



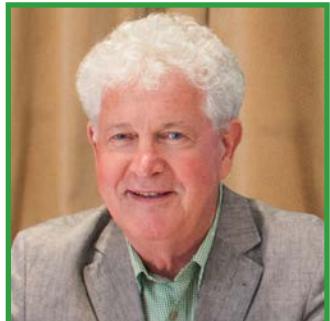
# 2016 Annual Report

**UNA** UNIVERSITY NEIGHBOURHOODS ASSOCIATION



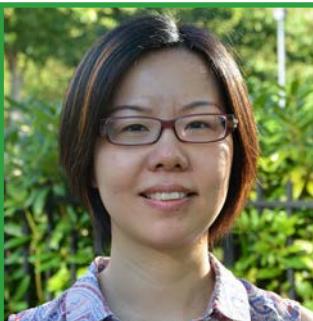
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## Board Members 2015-2016



**Richard Alexander**

Chair  
Elected Resident Director



**Sabrina Zhang**

Elected Resident Director



**Ying Zhou**

Treasurer  
Elected Resident Director



**Kathleen Simpson**

AMS Appointed Director



**Laura Cottle**

Secretary  
Elected Resident Director



**Carole Jolly**

UBC Appointed Director



**Charles Menzies**

Elected Resident Director



**Andrew Parr**

UBC Appointed Director

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# Chair Introduction

On behalf of the Board of Directors, I am proud to share the 2016 Annual Report of the University Neighbourhoods Association. What follows is an invitation to all to learn more about the growth and activities of the UNA, and to foster a better connection with the members of our community and beyond.

As a UNA neighbourhood resident, you are part of an exciting and growing community. Currently we have 11,000 people in our 5 neighbourhoods. By the year 2015, we will grow to 25,000 people in 6 neighbourhoods. The mixture of academic and residential communities creates a unique vibrancy and our continue growth creates opportunities to respond to changing needs and new opportunities.

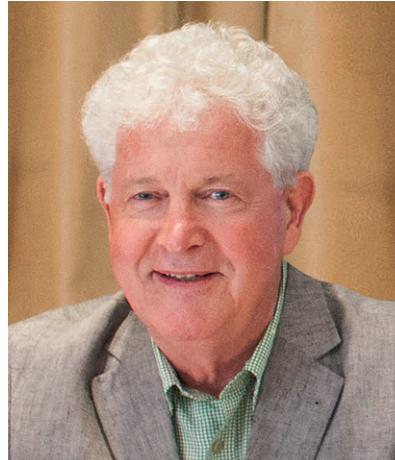
To start, let's remember what the UNA is all about. It acts as a Civic Administrator to:

- 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
- To encourage sustainable practices within the community

I am proud of the accomplishments from the past year and appreciate that these are very much due to the dedication of the UNA staff, the involvement of the community such as the 280 volunteers, our Board members and the good working relationship that we have with our stakeholders.

Our notable achievements over the past year include the following:

- The opening of the Wesbrook Community Centre and the Vista Point Child Care Centre
- Community engagement be it through our Community Conversations, discussions on playground use and noise concerns from our mixed use community and road issues such as traffic speed on West 16th Avenue.
- Our response to operational issues such as the new BC Societies Act, implementing the recommendations of the UNA Election Reform Committee and our 2016 Task Force to address financial pressures.
- Our rebranding of the UNA Parks and recreation as 'we are community' and our mission to provide high-quality recreation programmes while utilizing new online registration techniques.
- Our review of not only our branding but also our communication both externally and also, equally importantly, with our employees so that they see value in their role with the UNA.



The UNA strives to grow and improve year after year, even when faced with financial or other pressures that may arise. The UNA has begun to rewrite its bylaws to continue our compliance with the BC Societies Act. We have also approved the UNA Financial Task Force's recommendation for a phased plan to manage certain financial pressures, which include the decision by the province to establish a separate levy for campus neighbourhood fire protection services.

Through all of this work, the UNA encourages and maintains a commitment to meaningful dialogue and progress. It is clear that the ongoing engagement of directors and staff with community members, stakeholders, the university and other projects have allowed us to move forward, address concerns, and successfully represent the valued interests of residents.

*Richard Alexander*



# Organizational Effectiveness

The Board of Directors continues to focus its efforts on ensuring the UNA is a professionally-managed and effective organization able to successfully represent the interests of residents. This past year has seen major progress and improvement that will help ensure the UNA can best respond to the growing number and complexity of issues it faces in its evolving role. The development of a list of priorities for the Board proved to be a useful tool in narrowing the focus and work of the UNA, contributing to the UNA's expanding transparency to residents. These priorities provided direction to the Board and staff and served as a framework to evaluate progress throughout the year. The Board's Purpose Statement for the UNA is equally as valuable as it clearly describes the society's role and how it impacts the daily lives of residents.

Within the UNA, organizational changes are being made to ensure successful continuity. The reinstatement of the Standing Committees has been approved and beginning in September, the committees will hold six meetings per year at the call of the chair. Their important role will involve the discussion of emerging issues, priorities, and projects that would require significant staff time to complete.

Last year, a comprehensive review of UNA elections policies and procedures was undertaken to ensure residents benefited from a fair, effective and transparent election. As a result, the appointment of an Independent Electoral Committee (IEC) for 2016 was approved by the Board in order to regulate elections decisions and ultimately to make the process more efficient. In July, we also approved a strategy to modernize the elections structure, by implementing the use of ballot scanning equipment and local polling stations, as well as the previously mentioned IEC. As well as keeping up with modern technology, the UNA is also rewriting its bylaws to comply with the new BC Societies Act. UNA members will be consulted and it is anticipated that a Special General Meeting to approve the new bylaws will be held in the late fall.

The UNA Financial Task Force created last year in conjunction with UBC has been meeting regularly to study and recommend strategies to manage the financial pressures faced by the UNA. The Board approved its proposal recommending a phased plan to manage certain pressures, such as the decision by the province of British Columbia to establish a separate levy for campus neighbourhood fire protection services. As a result of the Task Force recommendations, the Board approved a resolution for covering the cost of the fire protection services through the use of annual Service Levies. This phased plan and approved resolution will be presented at the Annual General Meeting on September 28.



500+ Pages in Board Meeting Packages

# 2015-2016 Board List of Priorities

## Operations

- Childcare in Wesbrook Place (amended from Childcare in East Campus and Wesbrook Place in July 2016): in progress
- Electoral Reform: in progress
- Organizational capacity : ongoing
- Strategic Communications report - review & implement: in progress, with a new website and a rebranding of Wesbrook and Old Barn Community Centres
- Volunteer committees - value, contribution & operation: ongoing
- Wesbrook Community Centre - budget & programming: ongoing
- Iona Green Noise Mitigation (amended from Iona Green Play Equipment Relocation June 2016): in progress, one Meet'N'Greet event held in July with another to follow in September.

## Governance

- Access Agreement Review: in progress
- Neighbours' Agreement review & amendments: in progress
- Organizational effectiveness – Watson Inc. report: in progress
- Organizational capacity – Board code of conduct, ethics & responsibilities: ongoing
- Compliance to the new BC Societies Act: UNA Constitution and Bylaws (added January 2016): in progress

## Finance

- Budget: create a 5-year Strategic and Financial plan, including reserve fund management, with the assistance of UBC to create a financially sustainable operation (amended March 2016): in progress
- Manage variable property tax rates – from the CoV: ongoing
- Organizational capacity – financial management: ongoing

## Staff managed core business

- By-law application: in progress
- Culture, Recreation and community services: ongoing
- Emergency Preparedness capacity: ongoing, with Emergency Preparedness workshops held throughout the year.
- Public Realm management: ongoing
- Resident & stakeholder engagement: ongoing dialogue between the UNA, community groups, UBC and partner organizations, such as Community Conversations meetings held throughout the year, a new recreation website and other forms of online interaction.



# Meaningful Community Engagement

The UNA continues to strive for community engagement as it is one of our guiding principles and top priorities. Responding to the community's needs and interests remain at the forefront of our efforts and we have seen improvements year after year.

Ongoing dialogue between the UNA, community groups, UBC and partner organizations helps facilitate a better understanding of the needs of residents. Quarterly meetings are held with the senior UBC staff, including the UBC President, the Vice President of External Relations, the Associate Vice President of Campus + Community Planning, and the CEO of UBC Properties Trust to address mutually identified planning issues. Additionally, Board members and community volunteers represent UNA interests on a number of external committees, including the UTown@UBC Committee, and the UBC Outdoor Events Committee. A Neighbourhood Resident sits on the UBC Development Permit Board connecting valuable resident concerns to important issues, and this year residents represented the UNA on the Wesbrook Place Design Vision Process.

The UNA has rebranded its Community Centres in order to be more inviting and transparent to everyone. The 'UNA Parks and Recreation' has become 'We Are Community'. This new name acts as our motto, and our motto will guide us forward in our approach to community engagement. We Are Community aims to promote connection through openness, unity, and accessibility. Since successful community engagement relies on effective communication, we have expanded and improved the ways in which we connect with residents, members of the community, and beyond. In addition to providing tried-and-true printed and in-person correspondence, we understand the interest in and need for an engaged online presence in order to foster stronger communication and lasting connections. Following a strategic communications plan developed by Mickelson Consulting in 2015, we have improved our community engagement through a variety of ways. Our online presence to promote recreation has flourished and includes: a newly revamped weekly e-newsletter; a Twitter account; a new and streamlined Facebook page; a new Instagram account; and a blog that can be found on our newly launched website. This new website, [www.wearecommunityvan.ca](http://www.wearecommunityvan.ca) centres on and promotes the Wesbrook and Old Barn Community Centres. Convenient and easy to use, the website has made communication more direct and accessible not only for residents of the neighbourhoods but for members outside the community as well. There has been an overwhelming positive response to the new branding and website, fostering our ongoing growth and development. Additionally, in the latter half of 2016, our dedicated staff will work on the rebranding and revamping of the UNA website.

We also continue to offer high-quality printed materials. The Campus Resident newspaper, which we have been publishing since 2010, was found to be the first source that residents turn to for community information, according to a public consultation completed by the Mickelson report. The Newcomers' Guide continues to be a handy tool for new residents to Canada, and other various brochures we offer highlight key issues, ensuring all residents have access to important information affecting their lives.

Last year, our 'Listen In Series' became 'Community Conversations' in partnership with Campus + Community Planning, an initiative to enable constructive dialogue within our community and to foster further open conversations about planning, development, and community programs. Community Conversations has held 3 meetings so far this year, with another one taking place in the fall of 2016.

This past summer, the Board of Directors approved the retention of play equipment in Iona



162+ Twitter Followers



142+ Instagram followers



657+ Facebook Fans



3852 E-Newsletter Subscribers



9000 Campus Resident Newspaper Household Readers



44807+ Website Visitors



Green after considering at length the concerns from some residents surrounding noise from the playground. Instead of removing the play equipment, we wanted to create a social opportunity for residents to gather and share their ideas about how to enhance their neighbourhood experience and how to mitigate this issue of noise. In July, UNA staff facilitated the first Meet'N'Greet at Iona Green, which focused on the promotion of "Healthy Play, Healthy Living". A second Meet'N'Greet will be held in September, 2016.

Another important issue affecting residents pertains to the noise across various areas around campus. Addressing this issue, UBC worked with residents to come up with a North Campus Guide for managing noise from events. We look forward to working with UBC on other initiatives to manage other noise concerns throughout the campus.

# Vibrant and Responsive Programming

The UNA continues to provide high-quality recreational programming that reflects the diversity and vibrancy of our community. With hundreds of choices in the realms of art, music, education, languages, sports, fitness, and more, there truly is something for everyone. Last year, the Wesbrook Community Centre opened its doors and currently welcomes thousands of residents and visitors. The massive gymnasium, art studio, dance and yoga studio, music rooms, fitness centre, and more, are all welcome additions to a lively community. It also offers 10+ facilities for a variety of community events and bookings. There are also plans underway for the development of a full-service child care centre in Wesbrook Community Centre that will help ease the increasing demand for child care facilities in the community.

In June of this year, the Vista Point YMCA Child Care Centre held its grand opening. Through a partnership between the UNA, UBC and the YMCA, this centre was made possible and aims to address the growing demand for child care needs among UBC's growing residential community. This new centre gives priority to UNA families who do not work or study at UBC, in order to complement the services provided by UBC Child Care Services, who do indeed give priority to families who work or study at UBC. The Vista Point YMCA Child Care Centre has been a welcome

and helpful addition to the community, and the UNA will continue its efforts to address child care needs.

Last year, the implementation of ActiveNet allowed us to streamline administration; it enables users to register and pay for classes and memberships, submit facility and field bookings, and renew their plots in the Neighbourhood Gardens. This year, the launch of [wearecommunityvan.ca](http://wearecommunityvan.ca) makes these processes that much easier, accessible, and enjoyable. Floor plans of rental facilities are now available online so that community members have the information they need to plan an event and connect with us. We have also implemented the MindBody software commonly used in Yoga studios and transformed our own Yoga Studio model, as well as doubled the number of classes, in response to a growing interest in the practice. In addition to Yoga classes, we have added many new and exciting programs, such as 3D Model Making & Painting, Chinese Calligraphy, Karate, and many more. Our new Community Centre along with our growing online connections and overall progressive approach to community engagement have allowed us to develop services and programs that truly serve the interests and needs of the community.

The dedication and hard work of our internal staff in shaping programs and events has not gone without notice. Their talents and skill sets continue to make programming even more valuable, and their contributions to the UNA and the community are greatly appreciated.

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Annual Barn Raising Celebrations

43

Community Events

27

UTown@UBC Community Grants

85+

Programming Partnerships

856

UNA Programs Run

383+

Hours per Week of Enhanced Recreation Access at UBC Facilities

5508

Participants in UNA Programs

37000+

UNA Resident Visits to UBC Recreational Facilities



# Healthy and Accessible Transportation

The UNA aspires to be a sustainable and walkable community. Promoting active transportation is 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. Throughout the week, fun safety and education initiatives, such as celebration rallies, bike safety checks and participation prizes, help encourage parents and children attending local schools and day care to choose active commuting options. We also regularly host UTown@UBC Community Bike Clinics. By promoting regular bicycle maintenance, we are encouraging regular bicycle usage and thus healthy, sustainable transportation. In addition, the Biking Group formed this past year cycles from Acadia Park to UHill Elementary, and the Walking School Bus has been running daily for the last three years that walks from Wesbrook Village to Norma Rose Point. The support of parents and volunteers has been pivotal in the success of these programs.



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 as well as an increasing interest in alternative modes of transportation. 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. As convenient transportation options are important for UNA residents, we are expanding our car sharing program among UNA neighbourhoods. We will have 5 new Modo vehicles, 1 new Zipcar vehicle, and we are introducing the Evo Car Share Program to Hawthorn Place, Hampton Place, and Wesbrook Place. We will also employ several designated Car Share-Only parking locations: 4 locations allowing 10 vehicles in Wesbrook Place, 2 locations allowing 6 vehicles in Hawthorn Place, and 1 location allowing 3 vehicles in Hampton Place. We will actively monitor and adjust the number of parking spots to meet resident demand, and we will continue to work with UBC Parking to ensure both available parking for residents.

And because safety is our number one concern for all residents and visitors, the UNA and UBC have successfully worked together to change the speed limit along West 16th Avenue. The speed limit has been reduced to 50km/h from 70km/h in order to ensure the safety of drivers, cyclists, and pedestrians alike. In addition, a new pedestrian-activated crosswalk has been put in place along West 16th Avenue where it meets Binning Road on the south side and Hampton Place to the north. Thanks to the efforts of the UNA and UBC, this new crosswalk provides easier and safer access to and from Hampton Place, East Campus, Wesbrook Place, and Pacific Spirit Park.



# Environmental Stewardship

We are committed to minimizing the impacts of our growing community on the environment. The new Wesbrook Community Centre embodies the sustainable standards that we aim to achieve, in a state-of-the-art building that is energy efficient, water conserving, and reduces emissions and waste. The Centre allows residents and visitors to actively engage with sustainability and think about what it means to be environmentally conscious and sensitive.

Waste diversion is one of the most important goals for the UNA. With the grand opening of the Wesbrook Community Centre came the opening of the UNA Green Depot, a recycling depot for UNA and UBC card-holders alike to drop off electronic waste, batteries, plastics, and more. Run by dedicated volunteers, it has become a valued addition to the community.

Composting and recycling workshops and events are also 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. In addition, the Junior Green Team engages talented youth in our community to help enhance our sustainability initiatives while developing their leadership skills.

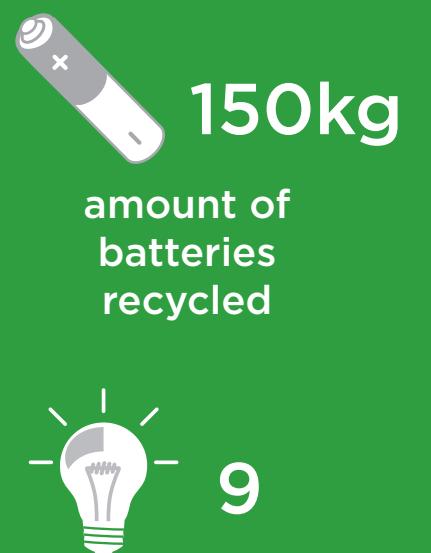
We continue to explore how online education and visual information affects recycling behavior in collaboration with the UBC Department of Psychology through the UBC Seeds Program. Another ongoing initiative is the Strata Energy Benchmarking project which aims to gain a better understanding of the energy performance of buildings. An important project considering the continual growth of our communities, it will help us to understand and implement what changes are needed regarding energy in our buildings.

The UNA Community Gardens is a valuable community engagement program cultivated by a volunteer committee. The gardens help children in the community connect with where their food comes from while offering them valuable outdoor education time. 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.

Another wonderful community initiative completed this year was the CAPS4ART project. The community was asked to donate bottle caps of all colours and sizes; over 20,000 caps were collected, and between 7,000 and 8,000 caps were used for the final project. Committed volunteers used these caps to create a beautiful art piece that is now hanging in the lobby of Wesbrook Community Centre. Not only is it a work of art, it demonstrates our capacity to turn potential garbage into something useful and appreciated.



180 Garden Plots + 1 common plot



# Community Participation

Volunteers are the heart and hard work behind many initiatives and events throughout the community. We are fortunate and grateful to have many dedicated and skilled volunteers who contribute to all aspects of the UNA, from policy development to program delivery, and everything in between. Over the past year, 280 volunteers dedicated over 3500 hours to making the UNA a vibrant and engaging community. While giving their time and talents, our volunteers gain valuable life experiences, improve their language and communication skills, meet friends and neighbours, and have fun! We thank our hard-working volunteers for their time and contributions, and for making this community a better place every day.





University Neighbourhoods Association, 2016