



Annual Report 2015

UNA

UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION



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Chair Introduction



On behalf of the Board of Directors, I'm proud to share the 2015 Annual Report of the University Neighbourhoods Association. The following pages serve as an invitation to learn more about the activities of the UNA and to connect with our community.

This past year we made consistent progress on a wide range of initiatives, including:

- a comprehensive review of UNA election procedures to ensure a fair and transparent election of Directors;
- an increase in parking enforcement, promotion of active transportation, and the continued cost-recovery parking management strategy to reduce vehicle congestion in our neighbourhoods;
- a strategic communications plan to allow us to better reach and engage residents; and
- new and ongoing partnerships to help us meet our sustainability goals.

With our growing community comes an increased need for high-quality recreational programming and I'm pleased with how the UNA is responding. An exciting line up of new and expanded programming is planned for the fall with the opening of the much-anticipated Wesbrook Community Centre. Additionally, it's now easier than ever for residents to enjoy neighbourhood amenities and activities through online registration, booking and payment.

The Board's attention to operational effectiveness has strengthened the UNA, allowing us to better serve the community. Our new purpose statement guides our efforts and the Board's list of priorities for the year focuses and aligns our work.

Through this all, The UNA has maintained a commitment to meaningful dialogue. Directors and staff have regularly engaged with community members, stakeholders, the university and other partners to move forward projects, address issues, and represent the interests of residents.

I'm proud of the accomplishments from the past year, and know we could not have achieved them without the dedication of over 260 volunteers and the involvement of the community. Thank you for your continued support and input. It's been my honour to serve as your chair.

Richard Alexander



Organizational Effectiveness

This past year, the Board of Directors focused its efforts on ensuring the UNA is a professionally managed society able to effectively represent the interests of residents. Huge strides have been made in implementing recommendations from the 2014 Fletcher governance report that will help ensure the UNA can best respond to the growing number and complexity of issues it faces in its evolving role.

An essential first step in this work was the two-part orientation for Directors. As the UNA Board is a diverse group of individuals, the shared training was crucial in building a common foundation for the team and laying the groundwork for a successful term. The Board next developed a list of priorities in an effort to be open and transparent with residents as well as to focus and align the work of the UNA. The priorities provided direction to the Board and staff and served as a framework to evaluate progress throughout the year. The Board also refined a Purpose Statement for the UNA, clearly describing the society's role and how it impacts the daily lives of residents.

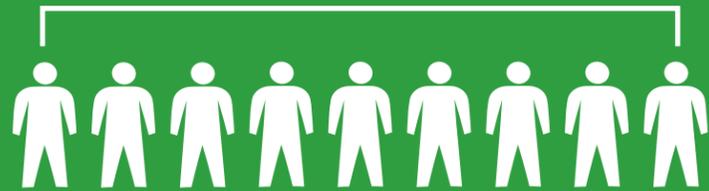
A comprehensive review of UNA elections policies and procedures was undertaken to ensure residents benefit from a fair, effective and transparent election of Directors. An Elections Advisory Committee developed options for improving the voting procedure and consulted with residents. The Committee's recommendations are being implemented for the 2015 Board elections.



5 Elected Directors



3 Appointed Directors



9 Volunteer Committees



4 Standing Committees



919 Pages in Board Meeting Packages

UNA Purpose Statement

The UNA acts as the Civic Administrator to:

- Promote a distinct University Town
- Be an Advisory Body to the UBC Board of Governors
- Engage with residents & stakeholders to understand needs
- Represent the interests of the Neighbourhood Residents
- Manage funds received from UBC and Residents
- Maintain the public realm within the Neighbourhoods
- Provide amenities, services and facilities
- Deliver cultural, recreational and community services
- Encourage sustainable practices within the community

2014-2015 Board List of Priorities

Operations

- Childcare in East Campus & Wesbrook Place
- Electoral Reform
- Fletcher report on Board compensation
- Organizational capacity
- Strategic Communications report - review & implement
- Volunteer committees: value, contribution & operation
- Wesbrook Community Centre: budget & programming

Governance

- Access Agreement Review
- Neighbours' Agreement review & amendments
- Organizational effectiveness - Watson Inc. report
- Organizational capacity - Board code of conduct, ethics & responsibilities

Finance

- Budget: create a 5-year Strategic and Financial plan including reserve fund management
- Manage variable property tax rates - from the CoV
- Organizational capacity - financial management

Staff managed core business

- By-law application
- Culture, Recreation and community services
- Emergency Preparedness capacity
- Public Realm management
- Resident & stakeholder engagement

Longer Term

- Proposed changes to the BC Society Act



Meaningful Community Engagement

Engaging the community is one of the UNA's core priorities, and we're always trying to improve our efforts in response to the community's interests and needs. In May 2014 we completed the Listen In series where residents were invited to discuss civic and community life in an open forum with UNA staff and Board members. In January and May, we partnered with UBC to host UBC Community Conversations, an opportunity for residents to learn more about UBC and UNA programs and services and for us to learn more about the interests and concerns of residents. Additionally, the UNA held multiple public consultations throughout the year, covering topics such as the annual operating budget, Board of Directors election reform, and volunteer committee management and funding.



160 Twitter Followers



783 Facebook Fans



3030 E-Newsletter Subscribers



52992 Website Visitors



9300 Campus Resident Newspaper Household Readers

Continued dialogue between the UNA, community groups, UBC and partner organizations helps facilitate a better understanding of the needs of residents. Three times a year, Board members meet with each neighbourhood's Joint Strata Chair Council, renamed as Neighbours Forums in recognition of the involvement of all UNA residents (e.g. market housing, market rental, and faculty and staff housing), to discuss initiatives and concerns. Quarterly meetings are held with the senior UBC staff, including the UBC President, the Vice President of Communications and Community Partnerships and the Associate Vice President Campus + Community Planning, to address mutually identified issues. Additionally, Board members and community volunteers represent UNA interests on a number of external committees, including the UTown@UBC Committee, the Transportation Plan Advisory Committee, and the UBC Outdoor Events Committee. A Neighbourhood Resident sits on the UBC Development Permit Board, and this year for the first time the UNA and C+CP have collaborated to recommend the resident for appointment to the DP Board.

Successful engagement depends on effective communication, and the UNA reaches out to the community through a number of different channels. Our online presence continues to grow and includes two websites, a weekly e-newsletter, two Facebook pages, and a Twitter account. High quality printed materials, such as The Campus Resident newspaper, Newcomers' Guide, and various brochures, help highlight key issues and ensure all residents have access to the information affecting them. In the coming year, we will be implementing the strategic communications plan developed for the UNA by Mickelson Consulting. The plan highlights opportunities to improve existing communication and community engagement by leveraging successful practices and introducing new tactics identified through a thorough communications audit and community consultation.

Vibrant and Responsive Programming

The UNA continues to offer high-quality recreational programming that reflects the vitality of our community. With opportunities in music, sports, languages, education, art, fitness and more, there's something for everyone. This past year, we were thrilled to add a permanent Youth Program Coordinator to our team of hard-working staff through a partnership with UBC Campus and Community Planning. We also completed the full roll out of ActiveNet, a recreational management system that has made it easier for the community to connect with UNA programs and streamlined administration. In addition to registering and paying for classes and fitness centre memberships, residents can now submit facility and field bookings online as well as renew their plots in the Neighbourhood Gardens.

The biggest recreational development, both in terms of size and impact, is the Wesbrook Community Centre. The new facility will be the largest community centre that the UNA manages and operates, with a 6,000 square foot gymnasium, an art studio, dance studio, music rooms, spacious fitness room, and more, all dedicated to serving the needs of UNA residents. A project manager was brought on board to oversee the planning and implementation of the Centre and represent the interests

of the UNA with UBC Properties Trust. We have also engaged a marketing firm to help ensure the Centre's success upon opening. Exciting new programming is planned for the Wesbrook Community Centre, including photography courses, breakdance, drop-in sports activities for adults and expanded programming for seniors. We've also added more opportunities to take part in some of our most popular activities, such as Fit 4 Two, Zumba, yoga, dance, English language courses, and drawing and painting.

8

Annual Barn Raising Celebrations

23

Community Events

34

UTown@UBC Community Grants

153

Programming Partnerships

363

UNA Programs Run

383

Hours per Week of Enhanced Recreation Access at UBC Facilities

5571

Participants in UNA Programs

33170

UNA Resident Visits to UBC Recreational Facilities





Healthy and Accessible Transportation

The UNA aspires to be a sustainable and walkable community. Promoting active transportation in an important step in achieving this goal. Each September and May, we partner with UTown@UBC to host Walk'n Roll to School Celebration Week. Fun, safety and education initiatives, including celebration rallies, bike safety checks and participation prizes, help encourage parents and children attending local schools and day care to chose active commuting options.

Effective parking management also plays a role in healthy communities. The number of parking permits issued in the UNA continues to decrease, thanks in part of the implementation of a moderate parking fee. Since assuming the responsibility of parking enforcement from the Ministry of Transportation and Infrastructure, we have increased enforcement in the community and completed parking surveys in four UNA neighbourhoods in order to ensure parking is available for residents and visitors when needed.



Environmental Stewardship

We're committed to minimizing the impacts of our growing community on the environment, and to do so we need a little help. In partnership with UBC, and with funding support from BC Hydro, a Community Energy Manager was hired to facilitate the implementation of the Community Energy and Emissions Plan. The position will support the development of energy efficiency and retrofit programs that will help residents and strata councils save money, conserve energy and lower greenhouse gas emissions. One such initiative currently underway is a residential building energy benchmarking pilot. Through the project we will gain a better understanding of building energy performance and what changes are needed.

Waste diversion is an important goal for the UNA. Composting and recycling workshops and events are held throughout the year. In collaboration with the UBC Organic Waste Collection Program, we are home to a popular composting program, one of the first such programs

in Lower Mainland multi-family residential units. We are also collaborating with the UBC Department of Psychology through the UBC SEEDS Program to explore how online education and visual information affects recycling behavior. The Junior Green Team engages talented youth in our community to help enhance our sustainability initiatives while developing their leadership skills.

The UNA Community Gardens is a valuable community engagement program cultivated by a volunteer committee. This past year, gardeners enjoyed access to a new tool shed with tool upgrades, resurfacing of two gardens with mulches and six new yard waste bins among other improvements. The gardens also help children in the community connect with where their food comes from. If you walk past The Old Barn Community Centre on a summer Saturday you can visit the Children's Garden and purchase some of the fresh produce grown by neighbourhood kids and parent volunteers.

 **830+** Compost Bins sold

 **181** Garden Plots

 **6** Buildings Participating in Recycling Behavioral Study

 **5** Food Scrap Recycling Workshops

 **24** Buildings Participating in Compost It! Food Scraps Recycling Program

 **8** Buildings Participating in Strata Energy Benchmarking Project



Community Participation

At the heart of every community are volunteers. We are fortunate to have many dedicated and skilled volunteers contribute to all aspect of the UNA, from policy development to program delivery and everything in between. Over the past year, 261 volunteers dedicated 3680 hours to making the UNA a vibrant and welcoming community. While giving their time and talents, our volunteers gain valuable experiences, improve their language skills, meet their neighbours, and have fun!



You make a living by what you get, but you make a life by what you give. "Mirrorgrams" Altoona (PA) Mirror 1944



University Neighbourhoods Association, 2015