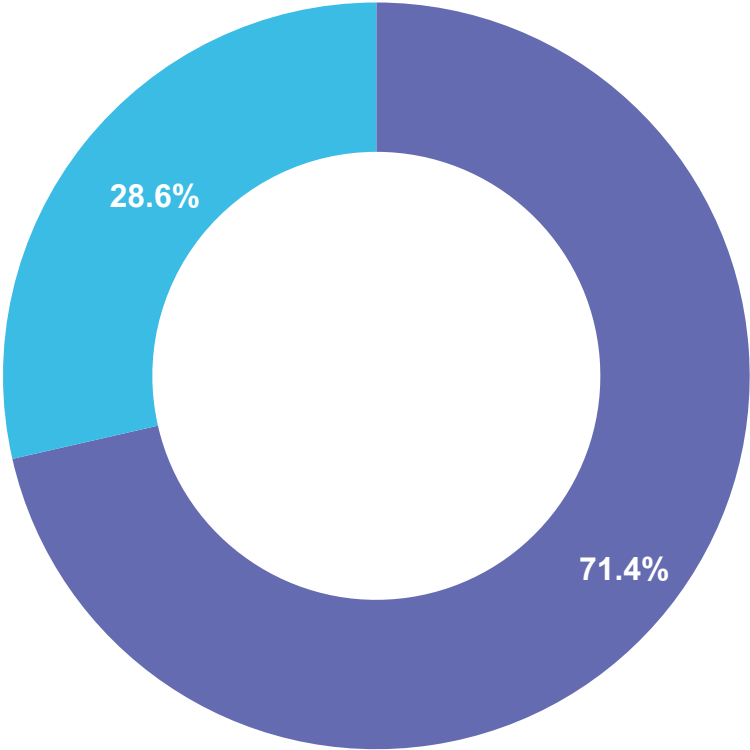
Choice	Total
● Strongly agree	7
● Agree	0
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q36

The board provides direction to the ED by setting and reviewing policies.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



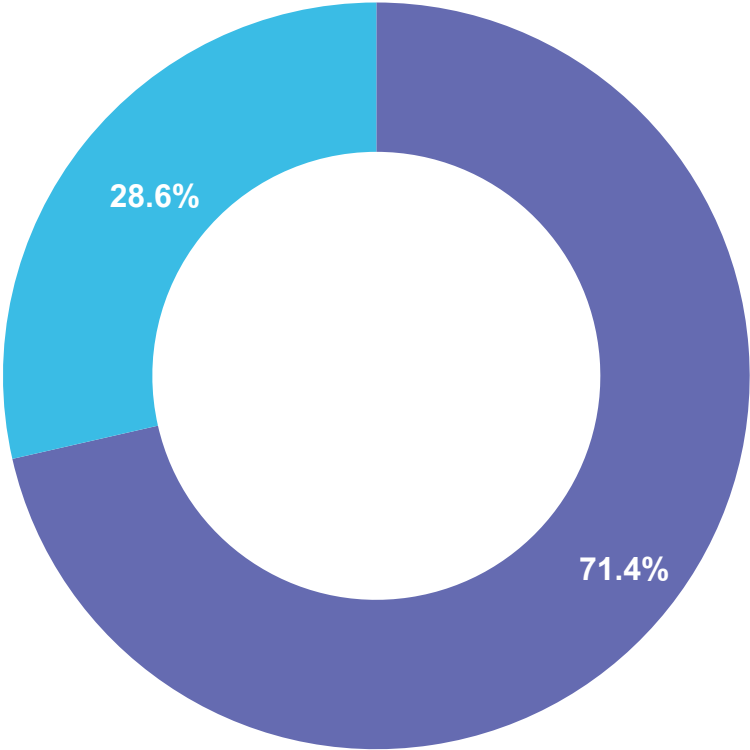
Choice	Total
Strongly agree	5
Agree	2
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q37

The board or the committee of the board, has formally evaluated the ED within the past 12 months.*

MULTIPLE CHOICE

Answered **7**
Unanswered **0**



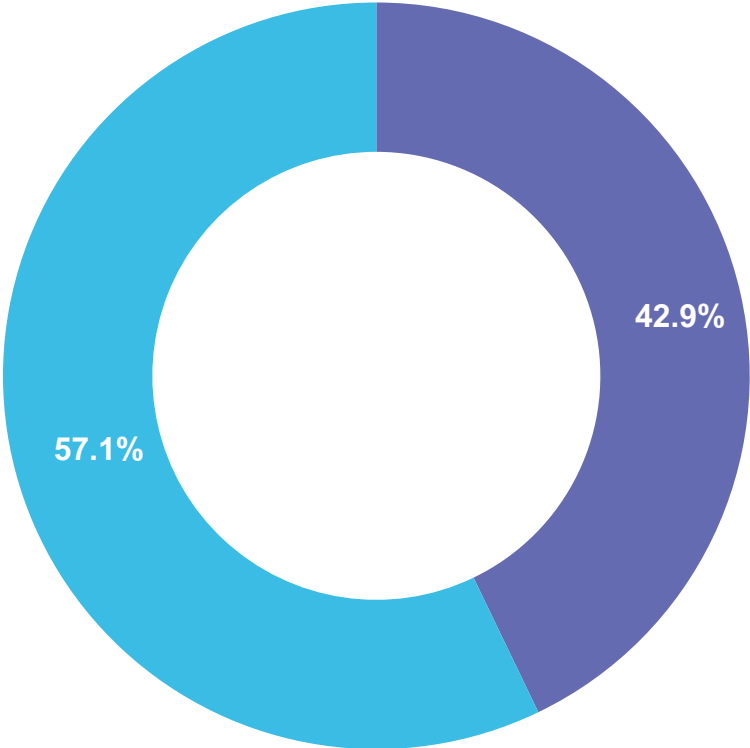
Choice	Total
Strongly agree	5
Agree	2
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q38

The board provides feedback and shows its appreciation to the ED on a regular basis.*

MULTIPLE CHOICE

Answered
7
Unanswered
0

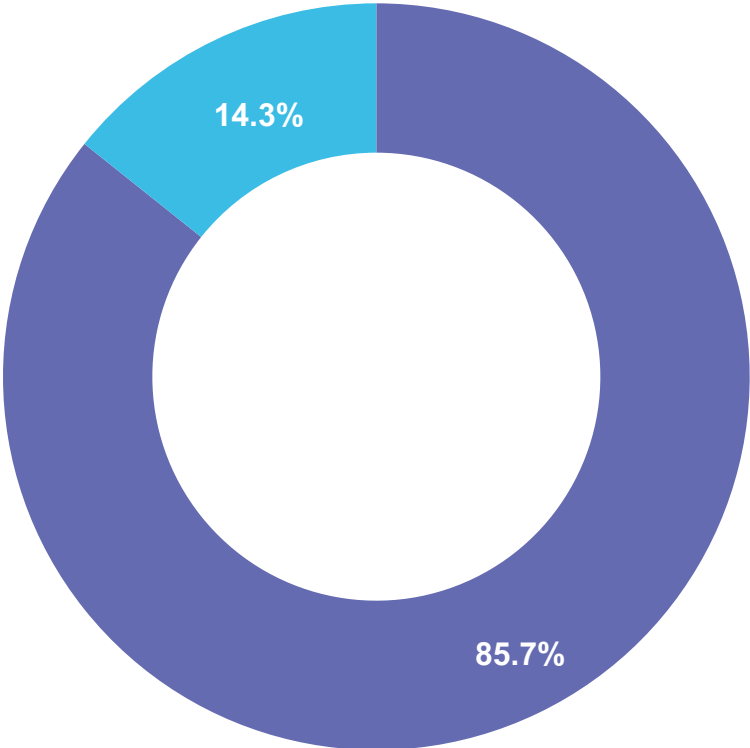


Choice	Total
Strongly agree	3
Agree	4
Maybe or Not sure	0
Strongly Disagree	0
Disagree	0

Q39

The Chair is well prepared for board meetings.*

MULTIPLE CHOICE



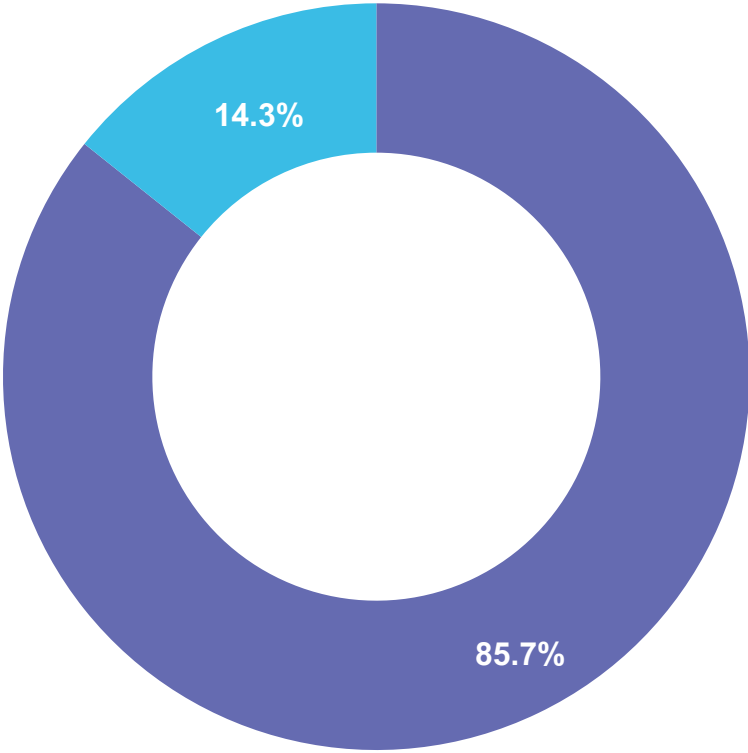
Answered
7
Unanswered
0

Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q40

The Chair helps the board to stick to the agenda.*

MULTIPLE CHOICE



Answered
7

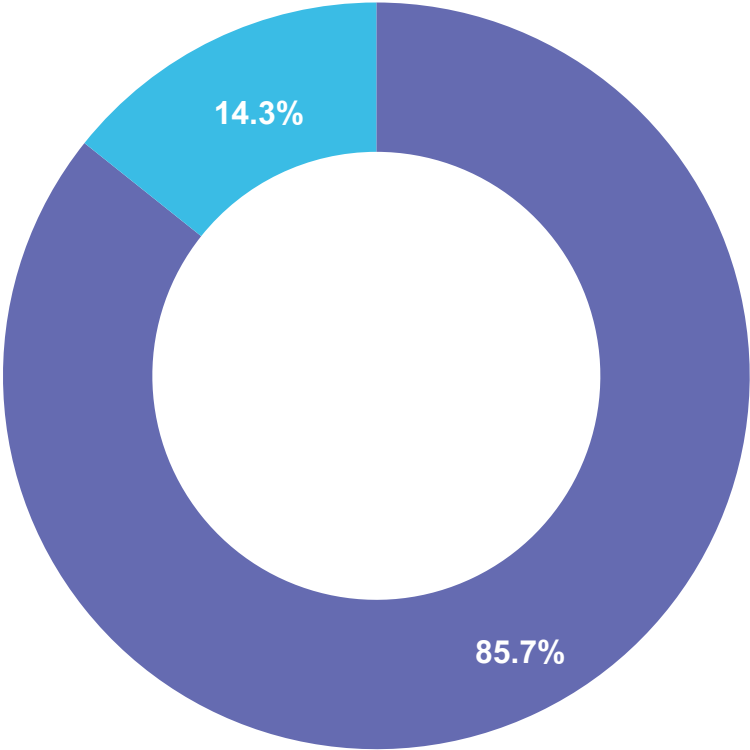
Unanswered
0

Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q41

The Chair tries hard to ensure that every board member has an opportunity to be heard.*

MULTIPLE CHOICE



Answered
7
Unanswered
0

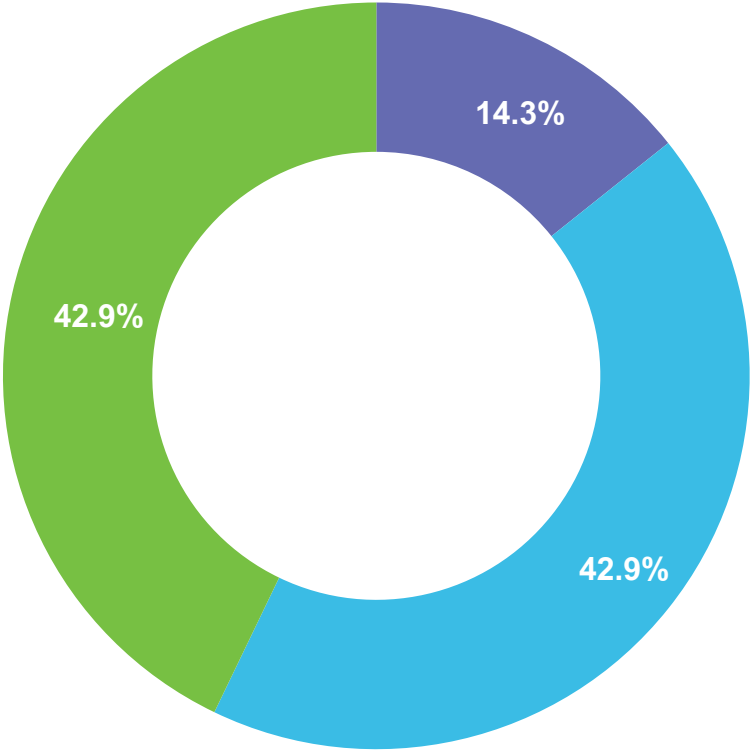
Choice	Total
● Strongly agree	6
● Agree	1
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q42

The Chair knows how to be direct with an individual board member when their behaviour needs to change.*

MULTIPLE CHOICE

Answered 7
Unanswered 0



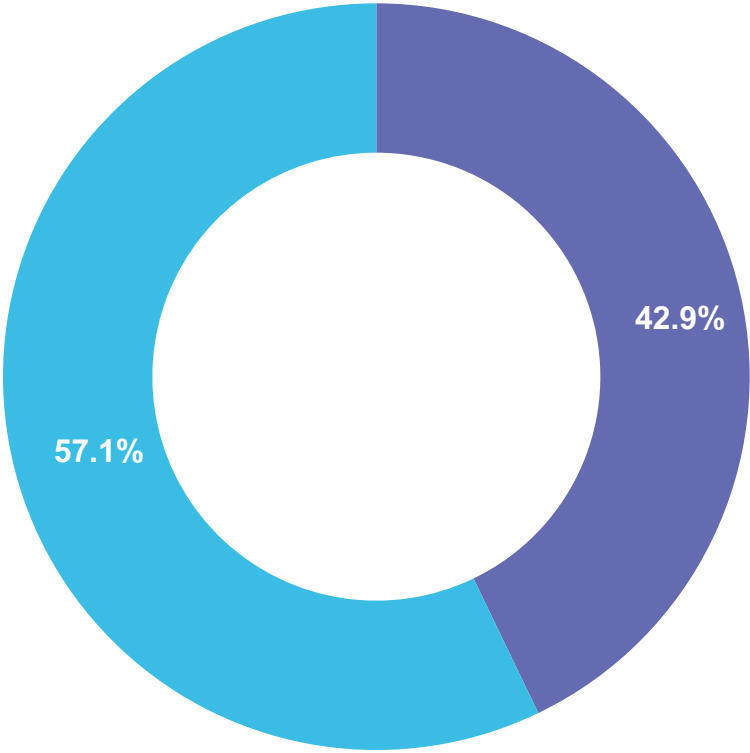
Choice	Total
Strongly agree	1
Agree	3
Maybe or Not sure	3
Strongly Disagree	0
Disagree	0

Q43

The board supports the Chair.*

MULTIPLE CHOICE

Answered
7
Unanswered
0



Choice	Total
● Strongly agree	3
● Agree	4
● Maybe or Not sure	0
● Strongly Disagree	0
● Disagree	0

Q44

Do you have any topics to suggest for board training or discussion at future meetings or strategy sessions?

ESSAY

August 10, 2018 8:36 PM

Housing market .

August 10, 2018 4:20 PM

N/A

July 26, 2018 2:38 PM

there's probably always more to be learned on board effectiveness to be sure we work together well and get the most out of the board that we can.

July 25, 2018 9:56 PM

Review of KPI

July 24, 2018 2:04 AM

We should review resident surveys and discuss our resident demographics, service requests etc. We should also be increasing our knowledge of emerging innovations in community housing models, ie multifamily trends, vulnerable sector housing.

Q45

What are some governance related areas that you would like to see covered at future meetings or training sessions? (these may or may not be hosted by Norfolk)

ESSAY

August 10, 2018 8:36 PM

Corporate Governance in Not for profit agencies.

August 10, 2018 4:20 PM

A review of the legal duties of board members could be beneficial.

July 24, 2018 2:04 AM

Interpretation of financial documents is open to misunderstanding. It would be useful to increase practical, general analytical abilities with finance reports and audits.

July 23, 2018 3:55 PM

Role of directors in not for profit organization.

Q46

What would you like to see covered at future strategy retreats?

ESSAY

August 10, 2018 8:36 PM

A strategic topic to do with finance or any other technical area.

August 10, 2018 4:20 PM

Continue to connect with ground level engagement.

July 24, 2018 2:04 AM

As previously commented, investigating innovations in the housing sector.

July 23, 2018 3:55 PM

Succession planning