



NEW BRUNSWICK NON-PROFIT HOUSING ASSOCIATION SECTOR SURVEY 2024/2025

Thank you for taking part in the New Brunswick Non-Profit Housing Association sector survey 2024/2025.

The survey consists of 10 sections and 103 questions. The Organizational Compass (Section 2) is a self-assessment tool that helps determine how your organization is performing in four key areas: property management, financial management, governance, and community/social relations. This section, if not already completed, can be completed at another time.

Education and Awareness (Section 6) is a short Board Member Profile Questionnaire that NBNPHA is asking all board members to complete. A link will be provided that will direct members to the questionnaire. The NBNPHA 2024/2025 survey should take approximately 2 hours. Thank you for taking the time to complete this survey and providing vital information to help preserve and grow the non-profit housing sector.

Sections and Checklist

No.	Section	Questions	Action Checklist / Link	Complete
1	Organizational Information	17	Complete Property Overview spreadsheet	
			To be confirmed in meeting	
2	Organizational Compass	52	Copy attached, to be completed later	
3	Financial Information	9	Provide audited financial statements	
4	Tenant Relations	5	Complete in meeting	
5	Group Buying Opportunities	1	Complete in meeting	
6	Education and Awareness	0	Share www.nbsurvey.org with board	
7	Energy Costs	4	Complete in meeting	
8	Development Readiness	9	Complete in meeting	
9	Quadrants	2	Complete in meeting	
10	Communication and Feedback	4	Complete in meeting	
	Total	103		

Section 1: Organizational Information

1. Name of organization
2. Address 1
3. Address 2, NBNPHA Region
4. City, Province, Postal Code
5. Do you have a website? If not, would you like one? We could do a sub-page.
6. What year were you established?
7. Board Contact Name, Email Address, Title, Phone Number
8. Board and Operations – www.nbsurvey.org
9. Do you have any in-house staff?
10. If yes, how many full-time employees do you have?
11. Do you contract out property management?
12. If yes, who is your provider?
13. Do you need more board members?
14. Approximately how many board members will need to be recruited in the next 1-2 years?
15. Who collects rent?
 - a) How much time spent on task?
16. Who is the first call for maintenance?
 - a) How much time spent on task?
17. Who is the first call for complaints? TLRO?
 - a) How much time spent on task?

Section 2: Organizational Compass

The Organizational Compass (Section 2) is a self-assessment tool that helps determine how your organization is performing in four key areas: property management, financial management, governance and community/social relations. This section, if not already completed, can be completed at another time. A hard copy of this survey is included in your file.

Section 3: Financial Data

Understanding your financial status can help NBNPHA address several opportunities, such as advocating for revised agreements with Housing NB, identifying bulk buying price reductions on products and services, and studying the overall financial position of the non-profit and co-op housing sector in the province.

1. Do you see an opportunity to invest some of your capital reserve back into the non-profit housing sector or ethical funds?

Section 4: Tenant Relations

1. If any, what are the most common reasons for contacting the TLRO? For example, pets, smoking, damages, rent concerns, noise complaints, other.
2. If any, describe your experiences with TLRO. Have you noticed any differences since 2021?
(Post Covid)
3. Would consider the following:
 - a. Tenants participating with the Board or Committees
 - b. Organizing tenant events, i.e. town halls.
 - c. Sending out newsletters to tenants?
 - d. Would you consider offering perks to tenants like discounts on phone, cable, dining, etc.?
 - e. If NBNPHA could manage offering perks on your behalf, would you be interested?
 - f. Offering education and training for tenants?
 - g. Provide some examples you have experienced (if any) that positively contribute to tenant wellbeing/attitude.
4. What is your experience with raising rent? Processes, challenges?
5. When was the last time rent was raised on your units?

Section 5: Group Buying Opportunities

1. What expenses could you see bulk-buying with other NBNPHA members? Check all that apply.
 - a. Insurance
 - b. Auditing
 - c. Appliances
 - d. Roofing
 - e. Property management
 - f. Property management app
 - g. Rent collection app
 - h. Solar
 - i. Cleaning supplies
 - j. Hardware
 - k. Lightbulbs
 - l. Mattresses
 - m. Pest control
 - n. Other

Section 6: Education, Awareness and Skills

From an education, awareness and skills perspective, the NBNPHA is seeking to determine areas of strength and areas of improvement for boards and their respective members. This information will aid in understanding what training/education could be provided to board members and staff to help advance the non-profit housing sector. Please distribute the Board Member Profile Survey to your colleagues – www.nbsurvey.org.

Section 7: Energy

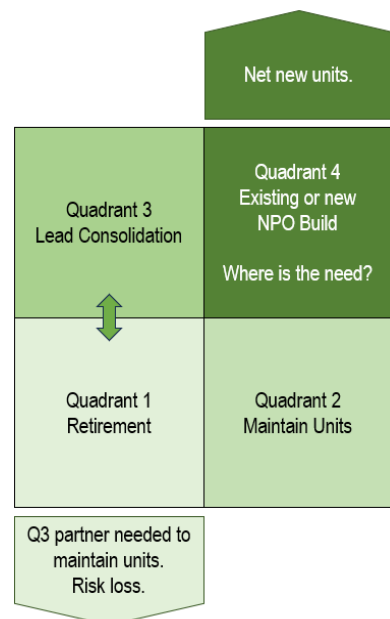
1. Have you done any upgrades to your units? For example, heat pumps, new windows?
2. How many of your units have air conditioning?
3. How many of your units have mini-splits?
4. Do tenants pay their own utilities?

Section 8: Development Readiness

1. Is your organization interested in developing new units? If no, skip to question 7.
2. If 'Yes' to question 1, do you currently own property on which you can develop?
3. Does the property have access to water supply?
4. Does the property have access to sewage?
5. If you do own property, what is/are the PIDs? If applicable, please provide PIDs.
6. How large is the property in acres?
7. If you do not own property you can develop, do you have access to property you can develop? For example, from the municipality or a donor?
8. If 'Yes' to question 7, please provide more details.
9. How many households are on your waitlist?

Section 9: Quadrant

1. Do you think your organization can improve:
 - a. Financial management
 - b. Governance
 - c. Property management
 - d. Tenant and community relations
2. If you were to merge, do you have someone in mind/preference?
3. Realistically, what quadrant do you believe your organization is in?
4. Realistically, what quadrant would you like your organization to be in?



Section 10: Communication and Feedback

1. In your opinion, what are the biggest challenges facing the affordable housing sector?
2. How can NBNPHA help your organization?
3. Is there anything you would like to share?
4. NBNPHA is considering developing a social media campaign to promote the value our members provide for low-income households; some videos have already been posted at the link below. Do you think you, any of your fellow board members or tenants would consider participating?

www.youtube.com/@HOUSINGACTIONCANADA



A conversation with Marie Anne Hachey, former President of...

14 views • 4 months ago



Greater Moncton Homelessness Steering Committee - December 1...

8 views • 4 months ago



For Better - Boy T

12 views • 5 months ago



Anne Camozzi shares the accessibility features in her...

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Anne Camozzi shares her accessible kitchen for LET'S SOLV...

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Deanna Hill interview for LET'S SOLVE THE HOUSING CRISIS.

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Jamie Wilson shares his life experience for LET'S SOLVE THE...

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Jennifer Bannister interview for LET'S SOLVE THE HOUSING CRISIS.

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