

University Family Housing

Annual Report 2022-2023

May 2023



UNIVERSITY OF
TORONTO

University Family Housing
Spaces & Experiences

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Overview

University Family Housing (UFH) is proud to present their second Annual Report reflecting on the past year of projects and initiatives they undertook to provide their residents with a wonderful place to live.

UFH is made up of two distinct communities, Charles Street and Huron-Sussex, which house student families, faculty members, and long-term tenants. These communities are full of unique stories and experiences that are now captured year-over-year in this report. By taking the time to record and reflect on the success and challenges of the past year, UFH is able to celebrate the impact they have on their residents and identify areas of improvement to better serve the community.

Additionally, this report allows the broader University community to be aware of the services UFH provides to a unique segment of U of T's population. UFH looks forward to continuing to release this report and build on it each year as a benchmarking tool for their own progress and ensure consistent forward movement.



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.

The History of Two Distinct Communities

Charles Street

The buildings were built by the Ontario Housing Corporation to provide rental housing for post-secondary student families.

1969

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 oncampus student housing.

1980s

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.

1990s

U of T purchased 30 and 35 Charles from the Ontario Housing Corporation.

2001



Late 1880s

Construction on the Huron-Sussex neighbourhood began on a substantial scale.

1960s - 1970s

U of T acquired many of the Huron-Sussex properties. In many cases, the houses were occupied by tenants who remained tenants after the University's acquisition.

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 Roberts Library, which opened in 1973.

Late 1990s

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



Huron-Sussex

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

2004



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

2021



Student Family Housing and Faculty and Residential Housing merge and rename to form University Family Housing.

2021

The Charles Street Elevator Modernization Project was launched at 35 Charles to replace and upgrade all elevators in both buildings.

2023

2006

The Real Estate Ancillary was restructured and a new Residential Housing Ancillary (RHA) was created. Managed by Ancillary Services, it is responsible for all university owned residential properties in the Huron-Sussex neighbourhood.

2020

Two laneway houses and one street facing dwelling on Huron Street were constructed. These homes have been designed to use 'Passive House' principles and have net zero energy targets and are a pilot project by U of T to introduce gentle intensification through low-rise infill housing.

2022

The Gateway development was announced which will be the largest university housing development of its kind in Canada for student families, faculty and staff.



Welcome
UFH



2

University Family Housing Today

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

Charles Street Today

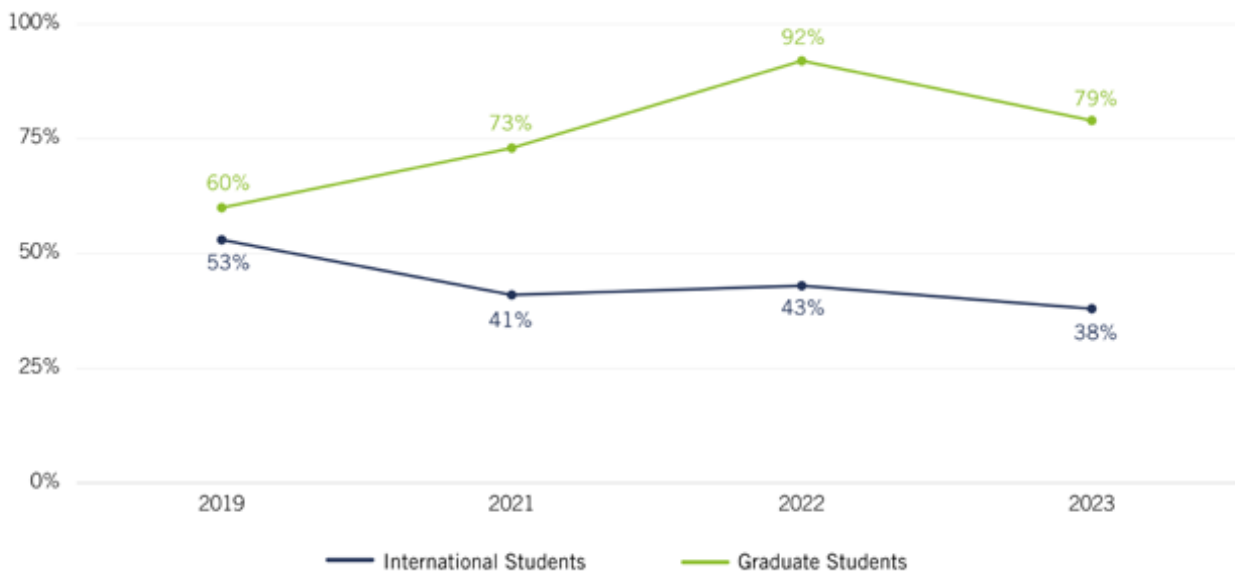
30 and 35 Charles Street West consists of 711 apartment units, which house a population of approximately 2,000 adults and children.

Unlike traditional University residences, Charles Street has residents moving in and out on a monthly basis as well as families who have lived in the building for multiple generations as different family members attend U of T. On average, UFH has 14-20 move-ins and move-outs every month, meaning the UFH population can look quite different year-over-year.

Over the last year, UFH's student population continued to have a lower average percentage of international students compared to previous years.

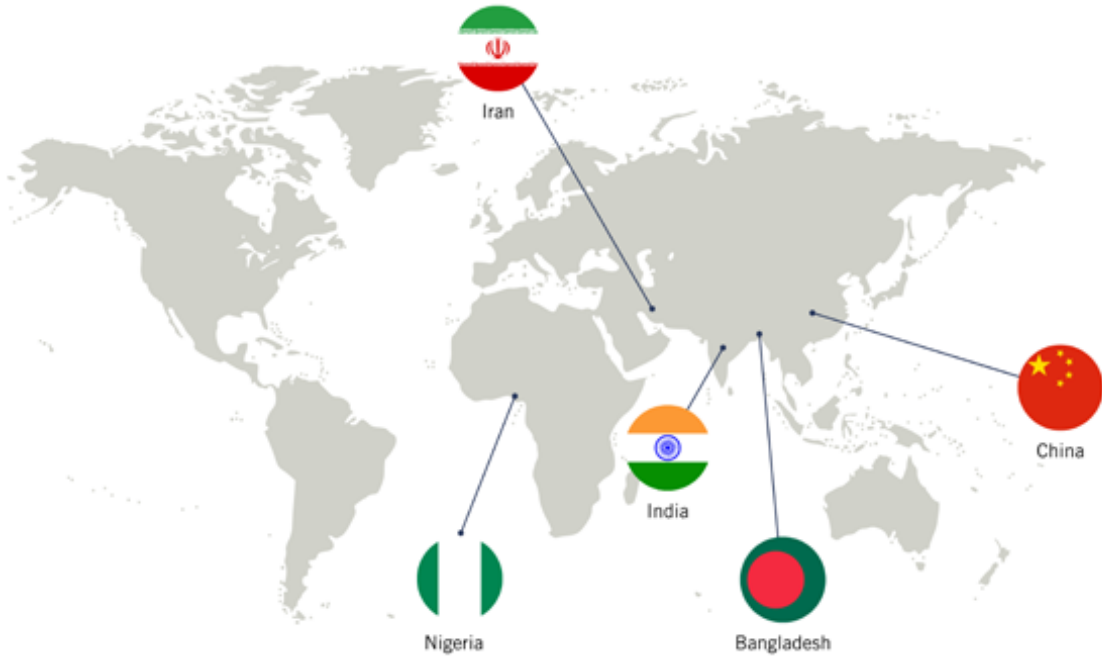
Charles Street has had an active Tenants' Association (TA) since the buildings were constructed in 1969. The TA is run by a group of tenants elected by the student families to represent their interests with the University. The management team and the TA executive strive to work collaboratively. The elected 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 Population Statistics
International and Graduate Student Residents



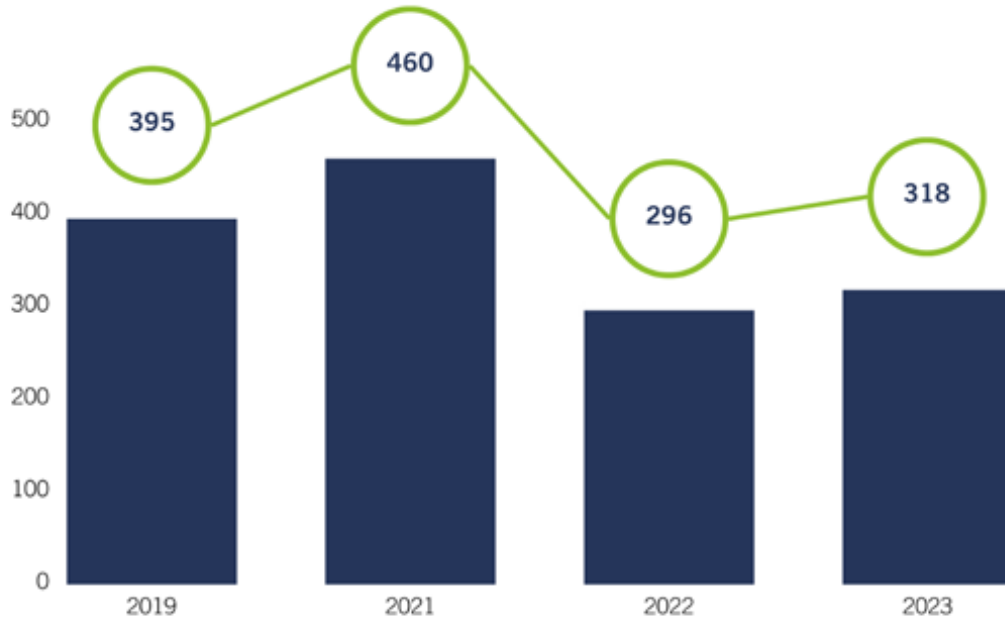
Charles Street Population Statistics

Top 5 Countries of Origin of UFH International Families



Charles Street Population Statistics

Number of Children Living at Charles Street



Huron-Sussex Today

The Huron-Sussex community is a residential neighbourhood made up of century homes, 81 of which are owned by the University of Toronto. Other properties in the neighbourhood are privately owned. These homes now house new faculty members, long-term tenants and a small number of student families. Many of the larger homes have been converted into duplexes or triplexes.

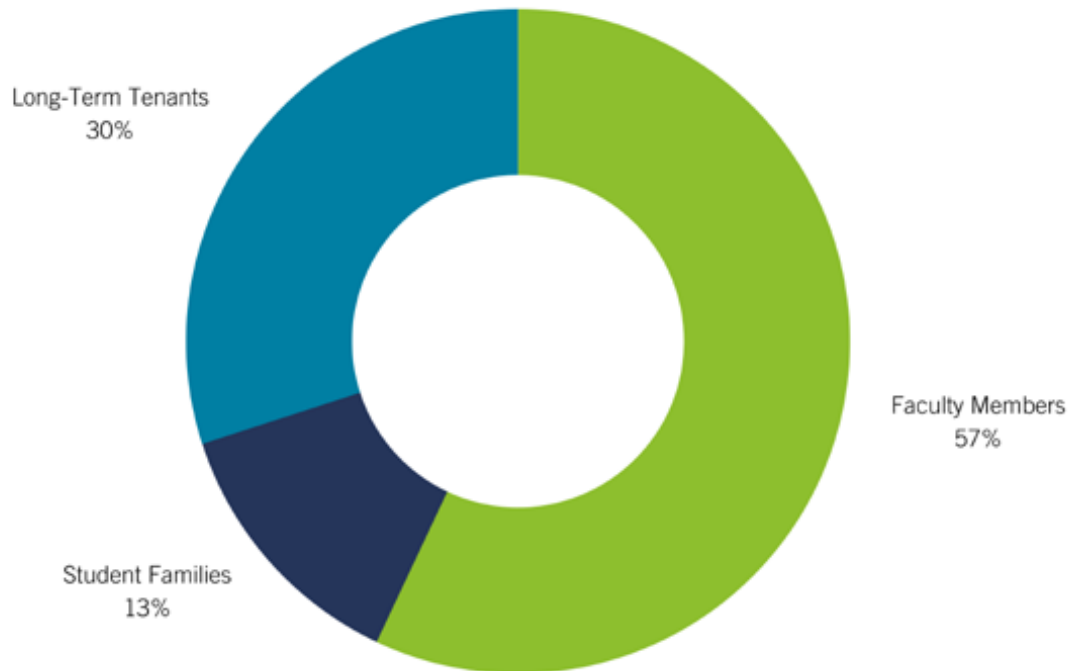
UFH's Faculty Housing programs offer unfurnished units to newly appointed University of Toronto faculty with full-time tenured or tenure-stream academic appointments. Preference is given to those applicants applying from outside the Greater Toronto Area. In this instance, new faculty can stay in housing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

Student Families, Faculty Members, and Long-Term Tenants



Additionally in the neighbourhood, there is the Huron-Sussex Residents Organization (HSRO). The HSRO is made up of all members of the Huron-Sussex neighborhood - students, new faculty, long-term, and private property owners alike. The HSRO is active and engaged with the community, the university, governments and surrounding local neighborhood associations to keep Huron-Sussex a vibrant, inclusive and viable residential community. It also holds community events and runs the community garden at Huron and Glen Morris. The HSRO is a non-profit organization with an elected Board of Directors.

In 2014, The Huron-Sussex Neighbourhood Planning Study was published after several years of work between the University of Toronto and the HSRO. This study 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.

SUSSEX AV.
24

HURON ST.
375

2

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

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 what was 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.

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. 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.

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.

Housing Strategy Shared Goals



Goal 1

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



Goal 4

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 2

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 5

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.



Goal 3

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 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.

Keeping Communication Channels Open Through Reoccurring Surveys

In 2022, UFH administered the first of many surveys with the intention of these becoming annual opportunities for residents to provide feedback on a variety of topics.

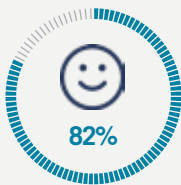
The Huron-Sussex Annual Tenant Survey was rolled out in June of 2022 to collect feedback on various areas including staff, communications, services and facilities, and community programming. The survey had 51 responses, 27 of which were faculty members, 5 student families, and 19 long-term tenants. Tenants are overall very satisfied with staff, rating the Housing and Admissions staff, and both the Property Manager and Superintendent and Cleaner, as either “Good” or “Excellent”.

Through this survey, residents also indicated they were interested in having community programming available for Huron-Sussex. In response to this, UFH has begun extending some of their existing Charles Street programs to Huron-Sussex, including a virtual indoor and balcony gardening workshop. UFH will also be evaluating hiring a Community Life Coordinator role to oversee future events and programs in Huron-Sussex and be a point of contact for tenants to reach out to for community resources.

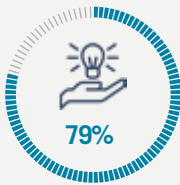
Huron-Sussex Annual Tenant Survey

Residents Are Overall, Very Satisfied With Staff

Friendliness of Staff



Knowledge/ Helpfulness

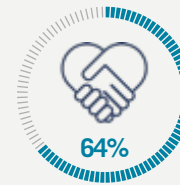


Efficiency/ Timeliness



Tenants Want Community Programming For Huron-Sussex

Interest in Community Programming



Charles Street Annual Resident Survey Implemented Changes



Changing community space hours to fit the needs of our community



Sharing feedback on security with the contracted company, Allied Universal, and appointing a shift manager to ensure consistency with guards.



Increasing building maintenance to return to pre-pandemic standards.



Implementing a point-of-sale machine at the Charles Street Residence Office for Canadian debit.

The Charles Street Annual Resident Survey has now been distributed twice, in Spring of 2022 and 2023. This survey has allowed the team at UFH to identify key areas of improvement that are of high value to their residents and implement changes based on this feedback. Several changes have been implemented from this survey, which will be further described in this report, in the following areas:

UFH had 235 respondents for their 2023 survey, an increase from 166 respondents in 2022. The results of the survey were overall very positive, showing improvements in resident satisfaction with staff in the Residence Office, Admissions Office, and Building and Operations. Notably, there was also a significant increase in resident satisfaction with building security, an area that UFH identified for improvement in last year's survey.

Maintenance Feedback Surveys were implemented in January of 2022 to gather feedback from Charles Street residents on the maintenance work being completed in their units. As of May 2023, UFH's satisfaction rate for maintenance work sits at 96% from 755 surveys (a total of 2818 surveys have been distributed – the total number of annual maintenance requests received). Any resident who expresses a lack of satisfaction is contacted directly to discuss and correct any issues from their maintenance work experience.

New Communication Platforms and Tactics

Over the past year, UFH has implemented several new strategies to better engage with residents and gather data on their communication preferences.

Utilizing Social Media

In September of 2022, UFH began revitalizing and optimizing their Instagram account. Previously, this communication platform had primarily been used for promoting upcoming programs from UFH's Community and Recreation staff. To improve transparency and better showcase all UFH has to offer, the account now features content including facility and neighbourhood tours, operational updates, and staff features, in addition to highlighting their vast programming offering. They also began posting content that applied to both the Huron-Sussex and Charles Street communities to ensure all residents were receiving relevant updates.

Since revamping the account in September of 2022, UFH has gained 278 followers as of May 2023.

Quarterly Newsletter for Huron-Sussex

In the previous fiscal year UFH adjusted their email communications for the Charles Street community by grouping updates each week into one email newsletter that is sent out each Friday. This created a consistent and cohesive source of information for residents. To ensure consistency and improve transparency with their Huron-Sussex community, UFH began issuing a quarterly newsletter to all residents of Huron-Sussex, including student families, faculty members, and long-term tenants. The goal of this newsletter was to better connect Huron-Sussex with the programs and resources available at UFH and the University as a whole.



UFH Instagram Profile

Launching the New UFH Website

In July of 2022, UFH launched their new website, universityfamilyhousing.utoronto.ca. This site combined the separate Faculty Housing and Student Family Housing sites to provide a unified experience for all UFH residents. Members from both communities are now able to easily navigate the site and find the information they're looking for, while staying up to date on communications, resources, and activities available to them.

Since its launch in July, UFH staff have been continuously updating the content to reflect the needs of their residents and improve the user experience of the site. For example, as changes were made to the UFH apartment transfer process, the corresponding webpage was also updated to reflect the new information and become more visual using iconography.

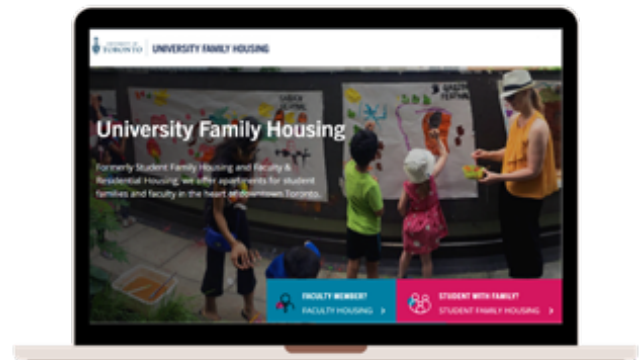
Additionally, to tie in other communication platforms that UFH utilizes and provide information visually, UFH began adding the education videos made for social media directly into their website. Now a website user can read the information provided and reference a visual aid on the same webpage.

July 2023 will mark the one-year anniversary of launching the new website in which UFH will be doing a complete audit to ensure the site is updated and optimized. UFH community members may also be engaged with for user testing to collect feedback on the site.

Communications Audit for Charles Street

In January of 2023, UFH began a large-scale audit of the different communications they send to residents at each stage in their journey interacting with UFH, including application, moving in, everyday living, and moving out. The purpose of this audit is to identify areas where clarity and consistency can be improved, break down silos between UFH departments, and utilize technology to innovate old processes.

As of May 2023, UFH has revamped its email communications for their apartment transfer process and the standardized emails Residence Advisors send to residents.



UFH Website Homepage

Gathering Data on Communication Engagement

Over the last year, UFH has gathered anonymous data on residents' communication preferences by using the UFH website as the central location for information, adding QR codes to posters, and including survey questions in programming registration.

By directing residents to the website, UFH can see the source in which users arrived from and determine what communication strategies resonate best with residents. For example, posters in common areas have always been a key promotion tactic for UFH, but they had no way of knowing how much residents were interacting with the information. By adding QR codes linking to their website, UFH can now see how many visitors to their website came from posters versus other sources. Since adding QR codes to posters, UFH has seen 308 individual users entering their website from this source, with a rising trend in QR code scans. Email communications also drives traffic to the website with 741 individual users entering the website from emails sent from UFH since May 2022.

Additionally, UFH began surveying residents on how they heard about an event when they register. The results of this showed that posters in the building were the main source for event registrations, followed by the weekly email newsletter.





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.

Community Life Programming

This past year, the UFH team was excited to offer a mix of in-person and virtual programming to allow for flexibility for their residents' scheduling and comfort levels. Below are just some of the programs the Community and Recreation Staff and Residence Advisors put on throughout the year.

Virtual Programs

The Indoor & Balcony Gardening Workshop Series had 48 families across both the Huron-Sussex and Charles Street Communities attending each week to learn about houseplant habitats, starting seedlings, and growing microgreens. UFH community members from the John H. Daniels Faculty of Architecture, Landscape & Design led the popular workshops and participants received gardening kits, which included seeds, soil, and other supplies, to put their new knowledge to use.

Several **CRA Tax Workshops** were held over this past year in collaboration with the Centre for International Experience (CIE). In the past, these CRA tax information sessions were only available to the students living at Charles Street, but this year UFH ensured that all family members living in the Charles Street community were able to attend. These sessions provided an introduction to income taxes in Canada as well as a demonstration on how to file a Canadian tax return to over 150 families at UFH.

Pregnancy & Postpartum Workshops were organized by Charles Street Residence Advisors and in collaboration with the Family Care Office. Over 20 UFH families participated in these peer-to-peer knowledge sharing groups on the journey from pregnancy to postpartum.

Life in Toronto Workshops covered everything from places to visit in the city to living on a budget. Over 20 families heard from representatives from Tourism Toronto, the Credit Counselling Society, U of T's Family Care Office, and more.

Building an Online Presence in Higher Education

Workshops were presented by U of T Libraries and Career Education & Exploration to students, post-doctorates, and faculty members from both the Huron-Sussex and Charles Street communities. Attendees learned how to measure and maximize their research impact and create personal websites for their research. The first 15 participants in the program received free professional headshots from a photographer who was also a resident of UFH!

In-Person Programs and Trips

Off-site field trips during the summer returned with great excitement from UFH residents. Staff planned three different trips to Reptilia Reptile Zoo, Cedar Park Water Park, and apple picking at JC Agri Orchards. These were all well received with 116 participants across the three trips.

The STEM Program (Science, Technology, Engineering, and Math) is one of UFH's most popular reoccurring programs for children ages 5 to 13. In this program, participants explore, design, build, and perform fun experiments while working in groups to develop strategies, find solutions, and practice critical thinking.

The Kids' Creativity Series offered a number of creative and constructive play experiences that encourage children to apply and develop their community mindset. Some examples of activities included growing herbs and flowers on UFH's rooftop garden, decorating pet rocks, and creating artwork to share positive messages in the Charles Street buildings. Over 60 children have participated in the series.

Family Movie Nights are another popular recurring program for all ages, where residents watch family-friendly movies with their children and neighbours. The UFH team has been consistently offering this program all year round.

Co-ed Yoga Classes continue to be one of UFH's most popular recreational programs for their adult population. From May of 2022 to 2023 there have been six different classes run on different days of the week, all of which had full registration of over 20 participants.

During the **World Cup 2022**, UFH held 8 viewing parties for World Cup games in the Recreation Room (a community event space located in 35 Charles), including the final match with over 50 community members in attendance.

Community Socials hosted by Charles Street Residence Advisors brought together over 200 community members over the course of the year. Themes for these socials ranged from U of T's 196th Birthday Party to simple breakfast get-togethers with refreshments.



Apple Picking at JC Agri Orchards



Conducting an experiment in the STEM Program



Playing Ping-Pong in the Activity Room



Family Games and Movie Night



Sing, Dance, and Play Program

Large Community Events Returned

The past year was a notable resurgence for in-person activities spanning from community and recreation programs, to building wide events, and increased interactions with our staff. This was a significant opportunity for UFH to rebuild relationships with residents who may have felt distanced during quarantine, but also a chance to strengthen relationships with all incoming tenants who moved in during the pandemic.

UFH's Spring and Fall Festivals, held on the Rooftop Garden at 30 Charles, saw over 250 attendees at each event.

Another popular event that returned in 2022 was Haunted Halloween. Over 300 residents attended to experience the 30 Charles' Activity Room transformed into a Haunted House, and for fun and games in the Drop-In Centre.

In August 2022, UFH hosted the first ever Faculty Meet and Greet event. This was an opportunity for new and returning Faculty Housing residents in the Huron-Sussex community to gather and meet for refreshments and summer activities. The event was a resounding success and plans will be made to repeat this event annually.





Expanding Programming in Huron-Sussex

In the Huron-Sussex Annual Tenant Survey, the community was asked about their interest in offsite recreational programming hosted by UFH; 64% Huron-Sussex residents said they were interested. Up until this point, UFH offered programs and events to their Charles Street community, but beginning in January of 2023, UFH began opening some of their regular programming to Huron-Sussex residents. Some of these events and programs included a Career Education & Exploration workshop, an Outdoor Small Space Gardening workshop, and the annual Spring Rooftop Festival.

Additionally, UFH will be evaluating hiring a Community Life Coordinator role to oversee future events and programs in the neighbourhood and be a point of contact for tenants to reach out to for community resources.

Creating More Student-Friendly Spaces

In the 2022 Charles Street Annual Resident Survey, UFH noted that residents were looking for more quiet work areas in common spaces. Additionally, when asked in the survey if there was interest in having the Meeting Room converted to a 24-hour study space, 74% of respondents said yes. With the strong desire for these changes, UFH made the arrangements to allow for the space to be open 24/7 for quiet study work.

Alignment Between Programming

In an effort to increase the accessibility of programming, UFH piloted offering a limited number of child-minding spots at the Drop-in Centre so parents/guardians could attend the Toronto Public Library Tea & Books event in the Activity Room across the hall. This initiative was modeled on the Women's Wellness program offered by UFH in collaboration with the Family Care Office, which similarly provides limited child-minding to increase accessibility. This year, UFH's goal is to continue to develop and offer concurrent programming for adults and children at UFH in order to promote and increase active participation in community life.

Huron-Sussex Mural Project

The animation of laneways in the Huron-Sussex neighbourhood is part of a broader initiative called the Living Lane, run by U of T's University Planning office in collaboration with the HSRO and the City of Toronto. A small section of one laneway that runs north from Harbord Street to the University of Toronto Schools has been selected to pilot a temporary project, which includes a painted street-mural along with the addition of seating. This is an example of how the larger University, the City, and the local Residents' Organization works together to build our community. UFH is excited to work with the Huron-Sussex community on this project and hear their feedback as it moves along.

Expanding Partnerships

In addition to all of the programs and events that the UFH staff put on in-house, the team worked to build partnerships with other organizations both at the University and in the Toronto community to continue to provide value to their residents. Some of these partnerships included:

Toronto Public Library

This year UFH hosted their first event with Toronto Public Library (TPL) on the December 2nd PA Day and welcomed over 75 community members of all ages. The event included free on-site library card registration, story-time for children ages 0-7 and their caregivers, and a snap circuit tech challenge for children 8 years and older. UFH's second event with TPL was a Tea and Books event that took place in March 2023 for adult community members where library resources and reading recommendations were shared.

UFH also developed an ongoing library card registration service. Anyone who would like to register for a free TPL library card can pick-up and return an application on the bulletin board outside the Residence Life Centre (35 Charles St W, 2nd floor). At the end of each month, these forms are submitted on community members' behalf and a library card is delivered to their mailbox!

Academic Success

UFH began hosting Study Hubs in February of 2023 in collaboration with Academic Success at U of T. Study Hubs are a supportive community where students can meet their study goals. Meeting once a week, these meetings start with a check-in and goal setting followed by two 50-minute work periods. Attendance can also count toward students' Co-Curricular Record credit.

Family Care Office

UFH and the Family Care Office (FCO) at U of T have had a long-standing partnership where UFH residents are connected with the resources and events the FCO provides specifically for students with families. Over the last year, UFH has worked to increase the visibility of the FCO with their residents by including a reoccurring section in their weekly Charles Street newsletter and quarterly Huron-Sussex newsletter on the upcoming events and programs at the FCO. Additionally, UFH has begun exploring other channels to collaborate with the FCO, including creating educational videos on Instagram shared across both accounts.

Discovery Pharmacy

As part of a larger collaboration, UFH hosted representatives from Discovery Pharmacy, U of T's dedicated campus pharmacy, in the lobby of 35 Charles on two Wednesdays in May of 2023. UFH families were able to drop by any time to learn about the many free services Discovery Pharmacy offers to students and their families, including their ability to consult and prescribe for minor illnesses. UFH can look forward to more educational programming with Discovery Pharmacy in the coming year!

Drop-In Centre Returning to Full Capacity

The Drop-In Centre is one of the most beloved resources available to families living in the Charles Street community. Finding the balance of offering this service and doing it safely has been a challenge for UFH staff over the last year. The Drop-in Centre had been strictly following the guidelines from the Environmental Health and Safety department throughout the last several years. Even though the policies related to COVID-19 have relaxed, Drop-In Centre staff are still diligently reinforcing frequent handwashing, play space disinfecting, and proper toy-cleaning protocols. Staff have

increased floor-play space for families and their children to engage in small group gatherings during drop-in time. In addition, the Activity Room and the Rooftop Garden (located next to the Drop-In Centre at 30 Charles) have also been utilized when the number of Drop-in visitors is high and the weather permits. As of May 2023, the Drop-In Centre is fully operational, and has approximately 45-50 families visiting on a weekly basis.





A large, light blue graphic in the background consists of a house outline at the top and a stylized silhouette of a family (two adults and a child) below it. The house outline is composed of several parallel lines, and the family silhouette is also composed of parallel lines.

Goal 3

Provide and Recognize the Value of University Family Housing

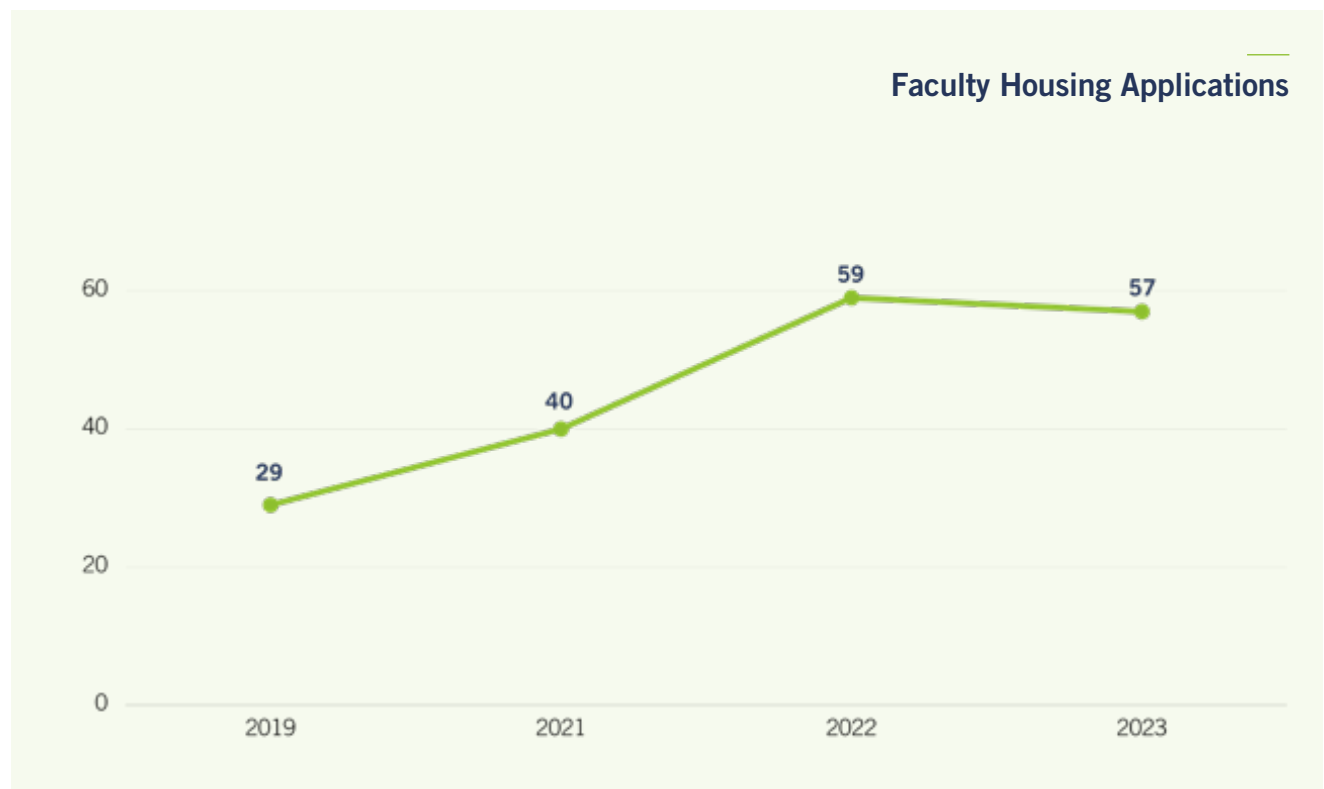
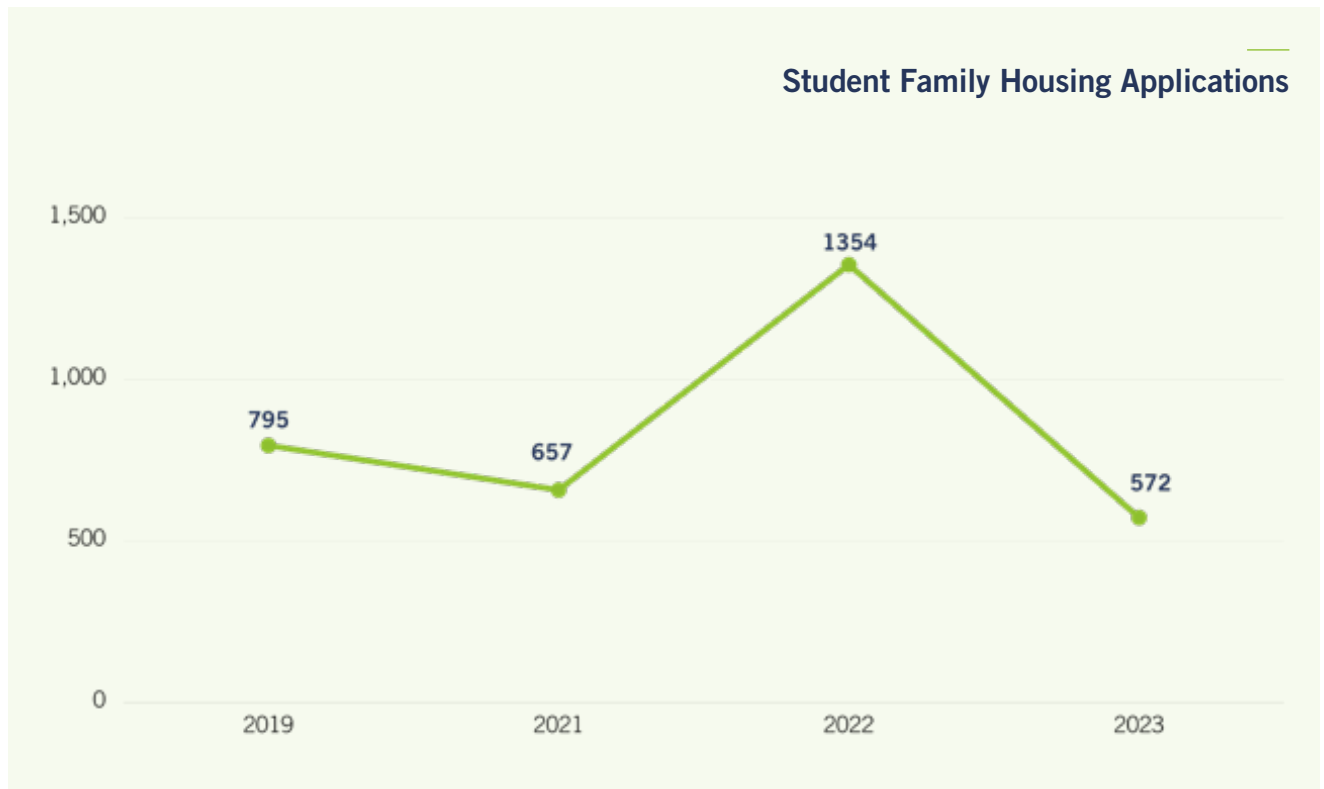
Provide student family housing to undergraduate and graduate students in a full-time degree program near or at the St. George Campus while demand exists and recognize the value of this housing to residents and the institution.

Applications, Waitlist, and Occupancy Rates

Demand and occupancy in both the Charles Street and Huron Sussex neighbourhoods remain high. For Charles Street UFH expects to be close to 95% occupancy and 98% occupancy in Huron-Sussex. Waitlists have bounced back significantly over the recent years.

For student families, the ongoing waitlist stands at 400 applicants while for faculty housing, 57 applications were received over the last year.









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.

The Need for More and Different Typologies of Housing

This is an exciting time for student family and faculty housing as new housing options are being explored. Consistent with trends for Academic Workforce housing in North America, UFH is working with partners in Real Estate and other University colleagues to expand housing

typologies to consider additional laneway housing, home-ownership options, as well as The Gateway development, which will be the largest university housing development of its kind in Canada for student families, faculty and staff addressing the strong demand for University housing.



Site 1: The Gateway
Image courtesy of University of Toronto and Westbank

730 Yonge Residential and Retail Improvements

An ongoing project to revitalize the Charles Street neighbourhood is the work being done at 730 Yonge Street. Improvements to the residential and retail spaces include new exterior tile cladding and new retail storefront facades. Currently, a new contractor is being sourced to continue and

complete the work left on this project. UFH will continue to update residents on the project once the procurement process is completed.



730 Yonge Residential and Retail Improvements Rendering

HURON-SUSSEX
COMMUNITY
GARDEN





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

UFH has entered its second year of the apartment modernization program at Charles Street and by the end of Fiscal 2023, 26% of the fleet will have a new kitchen. This program has proven successful and the introduction of differential rental rates for the upgraded units to reflect/recover the level of investment has not been a barrier for new tenants. UFH continues to offer options at varying price points.

Beginning in the fall of 2023, UFH will invest in further modernization by adding a bathroom upgrade to units with a renovated kitchen at a rate of about 60 per year. In addition, all units turning over will be refreshed to a higher standard of finish including new upgraded baseboards, all new interior doors and hardware including closet doors. Rates for new tenants coming into these units have also been set to reflect the level of investment correlating to a unit's renovation status. These continued efforts to modernize the units keep the housing competitive in the marketplace.



Charles Street kitchen before refurbishment.



Charles Street kitchen after refurbishment.

Increasing Pressures from Inflation and Procurement Impacts

Over the past two years, UFH's operation has been impacted severely by supply chain issues and increased prices on materials and labour. Specifically, price increases on materials for roofing, elevator modernizations and playground equipment have resulted in a significant impact to their planned budgets and could delay these capital projects in the coming years.

The financials have some inherent risk as UFH has seen capital projects coming in 50% above current budgeted estimates. These significant cost pressures will impact

future financial projections and reserve balances over the next 5 years as Charles Street continues a period of infrastructure renewal with several large capital projects planned. Roofing for the two high rise buildings, elevator modernization and a new emergency generator are currently budgeted at \$5.6M but the risk of significant increases is high. Although the UFH operation has reserves for this needed work, they expect there to be significant pressure on the operation both in terms of cost and project delays.



New Charles Street playground rendering



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Looking Forward to 2023 and 2024

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 2023 and 2024

Broader Survey Initiatives

UFH plans to continue and expand on the surveys they distribute to ensure they are keeping their finger on the pulse of their current resident base. They plan to launch another annual survey to the Charles Street community, specifically on Community Life, to capture opinions and preferences on programming, events, Residence Advisor engagement, and more.

Adding Additional Payment Options

When UFH asked Charles Street residents if they would be interested in using a POS machine or online payment option on the Charles Street Annual Resident Survey, over 80% of responses said Yes. In June 2022 they added a point-of-sale (POS) machine in their Residence Office to allow residents to make payments using Canadian debit. They are currently exploring adding credit as an option to the POS machine as well as online payment portals.

Charles Street Facility Refresh

The Operations Team at UFH is planning refresh painting projects at both 30 and 35 Charles, which will include common area corridors, parking garage stairwells, and lobby touch-ups, and renovating the laundry rooms that includes painting, new tiles, and hard surface countertop replacements. Additionally, improvements to landscaping and grounds maintenance, including additional flower planting will be conducted in the warmer months of 2023.

Elevator Modernization at Charles Street

In May of 2023 UFH began the Charles Street elevator modernization project at 35 Charles Street West. To conduct this work, one elevator will be taken out of service at a time, and it is expected that it will take 10-12 weeks to modernize each elevator. Work in 30 Charles will only begin once the elevator modernization is complete at 35 Charles, in approximately January of 2024. This project comes at a time when major components of the existing elevators are nearing the end of their lifecycle. UFH wants to proactively improve the reliability and performance of this crucial equipment, and introduce modern features including:

- New cabin interiors, including new lighting, fans, and flooring
- New digital display screens in each elevator to communicate building events and maintenance alerts
- New LED button stations in each elevator and hall call buttons
- New controllers, motors, hoist ropes, door rollers, door operators, and travel cables

Looking Forward to 2023 and 2024

Digital Signage at Charles Street

As digital signage is added to the elevators at Charles Street, UFH will be exploring how more digital signs can be added across the buildings to reduce paper and visual clutter and allow for more timely updates for residents.

Playground Renovations

UFH is now in the final stages of the procurement process for the Charles Street playground revitalization and is expecting this project to be awarded in Spring of 2023. Due to supply chain delays and the inclement weather over the winter months, construction is estimated to start in Spring 2024. Previously, UFH had surveyed residents to understand how their community uses the playground and identify opportunities for improvement. They took this feedback and packaged it for a landscape architect who provided potential designs and colour palettes. Following this, UFH conducted another survey in July of 2022 to have residents weigh in on which designs and colours they most preferred. UFH took the results of these surveys and worked with the landscape architect to select a play structure design and colour palette that will best suit their community's needs.

Building Condition Assessments for Charles Street

To tackle aging infrastructure, building condition assessments were conducted for the Charles Street buildings in 2019. Information compiled in these assessments has allowed UFH to prioritize major capital work including the elevator modernization project. Additionally, roof replacements are planned for 30 Charles in 2023 and 35 Charles in 2024. Electrical, mechanical, and balcony condition assessments will also be done in 2023 for both 30 and 35 Charles. These assessments will allow UFH to budget and prioritize the capital plan over the next 5 years with the goal of strategically investing to extend the life of these buildings – which are now over 50 years old.

Unit Renovations at Charles Street

UFH is planning on making small upgrades to units at Charles Street as they vacate, including replacing baseboards and interior doors. These improvements will continue to add value for new residents moving into the Charles Street community.

Welcome
to the

Activity Room

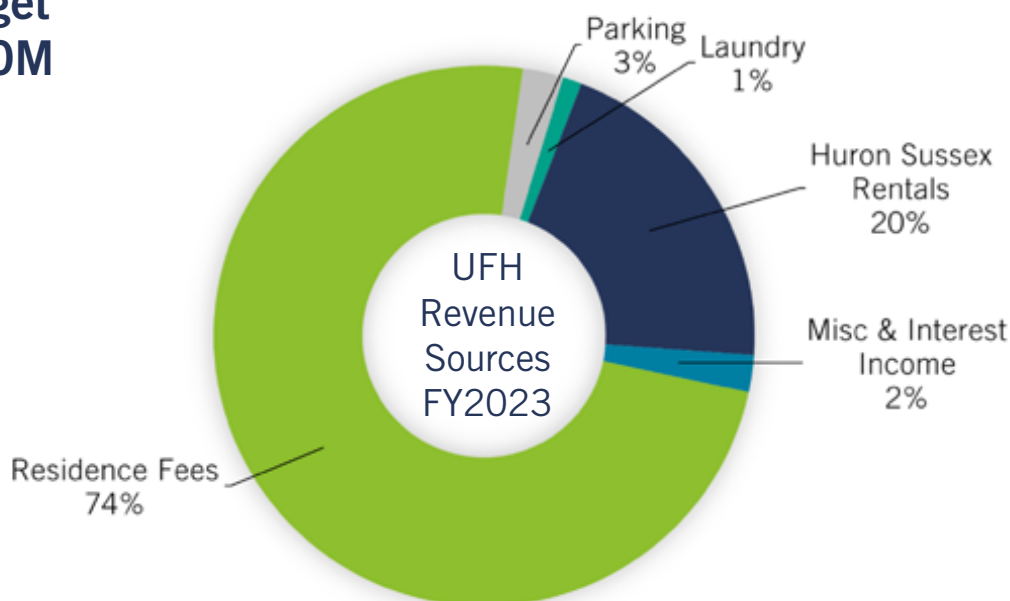


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Appendix

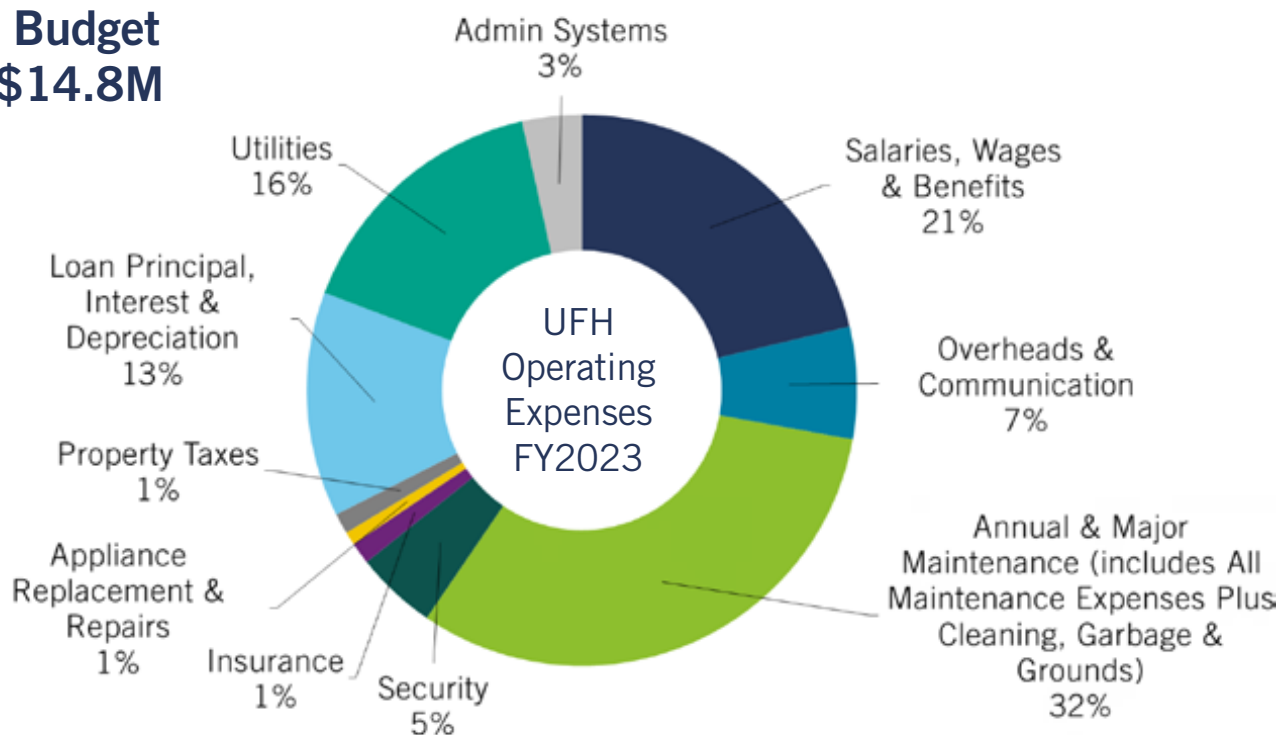
Revenue Sources – FY2024

Budget
\$15.0M



Operating Expenses – FY2024

Budget
\$14.8M



Note: Operating Expenses include Major Maintenance and exclude Capital Expenditures

Areas of Planned Investment Over the Next Two Years - Major Maintenance & Capital Projects

For the FY2024 and FY2025 budgets, significant areas of investment include the following

Charles Street Community

Roofing Upgrades - Both Buildings

Elevator Modernization - Both Buildings

Apartment Upgrades - Including Full Kitchen and Bathroom renovations

Playground Rehabilitation

Laundry Room Facility Upgrades

Day Care Flooring - Multi-Year Project

Residence Portion of 730 Yonge Rehab Project

Emergency Generator Replacement - 35 Charles

Podium Deck and Exterior Brick Repairs

Mechanical and Electrical Systems - Including Condition Assessments, Lighting, Boiler Upgrades, etc.

Huron-Sussex Neighbourhood

Roofing and Windows Projects

Unit Renovations as Needed

Get In Touch With University Family Housing

For more information about University Family Housing, please visit their website at:

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