

# Charles Street Annual Resident Survey 2025



**Key Findings**

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# Survey Overview and Objectives

In September 2025, University Family Housing (UFH) conducted its fourth annual resident survey of the Charles Street community. The survey collected feedback on areas of their operation including staff, communications, community life, and services and facilities. The survey ran from September 22, 2025, until October 10, 2025.

A significant change to the survey distribution was made in 2025: both the primary student residents and secondary residents were able to fill out the survey. In years past, due to technical limitations, the survey was only able to be distributed to the primary student resident. This expansion allowed for a more wholistic review by residents of UFH services and facilities.

The following infographic highlights some of the key findings from the 2025 survey results and actionable items for UFH based on the feedback provided.

**270 residents from the Charles Street community took part in the survey**



**110**  
35 Charles



**160**  
30 Charles



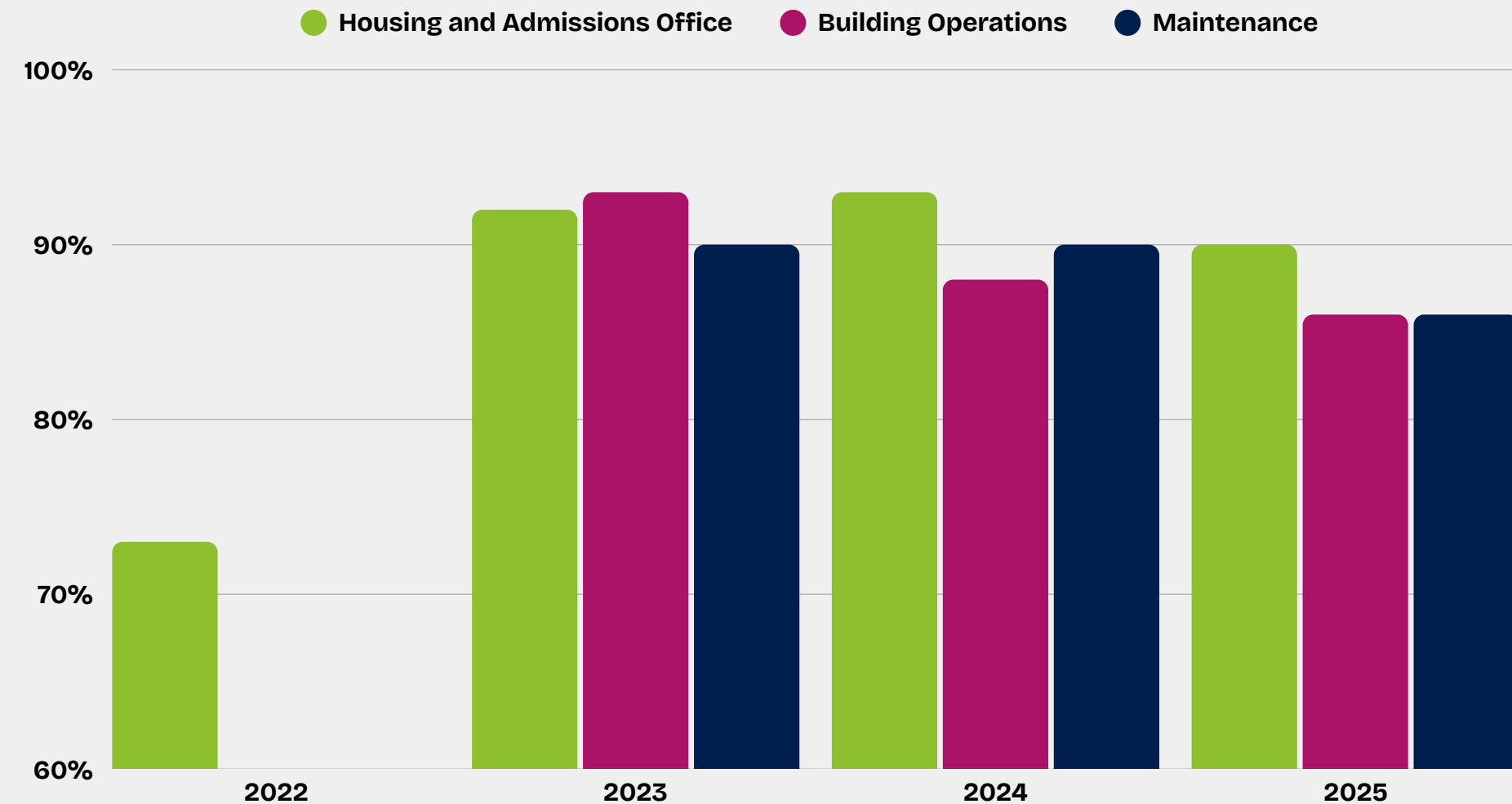


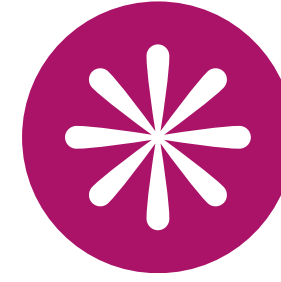
# UFH Staff Feedback

UFH is pleased to see that residents remain very satisfied with staff members from the different areas of their operation. These averages are based on the satisfaction ratings for friendliness of staff, helpfulness, efficiency and timeliness of addressing issues

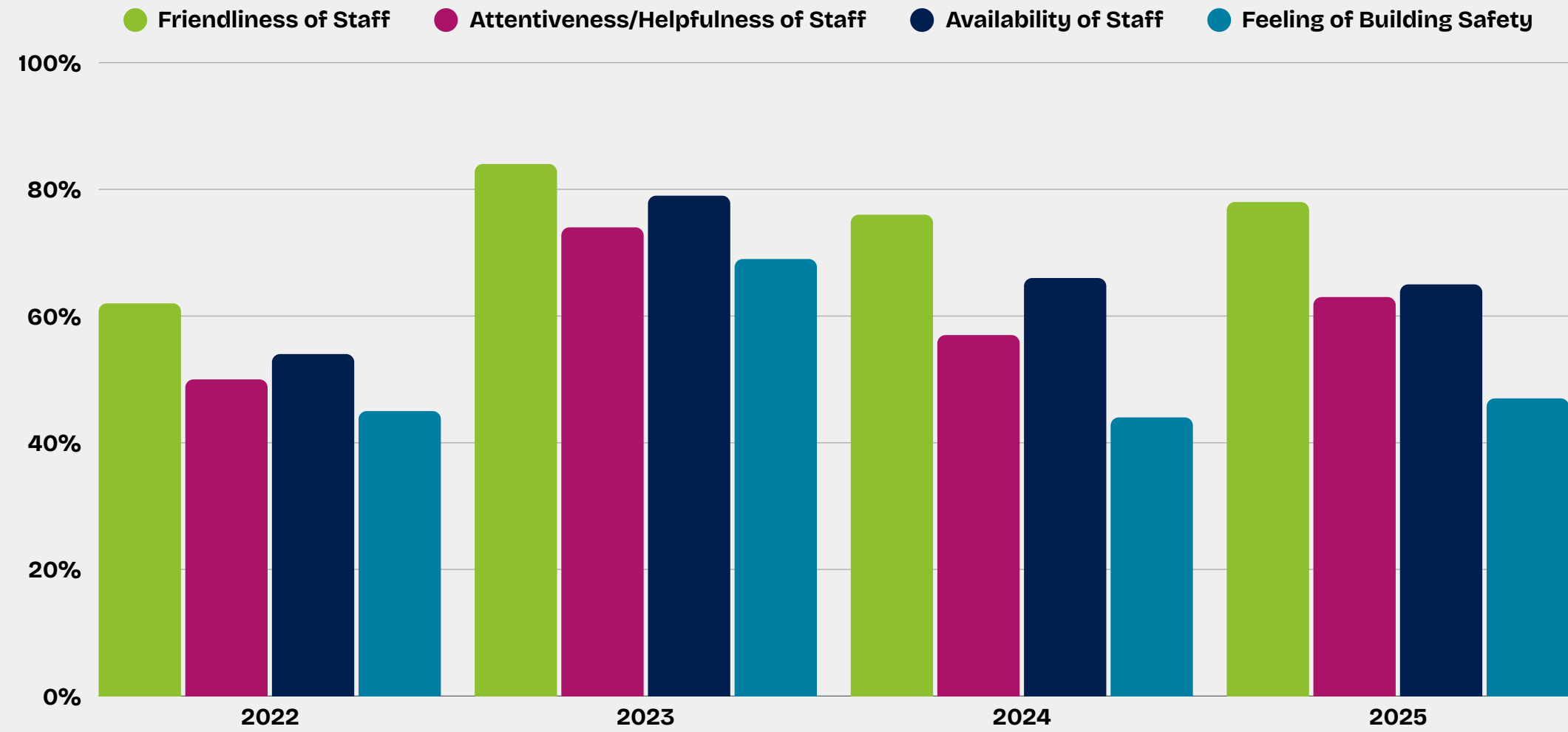
\*In 2022, Building Operations and Maintenance Staff were surveyed as one group. In 2023 this was changed to be separate and provide UFH with more detailed data on satisfaction with staff.

## ● Satisfaction with UFH Staff





## • Satisfaction with Security Staff



# Security Staff

Although satisfaction ratings for security staff have improved slightly from the previous year, UFH recognizes there is still work to be done.

To address resident concerns with security, UFH is taking the following actions.

## Action Items



# Security Action Items



## Increased CCTV Cameras

Beginning in February 2025, UFH installed six CCTV cameras with seven new viewing angles throughout the Charles Street community. The locations of these cameras were based off a safety audit done with U of T Campus Safety. In addition to the cameras already in place, UFH also completed the infrastructural work in 2025 to support the installation of additional cameras in 2026.



## Additional Coverage on Key Dates

On days where increased activity in the building is expected, such as large shopping days like Black Friday, UFH proactively brings in additional security guards to patrol the buildings. Although residents are responsible for the delivery of their parcels, UFH recognizes that having additional security coverage on key dates assists with the overall feeling of building safety.

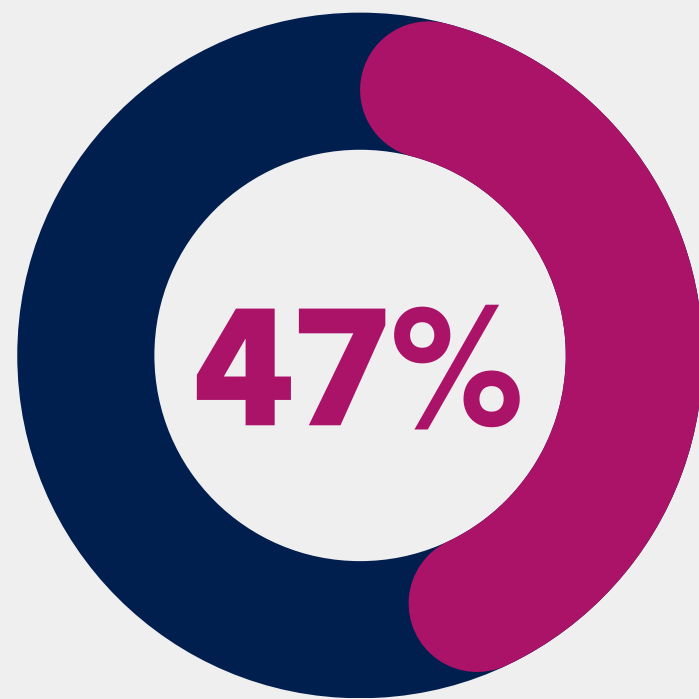


## Implementing Parcel Lockers

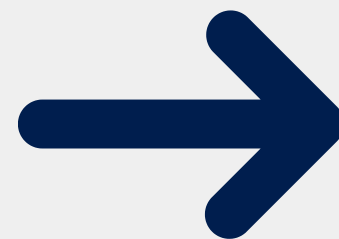
Security guards at UFH are not responsible for receiving or monitoring deliveries in the building. To provide residents with another option for safer parcel delivery should they be unavailable for a delivery, UFH is installing parcel lockers into the lobby of 35 Charles for residents of both 30 and 35 Charles Street West. UFH recognizes that parcel lockers are not a solution to the parcel theft problem that occurs across Toronto, but they hope this provides an additional, secure and convenient option for residents.



# Community Life Programming



**Residents who have attended community life programming**



**Residents that would attend another program in the future**

## Half of Residents Attended Community Life Programming and Would Do So Again

UFH is pleased to know that half of residents utilize the community life programming available to them, and almost 100% of those that do attend programs repeatedly.

# Community Life Programming

## What We Heard

### Provide Support for Families with Children on “Chaotic Days”

Survey responses expressed a desire for more programming and support for families with children on “chaotic days” such as PA Days. In direct response to this, the Community Life Team launched a PA Day program, led by Registered Early Childhood Educators that will offer activities for kindergarten to junior school aged children alongside existing the Drop-In Centre program.

Additionally, in spring/summer 2026, the Community Life Team is planning new recreational sport programming designed to promote physical literacy and social engagement skills for children.

### More Programming for Adult Population

Some survey responses felt that there wasn't programming designed for the adult population living at Charles Street. The UFH Community Life Team strives to create a balanced programming catalogue that reflects the current demographics and interests of the community, and this has always included programming for adults. Some areas where they have expanded programming for adults to meet high demand are in their group exercise and wellness classes. Since 2023, they have steadily grown the program offering from only three yoga classes to over nine different classes including dance, yoga and meditation, and self-care skills.

Additionally, Residence Advisors are responsible for creating and running programs that appeal to the adult population at UFH. To make these different program offerings easier to navigate, UFH recently reorganized their Community Life webpage and event calendar, introducing new category filters that allow residents to find the programs that are right for them more easily.

# Communications

## What We Heard



### Residents Express Frustration on Private Facebook Page

Some survey responses referenced comments made on a Facebook group monitored by the Charles Street Tenants Association and a frustration that UFH does not respond to these. Unfortunately, **UFH has no access or oversight on any comments made on this Facebook group or any other social media groups other than their own.** UFH meets regularly with the Tenants Association Executive Committee as an opportunity to discuss areas of concern for the community and relies on them to bring forward issues raised in the Facebook group.

Residents can review the meeting minutes of all Joint Committee Meetings on the UFH website.

[Joint Committee Meeting Minutes Library](#)



**UFH strongly encourages residents to reach out through the following official channels to ensure any concerns or complaints can be addressed quickly and directly.**

### General Questions

[communications.ufh@utoronto.ca](mailto:communications.ufh@utoronto.ca)

**Questions on rent, services and facilities, and building-wide policies:**

[operationscharles.ufh@utoronto.ca](mailto:operationscharles.ufh@utoronto.ca)





## Non-Student Residents Want Email Newsletters

With the 2025 survey open to secondary residents, it was understandable that UFH received many requests to have the weekly Charles Street newsletter sent to secondary residents instead of just the primary student resident. The newsletter is sent through StarRez, which unfortunately limits UFH to only be able to send the newsletter to student residents. StarRez is used to send the newsletter so that all communication records are contained in the student profile.

UFH recognizes how frustrating this is for secondary residents in their buildings and has been making progress to change the infrastructure of StarRez to allow the newsletter to be sent more broadly. Although it is not possible yet, **UFH is optimistic that they will be able to send the newsletter to secondary residents directly in the near future.**

In the meantime, UFH continues to post [all newsletter content on their website](#) to allow all residents at Charles Street to access the timely updates for the community.



## Residents Feel the Admissions Process and Orientation to the Community is Not Clear

Some survey responses noted that the information received during the admissions process and leading into orientation needed clarity and improvement. To address this, UFH has completely **revamped their orientation process** including the information sent out via email before residents move into the building along with the physical package given upon move in. Additionally, a **new online Orientation Course** was developed to make the information more accessible for new residents in the Charles Street community. These improvements all launched in December 2025.

In 2026, the UFH Admissions Team will continue an audit of their processes, including focus group sessions to find ways to improve clarity and alleviate areas of concerns for prospective residents.



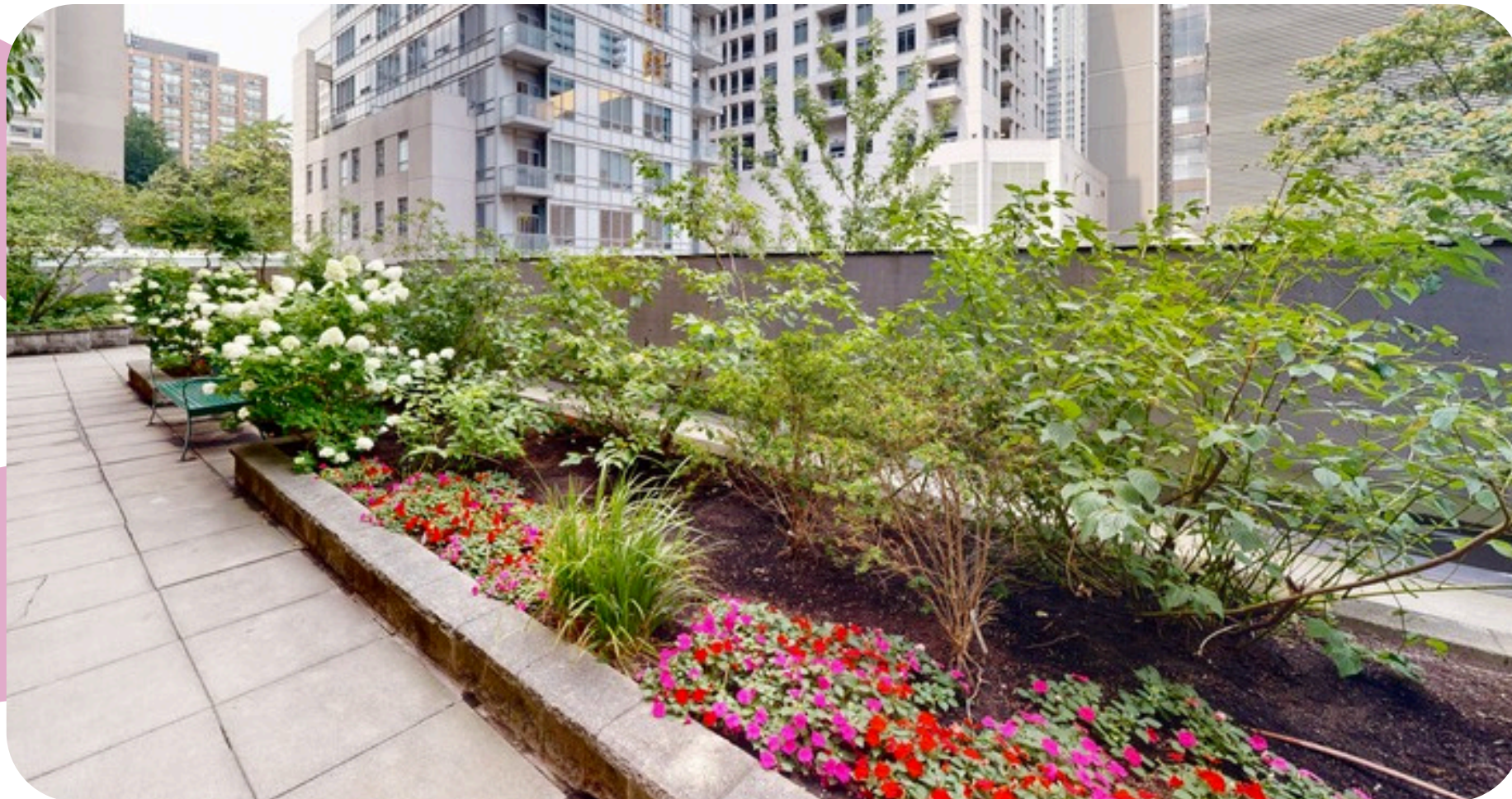
# Communications

## What We Heard

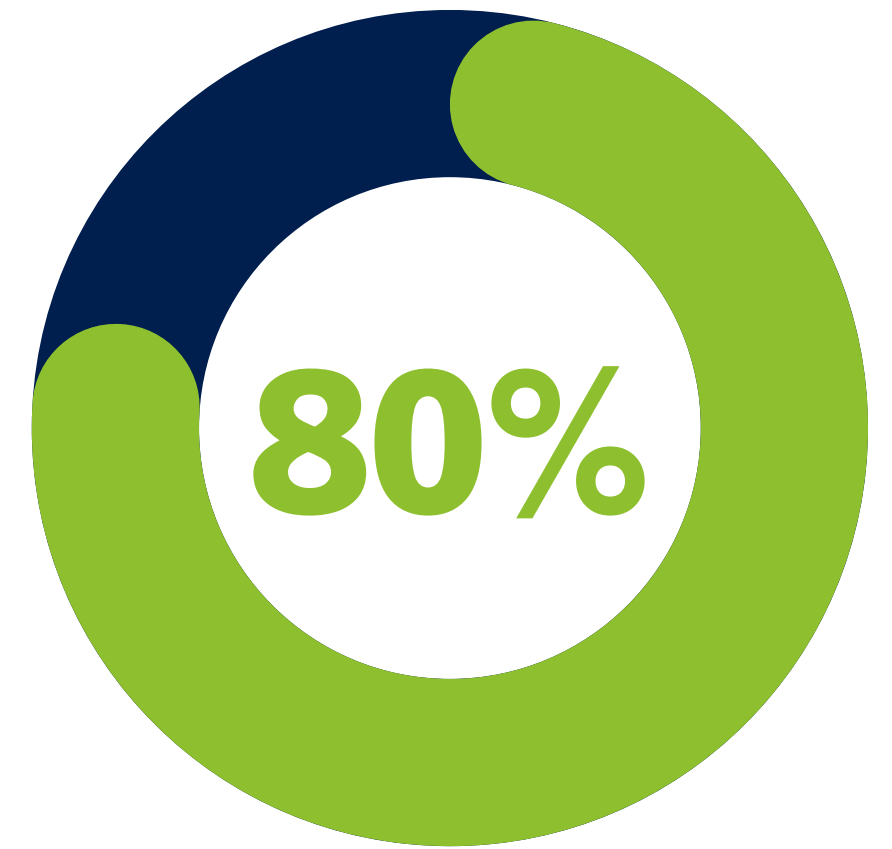
# Common Spaces

## Residents are satisfied with common spaces at Charles Street

UFH is pleased to know that the majority of survey respondents are satisfied with both indoor and outdoor spaces at Charles Street. To ensure satisfaction remains high in the future, UFH is planning several projects to continue improving the community infrastructure at Charles Street in 2026.



Satisfaction with outdoor spaces



Satisfaction with indoor spaces





## Residents were Frustrated by Laundry Room Prices

In September 2025, an unauthorized price increase for washer and dryer cycles in Charles Street laundry rooms was implemented without UFH's knowledge. **UFH was notified of the issue almost immediately and promptly contacted Coinamatic to address this unauthorized price increase and minimize any impact.** The prices were corrected, and refunds were issued to those impacted. Survey responses noted their frustration with this situation, which UFH is very understanding of and continues to work closely with Coinamatic to ensure nothing like this occurs again.



# Common Spaces

## What We Heard



# Common Spaces

## What We Heard



### Residents Feel the Free Store Donation Process Should be Improved.

Although some survey responses noted that they appreciated the convenience of the Free Store, many also noted that the donation bins are often overflowing and the need for longer opening hours for the store.

To address these comments, UFH made several changes to the Free Store donation process and the physical space, implemented in November 2025.



## Changes to the Free Store

- 1 Donations can now only be made during open hours.**

This change is to allow staff to monitor what is being donated to the Free Store. To better accommodate residents, the Free Store's hours of operation were expanded to the following:

  - Mondays 5pm-7pm
  - Wednesdays 5pm-7pm
  - Saturdays 1pm-4pm
- 2 The donation chute was closed to better monitor what is being donated.**
- 3 No donations in bags, boxes, or other containers.**

Residents are now required to display donations on a sorting table so staff can properly assess the suitability of the donation.
- 4 Residents are now asked to record the number of items taken before leaving the Free Store.**

This is to allow for a greater understanding of how the Free Store is being utilized by the community.
- 5 Free Store Staff have the right to refuse donations that they deem unsuitable or unsafe.**

Residents are required to take any unaccepted donations back with them.

# Common Spaces

## Promoting the Free Store and Sustainability Efforts

UFH also held a donation drive on December 18, 2025, to allow residents to donate items before the Free Store's closure over the winter break and to educate residents on Free Store policies. The event was a success with 266 items and 24kg of clothing donated. UFH plans to make these types of events a regular occurrence to ensure new residents at Charles Street are familiar with the Free Store.



**226**

items donated



**24kg**

of clothing donated



# Thank You

If you are interested in learning more about the survey and its results, please contact UFH directly.

 [communications.ufh@utoronto.ca](mailto:communications.ufh@utoronto.ca)

