



University Family Housing

Annual Report 2021-2022

May 2022



Foreword

University Family Housing (UFH) serves the unique housing needs of student families and faculty members within the Charles Street and Huron-Sussex communities. The Charles Street community houses UofT students with families and consists of 711 high rise apartment units that house a population of 2,000. The Huron-Sussex community consists of a stock of Victorian houses that house new faculty members of the University, a small number of student families, and long-term tenants. There are currently 87 properties operated by UFH in the Huron-Sussex neighbourhood plus 2 additional properties outside the core neighbourhood, one at Bayview and Shepherd and one at College and University, for a total of 89 properties. These properties are comprised of 159 rental units.

UFH offers a sense of community to all their residents, whether living at Charles Street or at Huron-Sussex. Our buildings at Charles Street feature a rooftop garden, recreation rooms, family drop-in centre, and residence life programming and events for the whole family. The Huron-Sussex neighborhood is a short walk from schools, libraries, childcare centres, parks, recreation facilities, restaurants, museums and public transportation.

UFH is full of stories of multi-generational families staying in our apartments and new faculty members getting settled in Toronto as they start their new careers with UofT. The memories and friendships made at UFH stretch across the world, with many new residents hearing about the community through word-of-mouth recommendations from family and friends who once lived with UFH.

Over the last few years there have been many changes to the UFH operation, including a name change to University

Family Housing, which brought together Student Family Housing and Faculty & Residential Housing. This union aligns the Charles Street and Huron-Sussex communities, who share similar tenant groups and shared goals while strengthening the family housing community within the broader University.

This is the first annual report for University Family Housing that will focus on key aspects of their housing operation and the benefit to our community. This document was created for UFH residents to learn more about the history, the shared goals that were developed in the renaming process, and the projects that were completed over the year that have moved UFH closer to reaching these goals. The hope is that this report will give past, present, and future residents, as well as stakeholders across the University a snapshot of what UFH has to offer.

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1 The History of Two Distinct Communities

University Family Housing is comprised of two distinct communities, Charles Street and Huron-Sussex. Charles Street's two high rise towers are located at 30 & 35 Charles Street West in the northeast quadrant of the University of Toronto's campus. Huron-Sussex is a neighbourhood in the northwest quadrant of campus, bounded by Harbord, Spadina, Bloor, and St. George Streets. Both have rich histories and strong ties to the University of Toronto.

Charles Street History

1969 ● 1969

The buildings were built by the Ontario Housing Corporation to provide rental housing for post-secondary student families. They were managed by the Metropolitan Toronto Housing Authority (MTHA), but the UofT Student Housing Service served as the Admissions Office. On-site, day-to-day management of the buildings was contracted to external property management firms.

The Charles Street Tenant Association was established.

● Late 1980s

Admissions Officer, Ellen Giles, admitted the first gay couple into CSW. UofT became the first University in Canada to accept a gay couple as a family into its on-campus student housing.

1990s ●

The Drop-In Centre was established in the early 1990s as a refuge for childcare providers and preschoolers to escape construction noise caused by repairs to the concrete balconies.



The Drop-In Centre in 2022.

● 2001

UofT purchased 30 and 35 Charles from the Ontario Housing Corporation (OHC). Whether owned by OHC, or by the University, the buildings always had to operate on a cost-recovery basis.

● 2004

The concrete terrace outside the Drop-in Center officially opened as a green roof. It was named after the first Community Development Coordinator of Student Family Housing, Ellen Giles.

2005 ●

University of Toronto Child Care on Charles opened as a partnership between UofT and George Brown College. This Centre is still operated by George Brown College, with priority given to residents of 30 and 35 Charles.



The Ellen Giles Rooftop Garden.

2021 ●

The Charles Street Apartment Refurbishment Program was successfully launched with the goal of upgrading kitchens in 100 suites per year.

Huron-Sussex History

Late 1880s

Construction on the Huron-Sussex neighbourhood began on a substantial scale. By the turn of the century, construction on the neighbourhood homes was almost complete.



The intersection of Huron Street and Sussex Avenue in 2021.

2006

The Real Estate Ancillary was restructured and a new Residential Housing Ancillary was created. Managed by Ancillary Services, it is responsible for all university owned residential properties in the Huron-Sussex neighbourhood. This includes faculty, student family, long-term tenants, and two licensed rooming houses.

2020

Three laneway houses on Huron Street were constructed. These homes have been designed to be net-zero energy and net-zero carbon and are a pilot project by UofT to create more homes in under-utilized areas of the city.



Laneway house in Huron-Sussex neighbourhood.

1960s-1970s

UofT acquired many of the Huron-Sussex properties. In many cases, the houses were occupied by tenants who remained tenants after the University's acquisition. Several of these long-term tenants are still in residence today.

1966

Plans for new library facilities were announced on the block bordered by Huron, Sussex, St. George, and Harbord Street. This was the future site of Robarts Library, which opened in 1973.

Late 1990s

The University decided that an appropriate use of the houses in the Huron-Sussex neighbourhood would be a faculty housing program to aid in faculty recruitment.

2016

The Huron-Sussex Community Garden was established on the south side of Glen Morris at Huron Street.



The Huron-Sussex Community Garden.



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University Family Housing Today

University Family Housing is comprised of an incredibly diverse population of students, faculty, children, and extended family members, from all over the world.

Charles Street Today

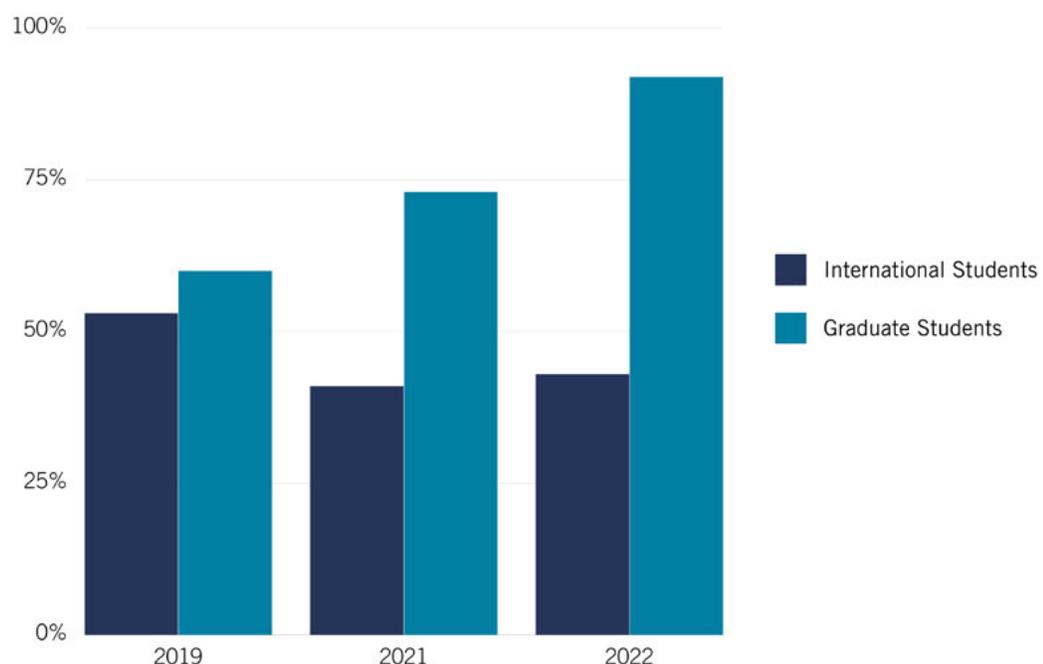
30 and 35 Charles Street West consists of 711 apartment units, which house a population of approximately 2,000 women, men and children.

Because of the extended period of border closures and students having difficulty acquiring student visas during the pandemic, the UFH 2021-2022 international family population declined to 43% of the total number of student families. The countries of origin where many of their student families are from are India, Iran, Bangladesh, China, and South Korea.

Additionally, in the 2021-2022 year, UFH saw a dramatic increase in graduate students, with the highest numbers from the Faculties of Engineering, Rotman, Toronto School of Theology, and Dentistry.

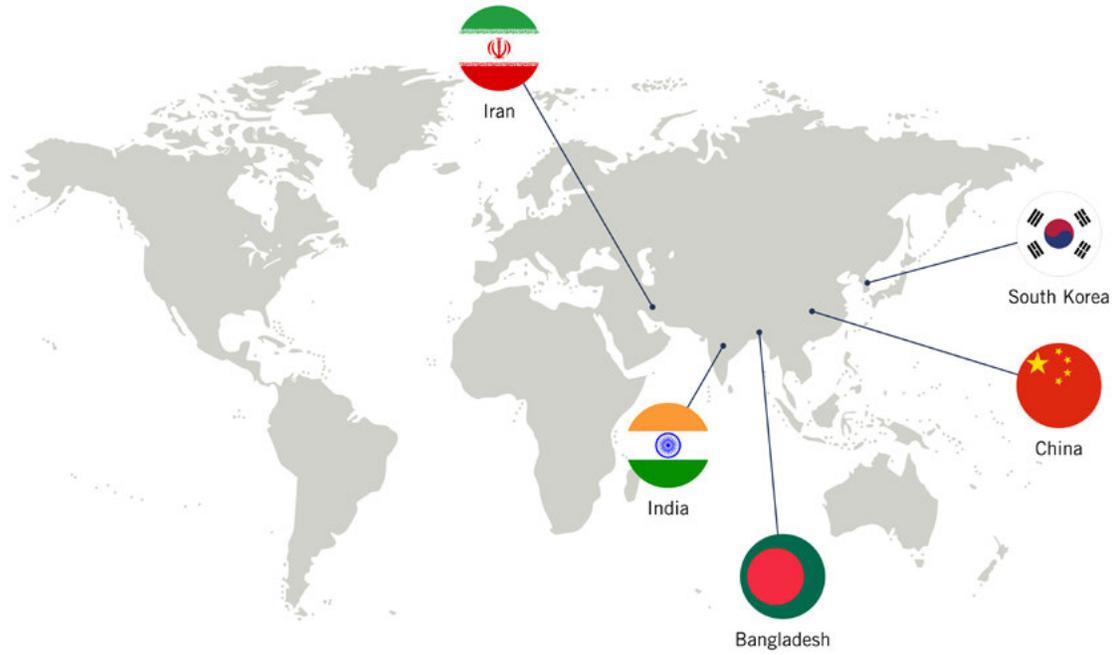
Charles Street has had an active Tenants' Association (TA) since the buildings were constructed in 1969. The TA is run by a group of tenants elected by the student families to represent their interests with the University. The management team and the TA executive strive to work collaboratively. The elected executive members meet with Operations and Residence Life staff on a monthly basis, during which they are provided with building updates and seek their input on tenant concerns and building improvements. Annually, the budget is presented to the TA during the planning stage. If tenants have trouble resolving concerns, they may seek assistance and advocacy from the Tenants' Association.

Charles Street West Population Breakdown
International and Graduate Student Residents



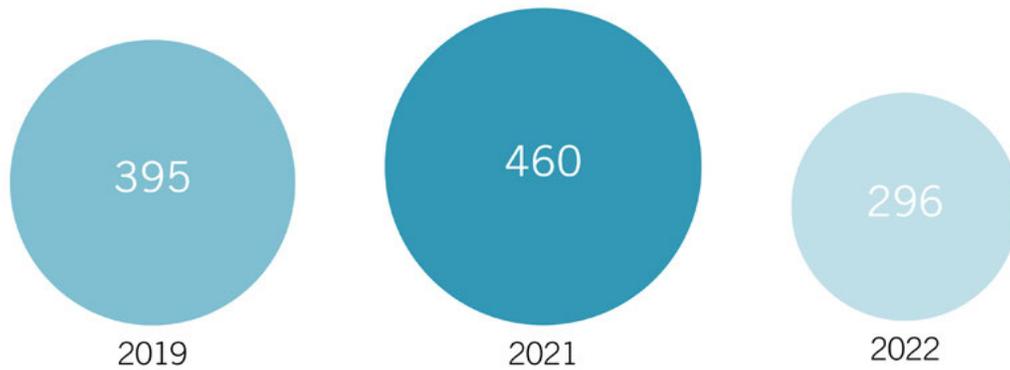
Charles Street West Population Breakdown

Countries of Origin for Majority of UFH International Students



Charles Street West Population Breakdown

Number of Children Living at Charles Street



Huron-Sussex Today

The Huron-Sussex community is a residential neighbourhood made up of century homes, 87 of which are owned by the University of Toronto. Other properties in the neighbourhood are privately owned. These historic homes have been converted into 159 different apartments (some of which are unavailable, pending renovations) that house new faculty members, a small number of student families, and some long-term tenants.

UFH's Faculty Housing programs offer unfurnished units to newly appointed University of Toronto faculty with full-time tenured or tenure-stream academic appointments. Preference is given to those applicants applying from outside the Greater Toronto Area. In this instance, new faculty can stay in housing for up to four years from their appointment date.

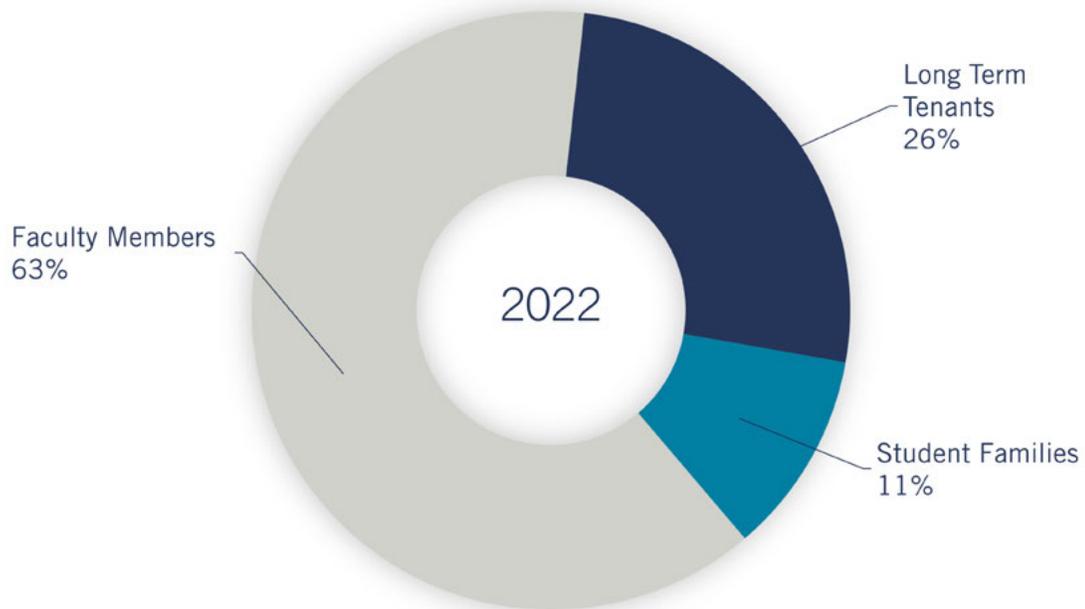
Additionally, a small number of furnished units are set aside for use by short-term visiting faculty who are invited to come to the University to teach and/or conduct research.

When new faculty members live in UFH's apartments at Huron-Sussex, they join The University of Toronto's New Faculty Housing Co-operative at Huron-Sussex. The Co-operative was initiated in 1996 to help new faculty settle and become familiar with the City of Toronto. The program is administered by UFH and operates on a cost recovery basis with no subsidies. Monthly rates for New Faculty Housing depend on the size of the unit. Co-operative membership is free and should not generate any onerous obligations on the part of the tenant member. Members are also invited to attend the Co-operative's Annual General Meeting which is held early in the new year. This is a combined Co-op Board of Directors and Annual General Membership meeting and provides members with an opportunity to bring their comments or concerns to the attention of the Board.



Huron-Sussex Population Breakdown

Student Families, Faculty Members, and Long Term Tenants



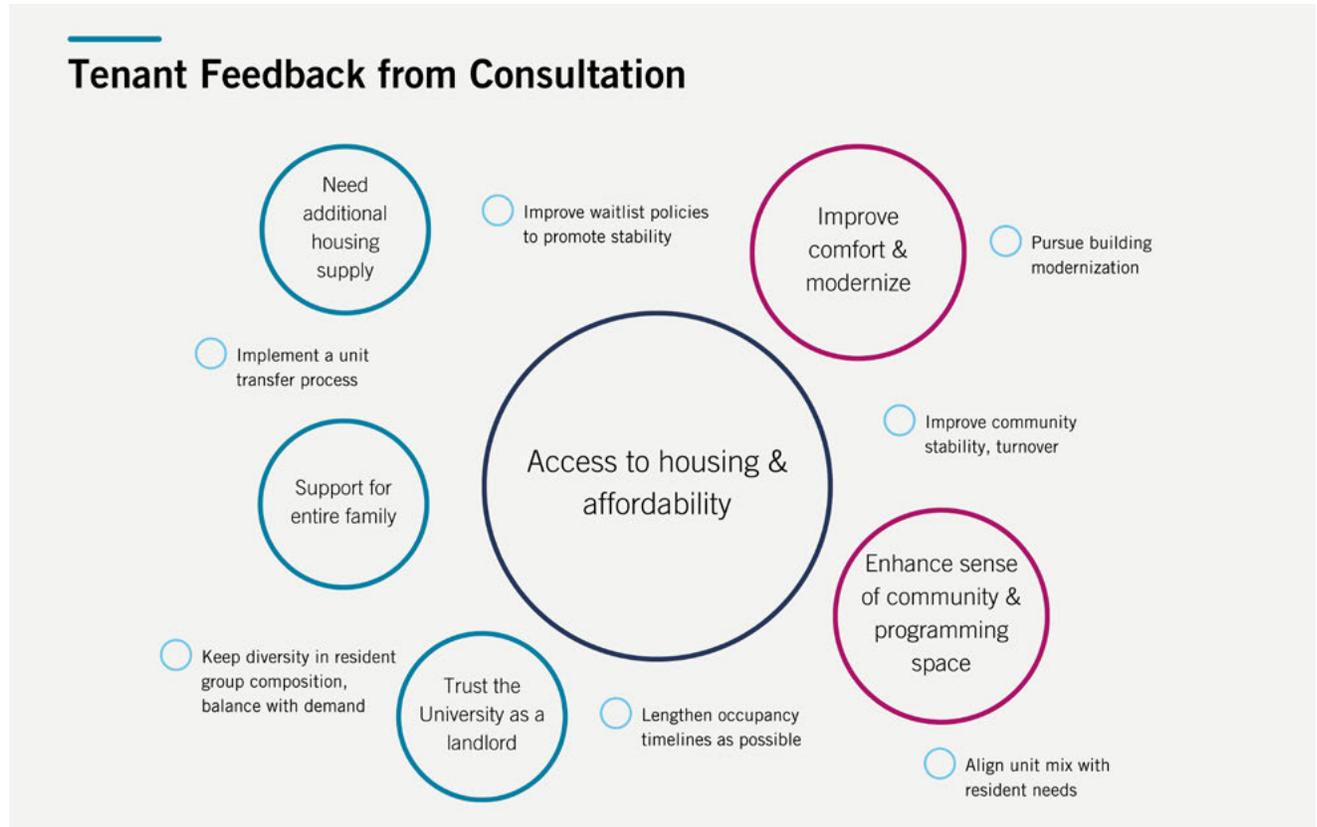
Additionally in the neighbourhood, there is the Huron-Sussex Residents Organization (HSRO). Since 1968, the HSRO has been active in the Huron-Sussex neighbourhood. The HSRO works with other local residents' organizations, the University of Toronto, and local city officials on community planning and tenant support.

The community garden located at Huron Street and Glen Morris Street is an excellent example of a community driven initiative that is led by the HSRO, providing opportunity for community members to gather, grow vegetables and flowers and enjoy space in the neighbourhood.

In 2014, the University of Toronto and the HSRO worked together to develop the Huron Sussex Neighbourhood Planning Study that builds on the Huron Sussex Working Group Report (2011) to set forth directions for the evolution of the neighbourhood that responds equally to the University's needs for residential and academic space, community residential needs and other interests. The study serves to guide the design, location and appropriate mix of future development, including residential, commercial and open space, in the Huron-Sussex neighbourhood.

Two Communities, Similar Goals

In 2017, the University of Toronto’s Student Family, and Faculty and Residential Housing departments embarked on an extensive consultation process with various stakeholders including staff, faculty, and community members from the Huron-Sussex and Charles Street communities. The intent was to hear directly from tenants to create a vision and a plan that supports the future growth of stable and successful communities in these two locations. Some of the aspects that were heard through this consultative process included the need to enhance the sense of community, to provide additional supports for the entire family, and the need for increased access to housing and associated affordability.



Housing Strategy

Following the multi-year consultations at our Huron-Sussex and Charles Street communities, it was made very clear that while they differ in both demographics, scale, and types of housing offered, several shared goals unite them as well.



Goal One

Promote collaboration and transparency between existing and future residents, the University and the broader Huron-Sussex community, including homeowners and non-University tenants.



Goal Two

Support social interaction through an active public realm and shared outdoor spaces, promote community for students, faculty members, spouses, children and families of all types and sizes, and foster relationships between residents and the University.



Goal Three

Provide student family housing to undergraduate and graduate students in a full-time degree program near or at the St. George Campus while demand exists and recognize the value of this housing to residents and the institution.



Goal Four

Develop and maintain housing and occupancy types that support the University's academic mission and strengthen a diverse community, by creating a balance between neighbourhood stabilization and intensification. Remain cognizant that needs of tenant groups will differ.



Goal Five

Build housing that meets the needs of a variety of income groups and family types, maintain physical assets responsibly, and provide options for residents with challenges or individuals at risk. Seek balance in long and short term tenancies.





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Shared Goals in Practice

These next sections will expand upon UFH's shared goals and connect the projects that were completed over the last year to the goal it helped drive forward.

Shared Goals in Practice

The initiatives that will be detailed in the following sections have been grouped by the goal that they drive forward the most, but many fall under multiple goals.





Goal 1:

Promote Collaboration and Transparency

Promote collaboration and transparency between existing and future residents, the University and the broader Huron-Sussex community, including homeowners and non-University tenants.

Hearing Directly From Residents Through Surveys

The pandemic drastically changed many aspects of everyday life for UFH residents. In order to ensure they were staying in touch with current opinions and preferences, UFH increased the number of surveys administered to residents to provide an opportunity for feedback.

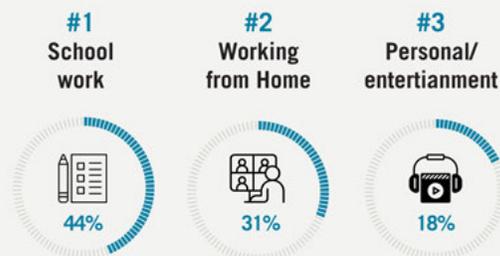
The Charles Street Internet Survey was a community-wide internet/WIFI satisfaction survey. It was issued in November 2021 to understand residents' internet practices, price points, and overall satisfaction with their internet providers. Over 260 residents took part in the survey. The results were used to create an Internet Tip Sheet to solve common questions and provide helpful tips for new residents. UFH also engaged with Central IT to discuss some potential options and approaches when it comes to competitive packages offered by various internet providers.

Most Residents Find Their Internet Connection Reliable

75% of all residents consider their internet connection reliable.



The Top 3 Reasons Residents Rely On The Internet



Many Residents Feel Confident Solving Internet Problems On Their Own, While Many Do Not

38% rated themselves as proficient (3 or less*)



39% rated themselves as not proficient (8 or more*)

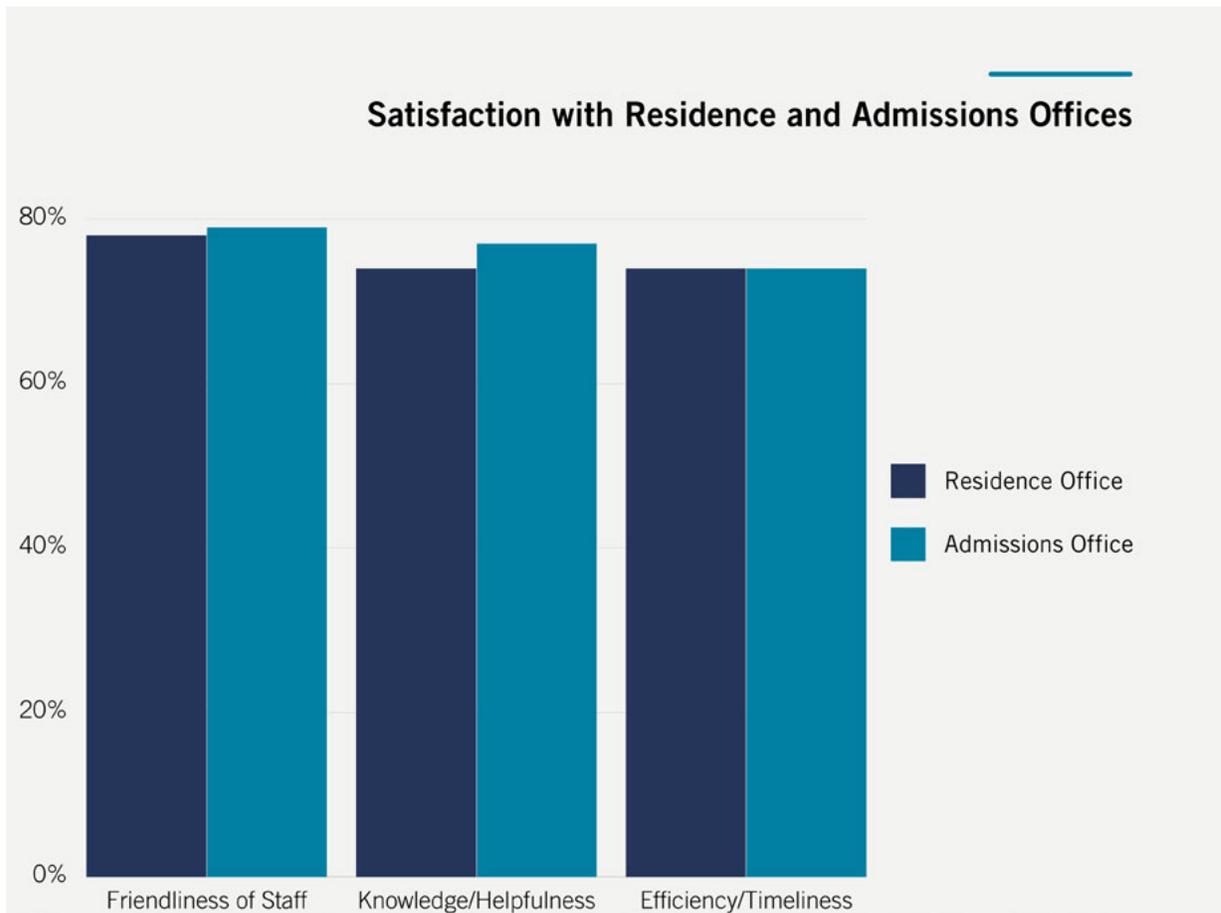
* Residents rated their technological proficiency and ability to trouble shoot problems on a scale from 1-10, with 1 being extremely proficient and 10 being not at all proficient.

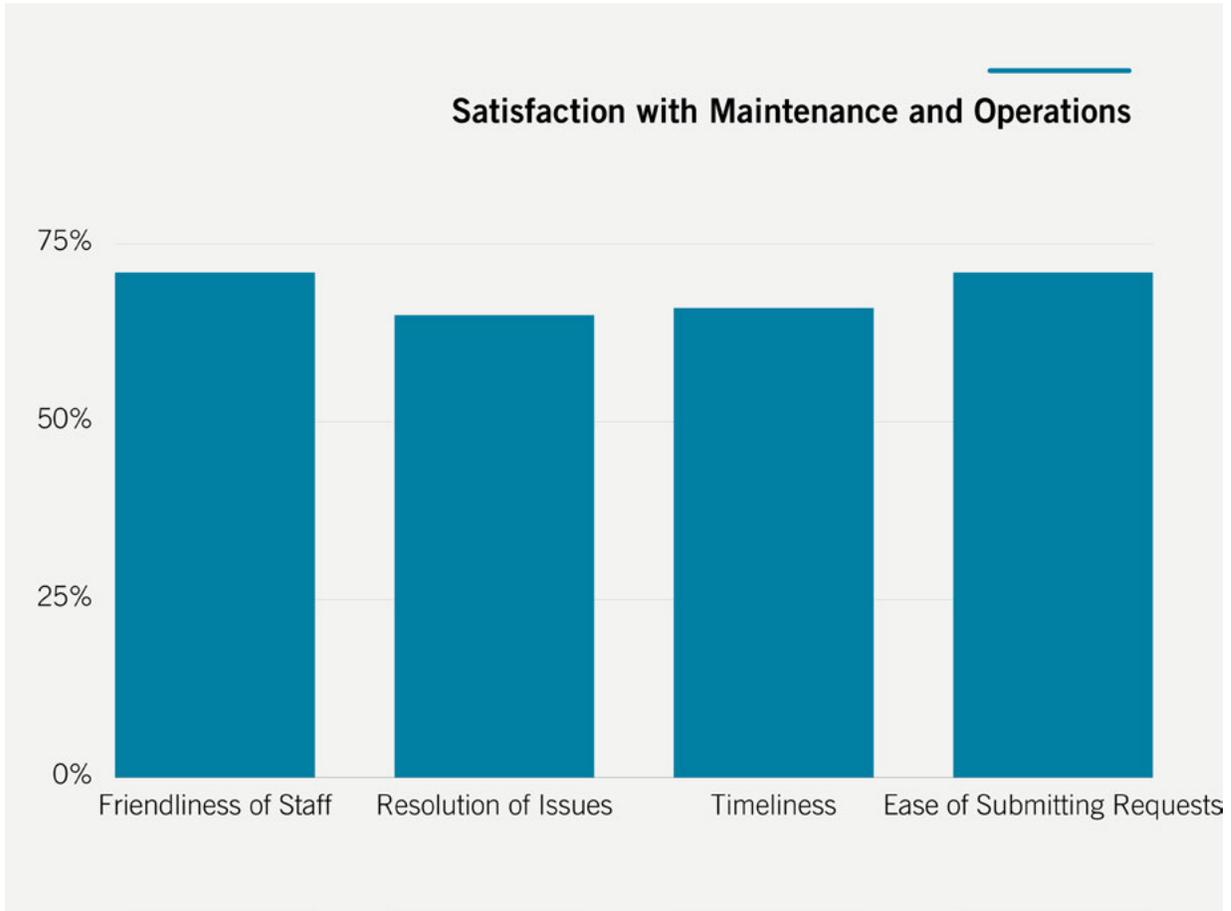
Maintenance Feedback Surveys were implemented in January 2022, to gather feedback from Charles Street residents on the maintenance work being completed in their units. As of April 2022, UFH has received 156 responses, with 74% of respondents rating their satisfaction with the work done a 5/5.

The Charles Street Annual Residents Survey was another new initiative introduced in March of 2022. The purpose of the survey was to gather feedback on building operations, communications, residence life programs, and overall customer service. UFH received 166 responses, with 57% coming from 30 Charles and 43% from 35 Charles. Residents are overall, very satisfied with the Admissions

Office, Residence Office, and Building and Operations staff, typically rating them as either “Good” or “Excellent”, along with building common spaces. UFH identified that opinions on building security hover at the 50% mark, and they are working on new strategies to improve these results in the coming years.

To ensure the perspective of the Huron-Sussex community is also captured, a similar survey was rolled out in June of 2022. The survey had 51 responses, 27 of which were faculty members, 5 student families, and 19 long-term tenants. The results of this survey are being reviewed and analysis is currently underway at the time of this report.





Utilizing the UFH Website for Improved Communication

The pandemic accelerated how technology was used by UFH to communicate with their residents. Going from primarily in-person communication to entirely digital was a significant change, but one that allowed for more transparency and timelier information for residents.

Homepage Updates began to be shared in the Fall of 2021 on the UFH website regarding building maintenance and other community-related information. When UFH first implemented updates on the website homepage to communicate a building-wide water shutdown at Charles Street, they saw a 45% increase in page views and received no resident emails asking for updates on progress.

News and Events page enhancements were made for the website in February of 2022. Before the pandemic UFH relied on posters in the buildings and email as the primary way to communicate upcoming activities and programs to residents. This updated page consolidates information on building maintenance, community updates, and houses a new events calendar.

Sharing meeting minutes from the Monthly Joint Tenant Management Minutes of the Joint Committee Meeting (JCM) on the website was another addition made in February 2022. UFH's management team meets monthly with the Charles Street Tenants' Association Executive to discuss building updates and tenant concerns. These meetings lead to fruitful discussions on a variety of issues and topics, all of which are relevant for residents of Charles Street to be aware of. Now residents can easily access a library of past meeting minutes on the website.

Showcasing vacant units during COVID-19 restrictions was a challenge the UFH team faced during the pandemic but was able to solve with technology. In 2021 UFH began to take 360-degree videos of different units in Charles Street. These virtual tours allow the user to walk through the unit, see the floorplan, and view still images. As of April 2022, they have successfully taken 10 virtual tours in Charles Street and featured them on a new Admissions page on their website. In February 2022 they were able to take the first 360-video of a house in Huron-Sussex, which included two separate units. They plan to continue to build their library of virtual tours for both communities.







Goal 2:

Support Social Interaction Through an Active Public Realm

Support social interaction through an active public realm and shared outdoor spaces, promote community for students, faculty members, spouses, children and families of all types and sizes, and foster relationships between residents and the University.

Hybrid Program Delivery

In 2020, the pandemic caused significant impacts to in-person activities, and the Charles Street Residence Life Team had to suddenly shift to an entirely online program portfolio, presenting unprecedented challenges.

In the Fall of 2021 when the University began to expand its in-person offerings, the Residence Life team shifted to a hybrid model, offering both in-person and virtual programs.

Additional Program Offerings

Listed below were several successful programs made available to student and faculty families over the past year – these were additional offerings beyond the day-to-day children and adult focused programs offered both virtually and in-person.

UofT's BikeChain built and donated 37 children's bikes, along with helmets and lights to families in the Charles Street community in May of 2021.



A Halloween Trick or Treat Giveaway Event was hosted on the podium deck outside 35 Charles Street West. Children dressed up in their costumes and came down in small groups, honoured social distancing, and picked up loot bags. The event was a success and well attended, with parents very appreciative their children could still experience Halloween.



Virtual Halloween activities called 'Halloweek' were run by the Recreation and Community staff the week before Halloween. Children who participated were given coupons to pick up mini pumpkins at Rabba's located at 35 Charles.

The first Huron-Sussex Orientation Session was held for new Huron-Sussex residents in the Fall of 2019, moderated by Gloria Cuneo, Director of University Family Housing. The event had a modest, but enthusiastic audience who discussed several topics related to the neighbourhood. Due to the pandemic, UFH had to cancel any such plans for 2020 and 2021. They plan to offer these orientation sessions on a yearly basis.

The Great Shoe Giveaway was a one-day event in November of 2021 where families at Charles Street could register and then drop by at an assigned time to select one pair shoes for each family member. The organization ‘Brands for Canada’ donated over 400 pairs of shoes (mostly running shoes). This was wildly successful, with 154 people registering within 30 minutes of opening.

A biweekly newsletter was published by Recreation and Community staff which included most holidays, tips on where to find local businesses, and details about current events in Toronto.

Charles Street Cooks is an ongoing project that was started in 2021 where Recreation and Community staff collect and publish recipes from families, staff and students at Charles Street.

Earth Hour in March of 2022 was UFH’s first in-person, indoor event since 2019. An environmentally friendly movie was shown in the Drop-In Centre and over 50 families dropped by to pick up some treats and glow sticks outside at 35 Charles Street.

Adult-Focused Programs

The Residence Advisors (RAs) ran several adult-focused programs in 2021-2022 in addition to providing online orientations to all the new student families and weekly Zoom “office hours” for students wanting to talk about challenges they were facing academically or personally.

The English Conversation Group was a virtual conversation circle that had 10 adults in regular attendance from Charles Street. The program ran for six weeks through February and March of 2022 with themes such as formal conversation, informal conversation, dining, and more.

Getting to Know Toronto was a virtual series geared towards new residents and those that arrived over the pandemic and were now ready to explore the city. It was very successful, with over 20 participants from Charles Street in each of the virtual sessions. Topics included day trips from the city, where to eat in Toronto, and transit. The Residence Life team agreed that this program should be run annually, whether in person or virtually, to introduce new residents to all the family-friendly options nearby.

How to Create Your Own Podcast was a program that drew upon the strengths of the RA team at Charles Street. In the 2021-2022 year, they had team members who had successfully created their own podcasts, and some that were interested in acquiring the skill. This virtual series had a regular group of residents who created a podcast episode about their jobs, academics, or creative pursuits.

Educational Events

For educational events, the Residence Life team collaborated with campus and community resources to offer information and activities relevant to the UFH adult population. Highlights included:

- A cooking class with Reem Ahmed, former resident and Masterchef participant.
- Navigating education and school enrollment in partnership with the Family Care Office.
- A presentation from the Working Women Community Centre.
- A presentation from the UofT Outdoor Club.

Looking ahead, and based on lessons learned, UFH will continue to provide varied program options that cater to the diverse needs and interests of the community through a hybrid approach. It allows residents to participate in in-person events should they chose, or in virtual activities from the comfort of their own home. Furthermore, as they continue to connect the Huron-Sussex and Charles Street communities, a more varied programme offering is more inclusive.

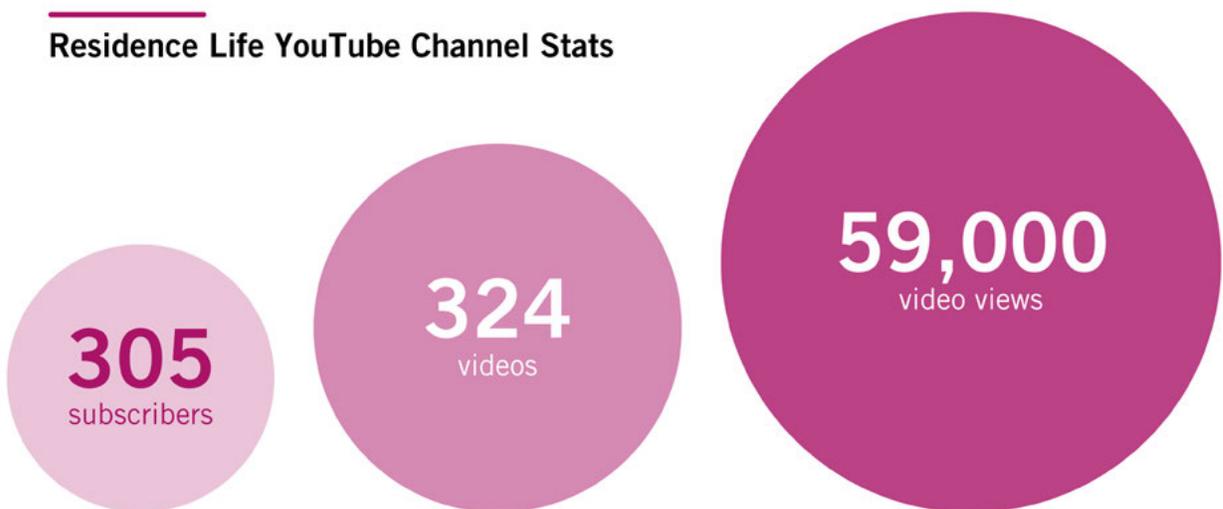
The Drop-In Centre & Adapting Children’s Programming at Charles Street

The Drop-in Centre was the first programme to shift to a virtual model. The Drop-in Centre Coordinator, Sirichai (Song) Limpanapongpan, created weekly virtual programs where parents and their children could log on for music, crafts, story time, and many other activities. Together with work study students, Song also created videos that could be accessed at any time online on YouTube. The reach of these videos extended well beyond the families at Charles Street, and as of May 2022, the team has created 324 videos, has 305 subscribers to their YouTube channel, and has amassed over 59,000 views total!

As UFH began a gradual re-opening of the Drop-in Centre, families filled the registration site immediately. Initially the Centre offered hour-long visits, twice daily, three days a week, for 4 children and their parent/caregivers. Then they began to increase both the length of time and the number of children allowed. At each opportunity families immediately responded to both the new times and increased availability.



Residence Life YouTube Channel Stats



Fostering an Environmentally Conscious Community

Families at Charles Street drop off gently used items to the Free Store that range from smaller furniture pieces, kitchen items, books, and clothing, which can then be picked up by other residents free of charge. All the clothing that is not claimed is donated to Oasis, a not-for-profit organization, or is taken to a large depot on campus where it is sorted for recycling. The Free Store represents recycling at its most effective level. UFH has been tracking bags of donated clothing since 2006 and over 600 bags of donated clothing each year is diverted from landfills. Even while closed during the pandemic, families continued to drop off their items and UFH received an abundance of donations.



Making it Easy to Utilize Community Spaces

In March of 2022, two years after the Recreation Room (a multipurpose space at 35 Charles that includes a kitchenette and was booked by residents for private events) had to be closed, COVID-19 regulations were at a place that UFH could reopen the space. Before closing in 2020, the booking process for the Recreation Room had been a manual process, with residents having to determine availability and book the space in person. UFH wanted to innovate on old processes and make the space more accessible to their community. When the Recreation Room reopened, UFH launched a new online booking process that allows residents to view a calendar of availability and book the space through StarRez. Since launching, every booking request for the Recreation Room has been done through StarRez, with none being submitted in person.





Goal 3:

Provide and Recognize the Value of University Family Housing

Provide student family housing to undergraduate and graduate students in a full-time degree program near or at the St. George Campus while demand exists and recognize the value of this housing to residents and the institution.

Applications, Waitlist, and Occupancy Rate Impacts due to COVID-19

Student Family Housing at Charles Street

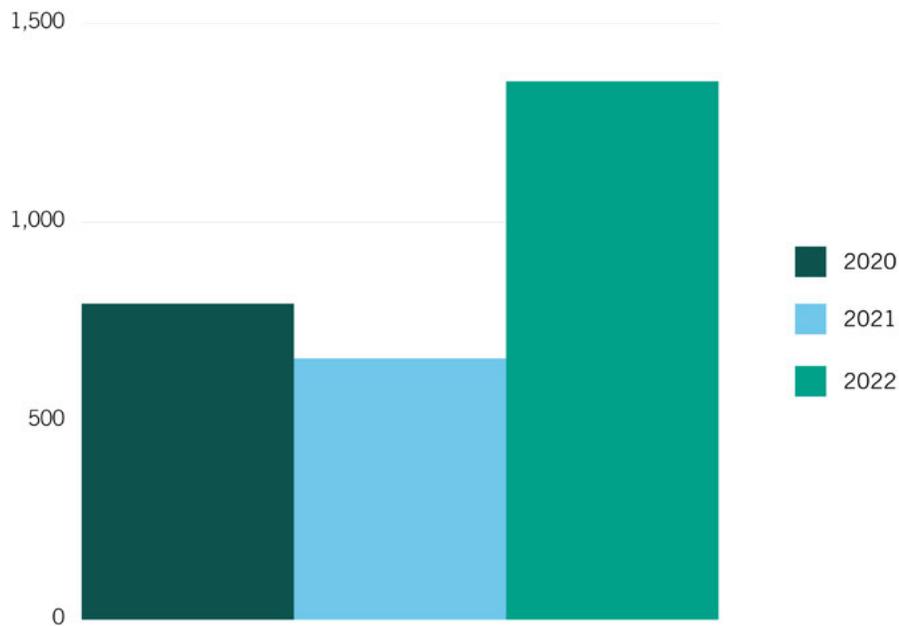
Starting in March 2020, there were large numbers of student families making hasty exits from residence to return to their home countries or to leave Toronto for a less densely populated town in Canada.

Pre-pandemic, one of the key indicators of the performance of the residence operation at Charles Street had been occupancy levels. Historically, occupancy numbers have been consistently high at around 97% and UFH generally had a population that was comprised of approximately 50% international student families. As a result of the pandemic,

many countries closed their borders, and it was expected that there would not be many student families coming for Fall 2020. As it turned out, this impact was delayed because some international families had already moved to Canada, and half of UFH's waitlist was comprised of Canadian student families. In 2020, a total of 795 applications came in for UFH, of which 494 students with families deferred until Fall 2021 or "until after the pandemic is over".

In Winter 2021, there was a significant increase in the difficulty of filling apartment vacancies, and apartments sat empty for several months. UFH received 657 applications in 2021, with more than half still on the waiting list because

Student Family Housing Applications



of vaccination issues and border restrictions. The number of applications received in total suggests that students were optimistic about coming to UofT, but then many found they were unable to, causing a drop in occupancy at 91.07% for the year.

Since then, occupancy has remained lower than normal but has improved significantly in the Fall and Winter months. As of February 2022, UFH has 1354 active applications and the forecast for occupancy is 92.3% by the end of 2022. The budgeted occupancy for Fiscal 2023 was set conservatively at 93.0%.

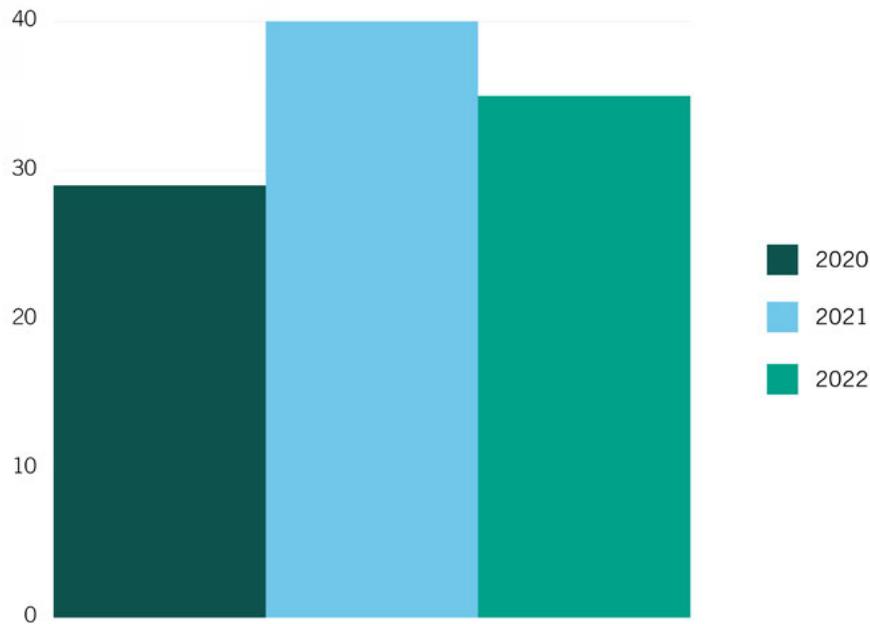
year. Due to the delays caused by the pandemic, UFH saw applications rise in the years after, with 29 applications in 2020 (pre-pandemic), 40 in 2021, and 35 for 2022.

Visiting faculty applications saw a similar drop in 2020 and early 2021, but as COVID-19 restrictions evolved and vaccination numbers rose, the visiting faculty housing has reached almost 100% capacity. UFH also already received several enquiries about housing for 2023, some of which come from visiting faculty who have stayed with UFH in the past.

Faculty Housing at Huron-Sussex

For new faculty applying to live in the Huron-Sussex neighbourhood, there was understandably a lot of hesitation in late 2020 and 2021 due to evolving COVID-19 restrictions. Some withdrew their applications, others had delayed visa issues, and some postponed their appointment dates to the next year and then reapplied for housing that

New Faculty Housing Applications







Goal 4:

Develop and Maintain Housing and Occupancy Styles that Support the University's Academic Mission

Develop and maintain housing and occupancy types that support the University's academic mission and strengthen a diverse community, by creating a balance between neighbourhood stabilization and intensification. Remain cognizant that needs of tenant groups will differ.

Research and Development Expansion Plans

As UFH's housing demand continues to increase both for Student Family and Faculty Housing, they continue to explore new approaches and initiatives to address the current supply shortfall. In addition to addressing supply, UFH continue to explore innovative ways and programs in which housing can be offered to the various occupant groups.

In winter of 2022, UFH, in close collaboration with Real Estate, undertook a series of consultation sessions with several American Universities including UC Irvine, Stanford, and Harvard. These connections were made through UFH's participation in the Council of Academic Workforce Housing in which UofT is an active participant in networking with colleagues and sharing best practices through regularly scheduled virtual and in-person hosted conferences. The purpose of these focused sessions that UFH initiated was to investigate and explore home ownership programs in greater detail, and to better understand development opportunities in relation to Faculty and Student Family Housing. The results of this information gathered will inform future potential housing programs that could best suit UFH's occupant groups.

Three laneway houses were recently introduced into UFH's available housing options for faculty and student families. With these now fully operational and embedded within the Huron-Sussex Community, they continue to explore further opportunities to expand this type of housing compliment along with colleagues from the Real Estate and University Planning Departments within the University.

Finally, UFH is further investigating the feasibility of a new and ambitious development called the Gateway, located at development Site 1 (the west portion of the block bound by Bloor, Spadina, Huron, and Washington). This will anchor the Northwest corner of the University's St. George Campus and will act as an important threshold between the University and the City. The project intends to respond to one of the primary demand drivers for the project: the need to increase Faculty and Family housing offerings at the St. George Campus. A robust housing inventory will not only help recruit the best and brightest but will also help to retain them.

In March of 2022, the proposed development, "Site 1", was announced. In an article discussing the development published by UofT News, Scott Mabury, UofT's Vice President, Operations and Real Estate Partnerships, said, "This site, located at a prominent downtown intersection, represents a unique opportunity for U of T to help address its growing need for housing, provide renewed academic space and enrich the surrounding neighbourhood."







Goal 5:

Build and Maintain Housing that Meets the Needs of a Variety of Income Groups and Family Types

Build housing that meets the needs of a variety of income groups and family types, maintain physical assets responsibly, and provide options for residents with challenges or individuals at risk. Seek balance in long- and short-term tenancies.

Capital Renewal Investments at Charles Street

In 2021, UFH successfully launched the Charles Street Apartment Refurbishment Program with the goal of upgrading kitchens in 100 suites per year. This planned investment of \$1.0M per year will be recovered by charging higher rents for these units and is designed to recover the annual investment in 3.5 years.

The 82 units which have been completed, or in process, as of April 30, 2022, have been largely rented out and the new price point does not appear to pose a barrier to entry for many residents. UFH rental rates, even for the upgraded units, continue to be extremely competitive for housing in the downtown core. These refurbished units continue to provide housing that is attainable, while providing needed modernization to keep the buildings viable.



Charles Street kitchen before refurbishment.



Charles Street kitchen after refurbishment.

University Family Housing Facility Improvement Projects

In 2021 and the beginning of 2022, UFH's Operations team endeavoured to make significant improvements to critical mechanical equipment, non-emergency maintenance that had been put on hold due to the pandemic, and capital improvements. Some of these projects were:

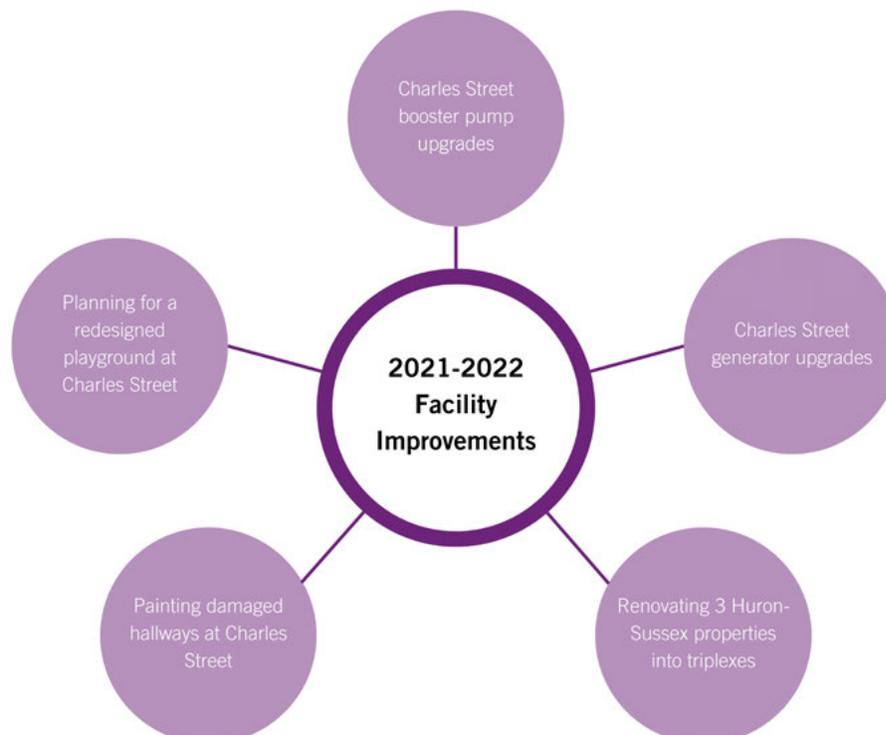
Water booster pump upgrades at Charles Street to improve the efficiency of the system that regulates water pressure.

Generator upgrades at Charles Street to ensure that heating and hot water distribution systems will operate reliably.

Capital improvements at Huron-Sussex including the emergency demolition of 358 Huron and, as of May 2022, three Spadina properties will be converted to triplex units. Funding has been secured by way of the Faculty of Arts and Science and Faculty of Applied Science and Engineering, creating a new opportunity for collaboration within the institution while increasing much needed faculty housing.

Annual corridor paint refresh in both 30 and 35 Charles Street beginning in December of 2021 and completed in March of 2022.

Assessing community needs for a redesigned playground through a series of engagement initiatives that were conducted with the Charles Street Community in 2021. These included a brainstorm session, a contest where children submitted drawings of their vision for a new playground, and a community-wide survey to understand needs, color preference, and overall feedback of the current playground. This information was packaged and given to a landscape architecture firm. This firm was also involved in providing a feasibility study, current site conditions, and proposed options for playground material.



WELCOME TO UNIVERSITY FAMILY HOUSING

A collection of various informational posters and notices pinned to the blue wall. The posters include:

- My SSP (My Student Support Plan)
- 10 Health (10 Health is a national charity that provides free health advice and support to students)
- WE'RE HERE FOR YOU (University of Toronto Student Support Services)
- University of Toronto (various notices and information)

A row of five colorful posters for student activities:

- WEEKLY WRITING GROUP
- TRINITY TRIVIA NIGHT (TRINITY TRIVIA NIGHT: TAKE IN THE TRINITY TRIVIA NIGHT: A PART OF THE TRINITY TRIVIA NIGHT)
- WEEKLY WRITING GROUP
- UNIVERSITY OF TORONTO (UNIVERSITY OF TORONTO: UNIVERSITY OF TORONTO: UNIVERSITY OF TORONTO)
- ENGLISH CONVERSATION CIRCLE



4

Looking Forward to 2022 and 2023

UFH is already looking ahead to future projects to continue to move the needle on their shared goals. These are some of the initiatives that are in motion for the coming years.

Looking Forward to 2022 and 2023

Exploring Institution-Led Initiatives and Programs

Currently, the Huron-Sussex community does not have a dedicated offering of programs and events. In order to create cohesion between their two communities, UFH is looking to find opportunities to deliver programming to the Huron-Sussex community both in-person and virtually.

Launching the New UFH Website

In addition to making improvements to their current websites, UFH has also been creating a new, unified website for University Family Housing. This new site will include information and resources for both the Charles Street and Huron-Sussex communities, along with content specific to student families and faculty housing. The new site is expected to launch in summer of 2022.

Building Condition Assessments

To tackle aging infrastructure, building condition assessments were conducted for the Charles Street Buildings in 2019. Information compiled in these assessments have allowed UFH to prioritize major capital work and, as a result, upgrades to elevators at both buildings will commence starting with 35 Charles in 2022 and 30 Charles in 2023. In addition, roof replacements are planned for 30 Charles in 2023 and 35 Charles in 2024. Total cost for roof and elevator upgrades over the 2 years will be \$4.0M. Consultants will also be hired in early 2023 to review mechanical and electrical systems in both buildings. This will allow UFH to budget and prioritize the capital plan over the next 5 years with the goal to strategically invest to extend the life of these buildings – which are now over 50 years old.

Enhanced Communications and Digital Signage

UFH is investigating options to include digital signage in their lobbies at 30 and 35 Charles Street, and potentially other common areas. Moving their communication to digital in all areas possible allows them to provide their residents with real-time information and is also the more eco-conscious option, removing paper notices where possible.

Continued Apartment Upgrade Program

UFH is upgrading 8-10 units per month and will continue this process until all units are upgraded.

Expanded Payment Options

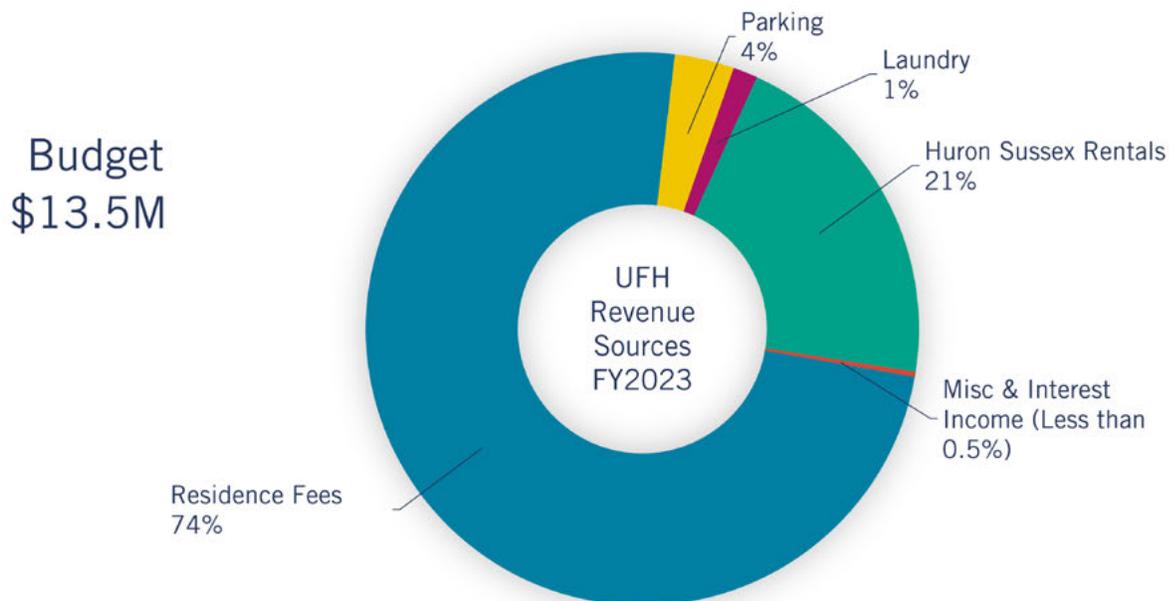
In the Charles Street Annual Resident Survey 2022 UFH asked residents if they would be interested in using a point-of-sale machine in the Residence Office and a payment option online. 84% of respondents said that “Yes” they would be interested in having these options available. They are in the process of setting up a POS machine in their Residence Office and are exploring how they can add an online payment portal to their website with UofT’s Information Technology and Ancillary Finance and Administration departments.

Huron-Sussex Building Condition Assessments

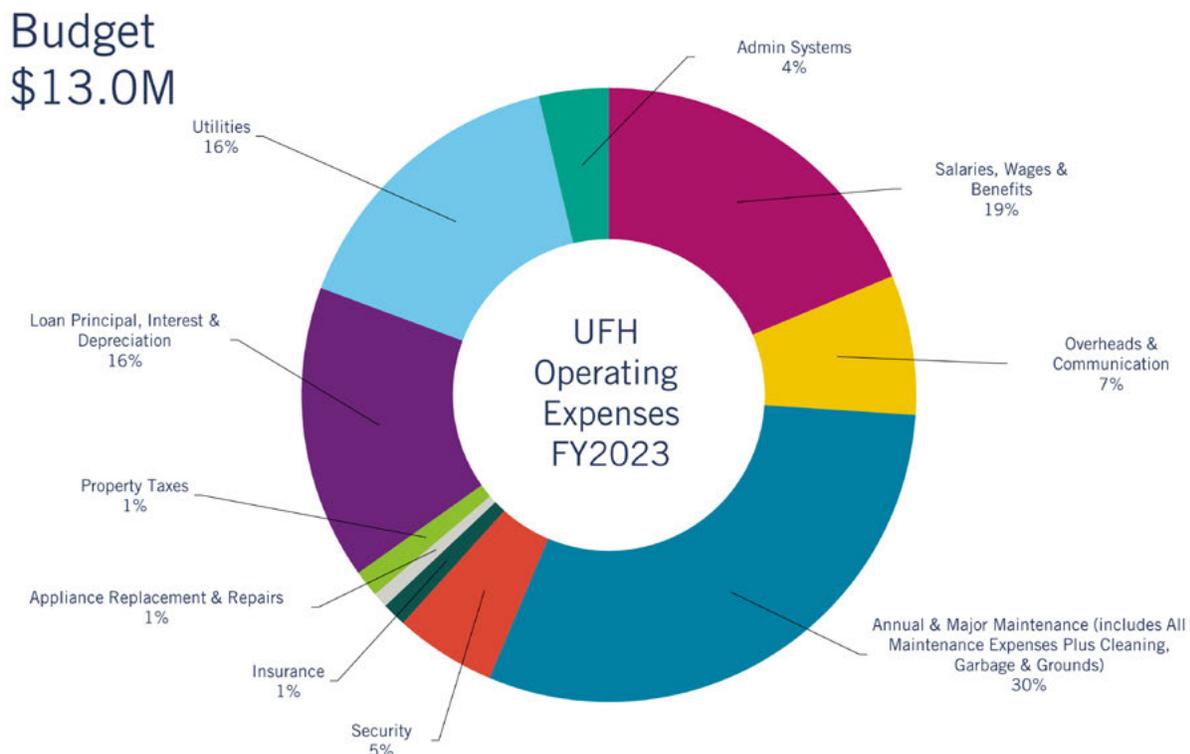
For 2023, UFH is also planning a building condition assessment for the Huron-Sussex neighbourhood. This assessment would be aimed at sampling 10-15% of the properties to allow UFH to budget for capital work in the building envelope, as well as mechanical and electrical systems for all housing units.

5 Appendix

Revenue Sources - FY2023



Operating Expenses - FY2023



Note: Operating Expenses include Major Maintenance and exclude Capital Expenditures

Planned Capital Renewal and Major Maintenance Projects

| Charles Street Community | 2022-23 Budget | 2023-24 Budget |
|---|-----------------------|-----------------------|
| New Roof - 30 Charles | 1,298,135 | - |
| New Roof - 35 Charles | - | 1,000,000 |
| Elevator Upgrade - 35 Charles | 750,000 | - |
| Elevator Upgrade - 30 Charles | - | 1,000,000 |
| Unit Upgrade Project - Multi Year | 1,000,000 | 1,000,000 |
| Residence Portion of 730 Yonge Rehab Project* | 393,416 | - |
| Day Care Flooring - 5 year project | 20,000 | 20,000 |
| Balcony Condition Assessment | 40,000 | - |
| Electrical Condition Assessment | 30,000 | - |
| Mechanical Condition Assessment | 40,000 | - |
| Common Area Lighting Replacement - 30 Charles | - | 200,000 |
| Exterior Brick Repairs | 20,000 | 20,000 |
| Playground Rehabilitation | 200,000 | - |
| Unit Refresh | 735,000 | 771,750 |
| Mechanical and Electrical | 100,000 | 100,000 |
| Huron Sussex Neighbourhood | | |
| Roofing Projects | 210,000 | 210,000 |
| Window Replacements | 60,000 | 60,000 |
| Special Projects TBD e.g., Unit Renovation | 150,000 | 150,000 |
| Contingency | 100,000 | 100,000 |
| Total University Family Housing | 5,146,551 | 4,631,750 |

*For the Residence portion of the 730 Yonge Rehab Project, \$393,416 represents remaining balance to completion only. Total Project Cost: \$1,311,388

Get In Touch With University Family Housing

For more information about University Family Housing, please visit their website at:
www.universityfamilyhousing.utoronto.ca

Faculty Housing Questions & Inquiries

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UNIVERSITY FAMILY HOUSING