



# Notice

Number: 07-11

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**APPLICABLE TO:**

**DATE: July 8, 2007**

<input checked="" type="checkbox"/>	<b>Municipal &amp; Private Non Profit</b>
<input checked="" type="checkbox"/>	<b>Co-operatives</b>
<input checked="" type="checkbox"/>	<b>Federal Non Profits</b>
<input type="checkbox"/>	<b>OCHAP/CSHP</b>
<input type="checkbox"/>	<b>Rent Supplement</b>

<input checked="" type="checkbox"/>	<b>Mandatory</b>
<input type="checkbox"/>	<b>For Information</b>

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**Subject Protocol for Housing Provider Board Member Requests**

## **Background**

Occasionally NRH staff receive requests for specific information and/or copies of documentation from individual housing provider board members, other than from the Board Chair/President. These requests typically arise from telephone conversations with individual board members. NRH has established a protocol for board members who request specific information related to their own organization.

## **Implementation**

Although NRH recognizes and supports individual board members' fiduciary responsibility to be aware of all aspects of their operations, individual board members will be directed by NRH staff to request information first from their Board Chair/President. By doing so, the Board Chair, other members of the board and/or provider staff may be able to provide clarification and/or documentation to satisfy the individual member's concerns. The requested information may already be on file and/or previous minutes of meetings may confirm whether the issue had been previously discussed and resolved.

This process is to be followed for all requests for information and/or documentation specifically related to a housing provider's own operations and will include:

- Copies of audited financial statements;
- Copies of previous operational review reports; and,
- Copies of letters to boards of directors, staff or individuals.

This protocol is not intended for requests for generic information or information available to the public. This protocol is also not intended for board members who have serious concerns regarding board governance, potential fraud or other serious concerns related to the operations of their own corporation, where they believe members of the board are involved or the board has not appropriately addressed.

### **Service Manager's Role**

Niagara Regional Housing will direct housing provider board members to make their requests for specific information to their Board Chair/President. If the information is not available or not provided by the Board Chair/President, the board member should then contact their Housing Administrator to obtain the information.

### **Housing Provider's Role**

Housing provider board members are required to follow the established protocol when requesting specific information related to the operations of their own corporation.

Property management staff should ensure that all board members are advised of this protocol.

If you have any questions regarding this notice, please contact your Housing Administrator at (905) 682-9201.

*(Original signed by Lora Beckwith)*

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Lora Beckwith, General Manager