

University Family Housing

Annual Report 2023-2024

May 2024



UNIVERSITY OF
TORONTO

University Family Housing
Spaces & Experiences

**U OF T
SPACES &
EXPERIENCES**

Table of Contents

Foreword	4
The History of Two Distinct Communities	5
University Family Housing Today	7
Charles Street Today	8
Huron-Sussex Today	10
Shared Goals in Practice	12
Goal 1: Promote Collaboration and Transparency	15
Goal 2: Support Social Interaction Through an Active Public Realm	21
Goal 3: Provide and Recognize the Value of University Family Housing	30
Goal 4: Develop and Maintain Housing and Occupancy Styles that Support the University's Academic Mission	33
Goal 5: Build and Maintain Housing that Meets the Needs of a Variety of Income Groups and Family Types	35
Looking Forward to 2024 and 2025	42
Appendix	44
Revenue Sources - FY2024	45
Operating Expenses - FY2024	45
Planned Capital Renewal and Major Maintenance Projects	46
Get in Touch with UFH	47

Foreword

2024 marks University Family Housing's (UFH) third published Annual Report. When first setting out to create this report, the goal was to document the work done by the UFH team and track the progress made towards the shared goals as outlined in the housing strategy. Now with three years worth of data and reporting, the impact of UFH's efforts can be clearly seen.

This year, many of UFH's long-term projects began to take shape within both the Charles Street and Huron-Sussex communities. At Charles Street, projects such as the elevator modernization and playground revitalization both began after several years of planning and consultation. At Huron-Sussex, UFH began expanding the community life programming available for residents.

UFH hopes readers of this report will enjoy learning more about the services it provides to a unique portion of the U of T population.



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 and 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

Huron-Sussex

Charles Street

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.

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.

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.

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 U of T to create more homes in under-utilized areas of the city.

1969

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

1990s

The Drop-In Centre was established.

2001

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

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.

2021

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.**

University Family Housing Today

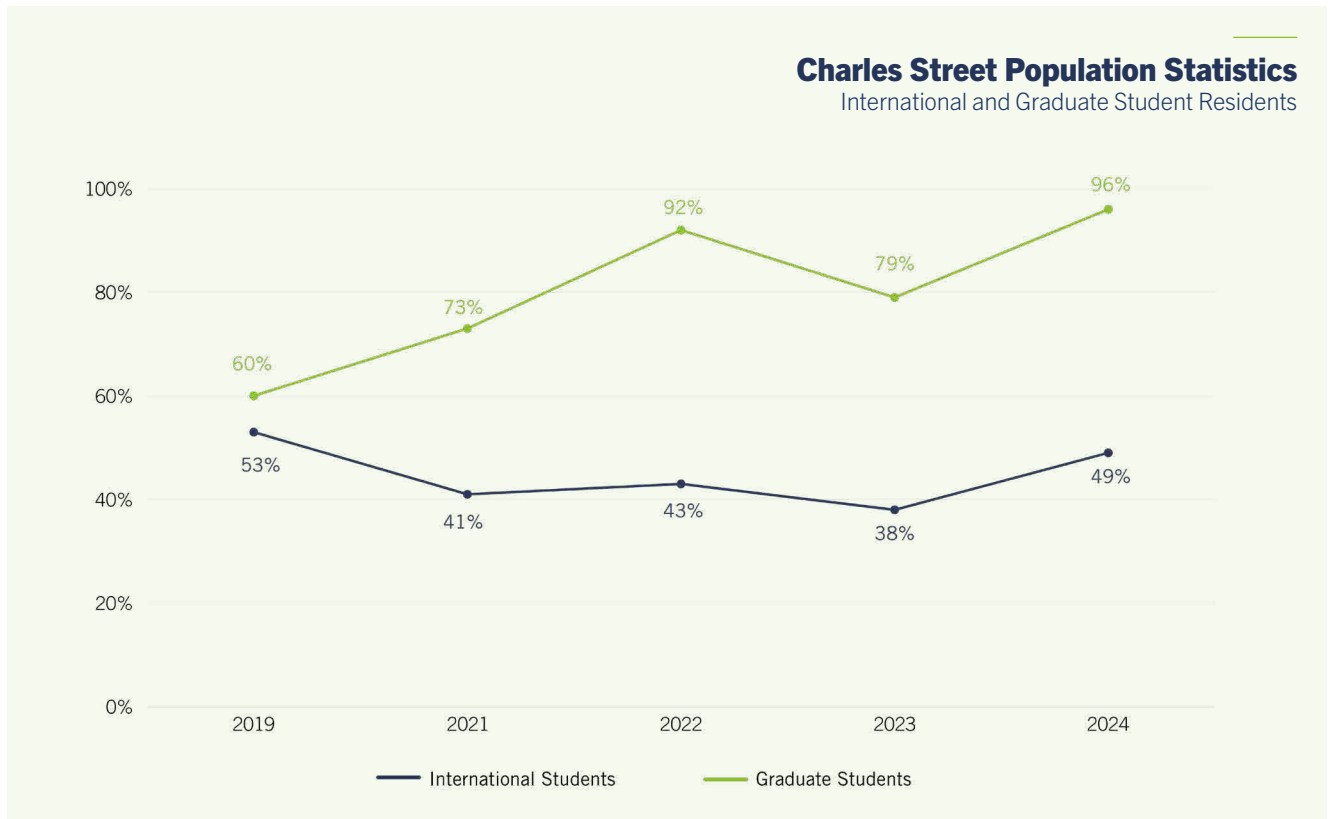
University Family Housing is comprised of a diverse population of students, faculty, and children, from all over the world.



Charles Street Today

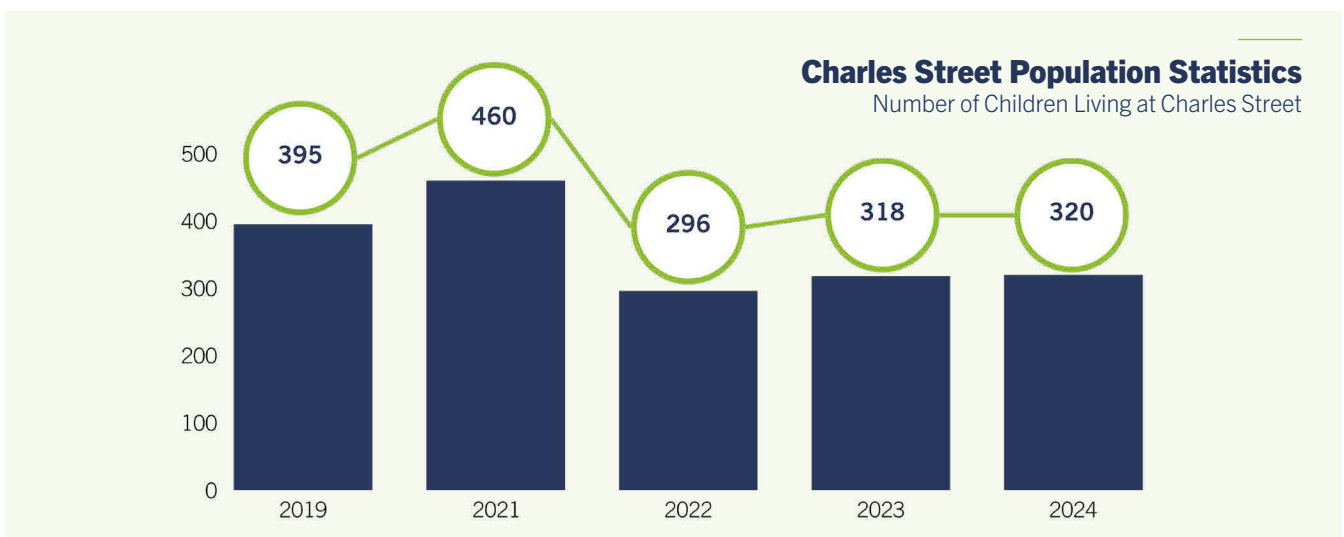
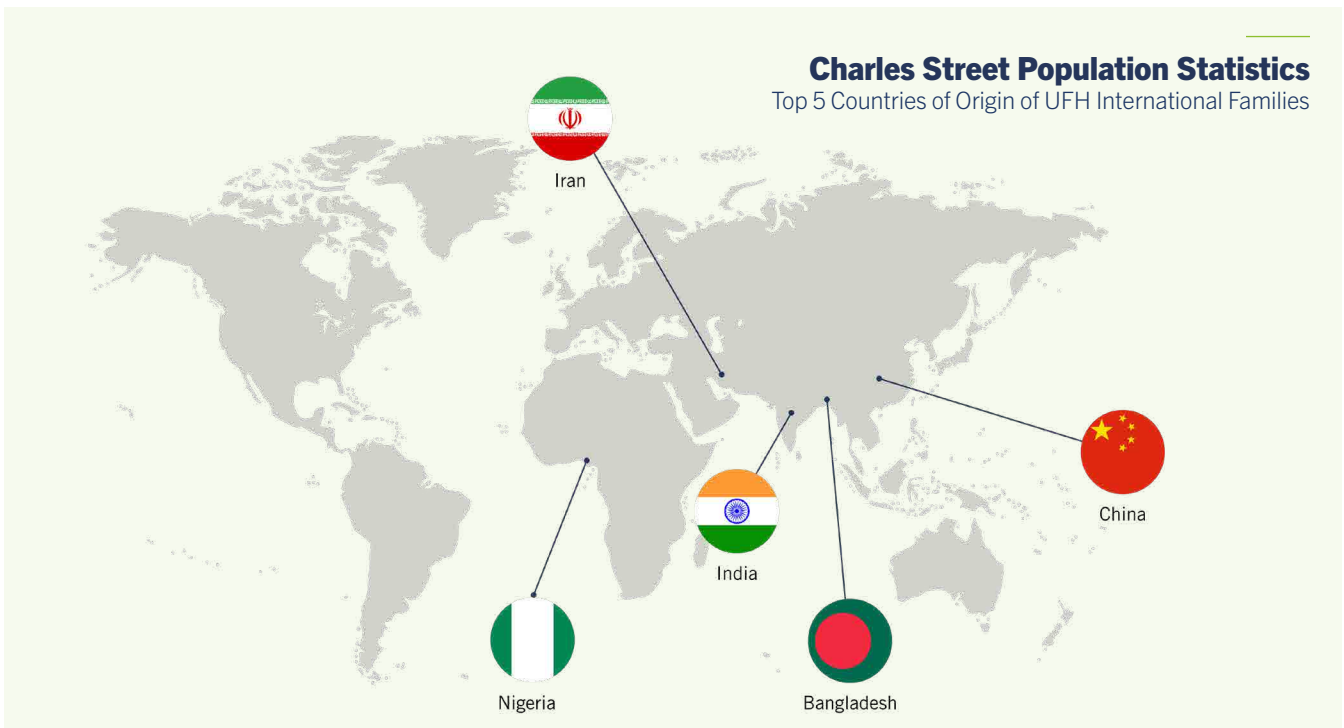
30 and 35 Charles Street West consists of 711 apartment units, which house a population of approximately 2,000 adults and children.

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, with increased turnover in April through October, meaning the UFH population can look quite different year-over-year.



University Family Housing is a “Positive Space” University of Toronto Residence – it welcomes families of all backgrounds: sexual orientation, colour, faith, language, country of origin, disabilities, etc. UFH is very proud of the inclusive space they provide for residents and are always looking for ways to acknowledge and celebrate its diversity. Charles Street specifically has a large international student population with students hailing from 72 different countries! The top 5 of countries of origin in 2024 in order are Iran, India, China, Bangladesh, and Nigeria.

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.





Huron-Sussex Today

The Huron-Sussex community is a residential neighbourhood made up of century homes, over 80 of which are owned by the University of Toronto. Other properties in the neighbourhood are privately owned. These historic homes have been converted into several different apartments that primarily house new faculty members, as well as a small number of student families, and a small community of long-term tenants.

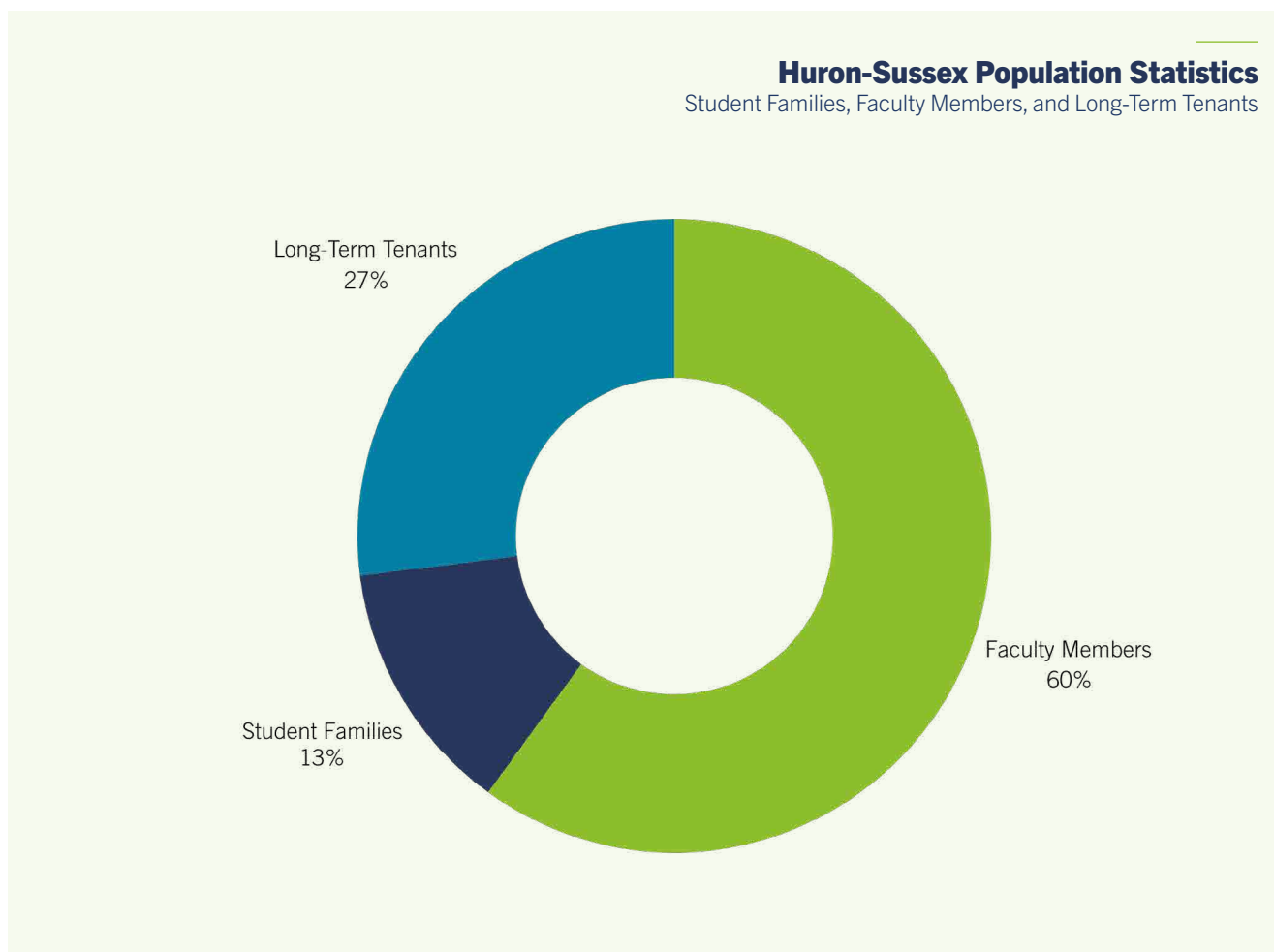
UFH's Faculty Housing program offers unfurnished units to newly appointed University of Toronto faculty with full-time tenured or tenure-stream academic appointments. Preference is given to applicants applying from outside the Greater Toronto Area. In this instance, new faculty can stay in housing for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



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, and long-term, permanent residents 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 operates the community garden at Huron and Glen Morris streets. The HSRO is a non-profit organization with an elected Board of Directors.

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.



Shared Goals in Practice

These sections will discuss projects that were completed over the year, and how they align with UFH's strategic goals.

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 the 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 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 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 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 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 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.



Expanding Survey Initiatives to Allow for In-Depth Feedback

Over the last three years, UFH has introduced several reoccurring surveys to ensure residents have ample opportunity to provide feedback on all aspects of living at UFH. This past year, UFH increased and expanded on the surveys it distributes to ensure they are comprehensive to its residents' experiences.

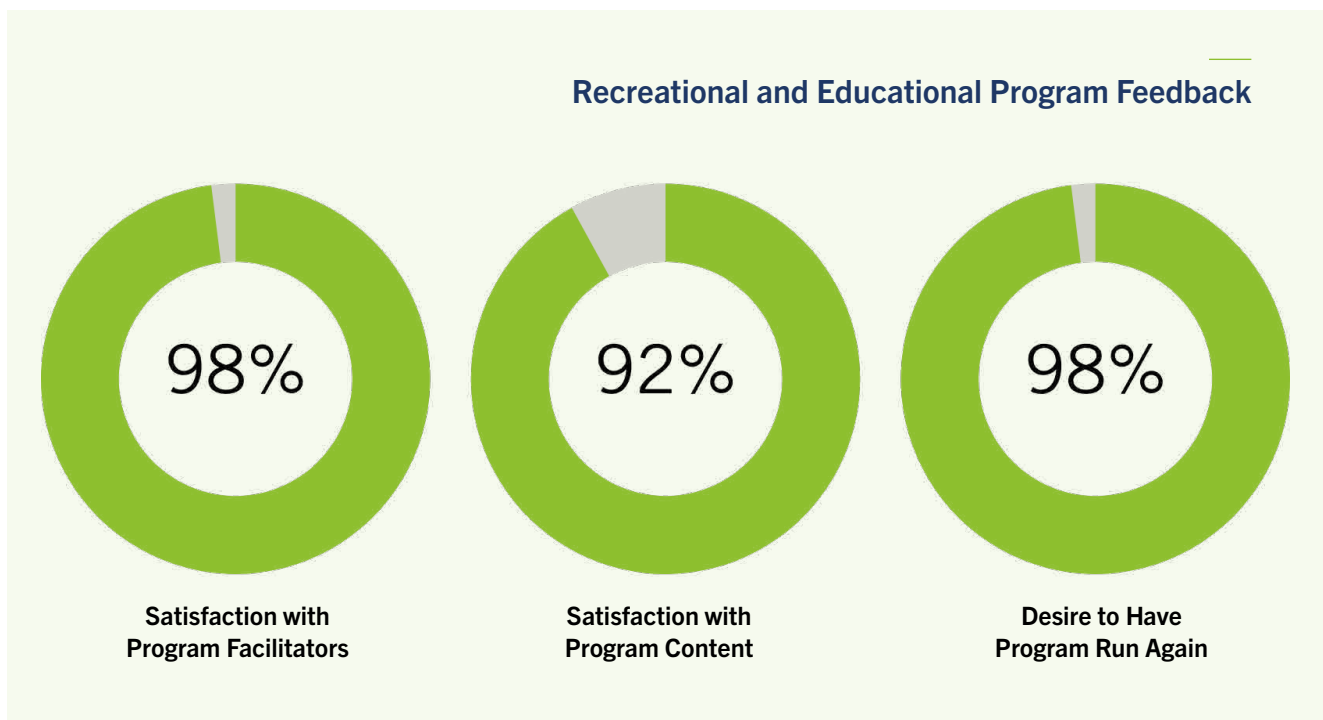
Annual Resident Surveys for Charles Street and Huron-Sussex were first distributed in May and June of 2022, respectively, to collect feedback on various areas including staff, communications, and services and facilities. The Huron-Sussex version of the Annual Survey also included questions to gauge interest for community life programming. These annual surveys have allowed UFH to identify areas of its operation that have been working well for the communities and areas that need improvement. To ensure transparency and accountability with their residents, UFH publishes the results of these surveys on their website. After distributing this survey in both 2022 and 2023, there will be changes to how these surveys are organized and distributed in 2024.

The 2024 Charles Street Annual Resident Survey will be expanded to include questions on the community life programming provided by UFH. This will allow UFH to better understand the experiences of both those who participate in community life programming, and those who do not currently participate to identify ways UFH can better connect with all residents. This updated survey will be distributed in June of 2024.

The Huron-Sussex Annual Resident Survey has provided UFH with many key data points to guide improvements in the community. Residents in Huron-Sussex indicated their interest in more dedicated community life programming and in response UFH has been steadily building events and programs, including their first ever all-tenant barbeque planned for May 25, 2024. Another important takeaway from the Huron-Sussex Annual Resident Survey was dissatisfaction in some areas of the third-party property management services. Over this past year, UFH began the procurement process for a new service provider and will ensure the new property management is aware of the concerns of tenants. To allow time for improvements to take place, UFH will be pausing distributing the Huron-Sussex Annual Survey in 2024. The Annual Survey will resume distribution for Huron-Sussex in 2025 to gather feedback on the new service provider.

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 2024, UFH’s satisfaction rate for maintenance work sits at 91% from 1254 surveys (a total of 4976 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.

Recreational and Educational Program Feedback Surveys were a new initiative introduced in January of 2024 to gather attendee feedback on specific programs run at Charles Street. As of May 2024, UFH has received 47 individual surveys across 13 different programs run. Satisfaction with program facilitators is 98%, satisfaction with program content is 92%, and 98% of attendees said they would like the program they attended to be run again. UFH looks forward to continuing to distribute this survey to ensure it is staying in touch with residents’ interests and keeping programs as relevant and helpful as possible.





Growing UFH's Social Media Following

Over the last year UFH has worked to build up its social media, specifically Instagram, to create an additional resource for residents to access information and stay up to date with the UFH community.

UFH has created several educational videos to provide transparency into what it's like to live at UFH, including:

- What to expect when moving into UFH;
- Policies for living at UFH;
- How to navigate from the airport to UFH;
- Study spots around Charles Street and Huron-Sussex, and more.

The results are evident, with the following increases in engagement on Instagram over the period of May 2023 – April 2024:

- 292 Instagram followers gained;
- An Instagram reach (The number of unique users that saw your Instagram post or story on any given day) of 15,500, an increase of 62.5% from the previous year;
- 3,400 Instagram profile visits, an increase of 122% from the previous year.

UFH is looking forward to continuing to grow its community on social media and has several projects including interviews with current and former residents planned for 2024 to help achieve this.



Continuing to Refine the UFH Website

With the new and improved UFH website launching in July of 2022, UFH took the time in the summer of 2023 to audit the website and improve the clarity of existing pages.

UFH reviewed every page on its site, focusing their efforts on refining pages that were highly trafficked or that highlight key policies. They worked to simplify language and use iconography and images wherever possible to make information easier to understand. Additionally, UFH began utilizing the content they created for Instagram and embedding these videos into their webpages with corresponding topics.



Improving Communication Methods with Huron-Sussex

In last year's annual report, UFH reported on the creation of a quarterly newsletter for the Huron-Sussex community.

The newsletter's goal was to better connect Huron-Sussex with the programs and resources available at UFH and the University. The newsletter was originally being distributed via Outlook which didn't provide any insights on engagement from residents. In January of 2024, UFH made the change to a more fulsome email automation system for the Huron-Sussex newsletter, allowing UFH to track engagement insights. From this, UFH is pleased to report an average open rate of 75% for their newsletters.

Additionally, many long-term tenants had not provided their email addresses to UFH and so a hardcopy version of the newsletter had to be distributed to this tenant group. To address this, UFH reached out directly to all long-term tenants to get their express consent to send them email communications, allowing for timelier updates and reduced paper waste. As of April 2024, 60% of long-term tenants have opted into email communications.



The background features large, stylized green line-art icons. At the top, there are three overlapping human figures. Below them, there are two large hands, one on the left and one on the right, with fingers spread, suggesting support or interaction.

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.



Programming for Adults and Families

UFH is well known for their ongoing children's programs, boasting over 1100 registrations over the last year, but they also have an extensive list of programs geared towards adults in their communities. The following are just some of the program offerings available for adults and families in the UFH community.

UFH Goes to Varsity Blues Games is an ongoing program where UFH provides free Varsity Blues regular season and playoff tickets to U of T students and their families. Over the past year, UFH had over 150 residents attend the games from the Charles Street community. This was the first year UFH ran this program and due to its popularity, UFH will work to provide it again and potentially expand it to include the Huron-Sussex community.

The Makers Space Series was a hands-on crafting series that included stenciling, clay design, t-shirt printing, and free-hand painting. This series was focused on allowing adults to be creative, de-stress, and pick up a fun new hobby. Facilitated by a community artist who brought their expertise to the sessions, the series had over 44 residents participating.

English Conversation Circle is a program that has been run by the UFH Community Life team for over 12 years. Led by a community facilitator, this program creates a safe space for adult residents to practice their English language skills. In the fall of 2023, this program was run in the Drop-In Centre to provide concurrent child-care support during the adult program. UFH was happy to be able to provide an accessible support to residents who had child minding responsibilities and wanted to join the English Conversation Circle. Over the past year, there were 39 residents who participated in the reoccurring program.

The Mindful Pregnancy and Post-Partum Workshops were a two-part series that provided support and resources to expecting mothers and their families. This program was created with assistance from the Health and Wellness Centre and the University Health Network at U of T. Over 30 expectant mothers participated in the workshops and UFH looks forward to continuing to provide these in the years to come.



New Community Life Initiatives

Every year the UFH Community Life team provides an extensive calendar of events and programs for UFH residents of all ages to take part in. This past year several new initiatives were introduced to keep UFH’s program offering fresh and current.

EXPANDING PROGRAMMING IN HURON-SUSSEX

Over the last year, UFH has seen an increased number of residents from the Huron-Sussex community joining events and programs that are run at Charles Street. In the absence of a dedicated program calendar for the community, UFH has encouraged Huron-Sussex residents to join in the established programs at Charles Street and has been surveying resident interest on programs through their Annual Resident Survey. When asked in the 2023 survey if residents would be interested in UFH continuing to offer recreational community programming to Huron-Sussex, 70% of respondents said Yes. Based on this feedback UFH is excited to begin offering new programs and events dedicated to the Huron-Sussex community in summer 2024. The UFH team is planning on running a weekly outdoor playdate program for children and families throughout the summer and will also be hosting an all-residents barbeque at the end of May.



CELEBRATING THE SOLAR ECLIPSE

On April 8, 2024, UFH and the Greater Toronto Area were slightly out of the path of totality to experience a full solar eclipse. This has not occurred in the area since 1925 and will not happen again until 2124, so celebrations were in full swing at UFH. There were multiple programs, including an indoor playdate for young children and families, a watch party at a nearby park, and an after party that included snacks, games, and fun activities for all UFH residents!

The UFH Community Life team worked closely with the Dunlap Institute for Astronomy and Astrophysics at the University of Toronto to ensure residents had the appropriate safety sunglasses to watch the eclipse. UFH distributed 500 pairs of safety glasses to their residents, including 40 residents from the Huron-Sussex community. Working with the Dunlap institute also created the opportunity to have one of their astronomy and astrophysics students (and Charles Street resident) run a safety seminar and a tutorial on how to create a pin-hole camera to view the eclipse for UFH residents.

There were over 300 attendees across the various events run by UFH for the eclipse. UFH is grateful to have celebrated this once-in-a-lifetime event with its community!

HALLOWEEN ON THE ROOFTOP GARDEN

2023 was the first year that the annual Halloween Party was hosted outdoors on the Charles Street Rooftop Garden to allow for more event space. With a large international population, many of whom hail from warmer climates than Canada, it can be a challenge to have residents participate in outdoor activities when the weather begins to cool. The enthusiasm of the community ended up trumping any hesitation, and the event was a huge success. Over 500 residents from both Charles Street and Huron-Sussex attended throughout the night and participated in the Haunted House, photo booths, and outdoor games. The UFH team looks forward to continuing to expand this event in the upcoming years.



Photos from the Solar Eclipse Watch Party



Left to right: City Councillor Dianne Saxe, Spaces and Experiences Assistant Vice-President Anne Macdonald, with UFH staff and children.

NEW SUSTAINABILITY PROGRAMS AND INITIATIVES

Educating residents on sustainability and environmental practices has always been important to UFH and this past year it introduced several new initiatives to support this mission. UFH developed a separate team of sustainability education staff to create and run weekly programs throughout the year that focused on educating residents on environmental practices. In the fall of 2023, UFH ran a Planet Protector Club that had over 25 children from the UFH community participating every week. These staff also worked closely with UFH’s Free Store (where UFH residents can drop off or pick up secondhand items for free) to educate families using the service on sustainable recycling practices.

In the fall of 2023, UFH Residence Advisors ran a Sustainability Series for adults that featured workshops on mending clothes, soap making, a Toronto tree tour, and more. This series had 42 registrants and received positive feedback from residents, who requested more programs focused on sustainability in the future.

In March of 2024, UFH ran its first ever “Earth Week”, which was an expansion on the singular Earth Hour event typically run every year. Over the course of the week residents could participate in programs focused on the Earth and environmental practices including a gardening workshop for adults, several family friendly movie nights featuring nature documentaries, and a “Kids’ Planet Protector Club + Glow in the Dark Play” for Earth Hour. Over 50 families joined the movie nights through the week and 27 families participated in the Glow in the Dark Play for Earth Hour.

For Earth Day on April 22, 2024, UFH held a special event where residents were invited to the Rooftop Garden at 30 Charles Street West to plant flowers, decorate plant pots, and celebrate planet Earth. The event was a huge success with over 100 residents attending. Toronto City Councillor, Dianne Saxe, also attended the event to show her support of University Family Housing, their residents, and the next generation of environmentalists.



Wellness Programs and Initiatives

UFH's wellness and fitness programs continue to be some of its most popular.

Since the fall of 2023, UFH has put on between 5 and 7 weekly yoga and fitness classes that are all free for residents. These classes fill up quickly with over 80 residents from both Charles Street and Huron-Sussex participating and an extensive waitlist of over 30 people.

This past year, UFH also added a new student staff role to the Community Life team, the Community Wellness Coordinator. Working with UFH's Community Standards Advisor, this new role helped create resources for student families, with a focus on mental health and well-being. They have also supported various programs including the Toronto Public Library Card Program, Contemporary Embroidery, Ping Pong, and more!

The Community Standards Advisor and Community Wellness Coordinator continue to plan new programs and resources that will help support the UFH community. Currently, they are working on creating a guide that helps student families find mental health and wellness resources at U of T and beyond. This guide will cover topics including insurance coverage for families, finding counseling, student providers, faith-based providers, and emergency contacts. This along with several events focused on improving wellbeing and mental health will be released in May 2024, for Mental Health Awareness Month.

In addition to online resources and events, the UFH Community Wellness Coordinator and Community Standards Advisor will begin offering bookable office hours in May 2024 on the UFH website to better support residents. Whether student families are looking for resources on or off campus, are considering a program or service in the community, or just want to chat, they are available to help.



Expanding Drop-In Centre Services

The Drop-In Centre at Charles Street remains one of the most positive spaces for UFH families with young children to connect.

This past year, UFH extended the program to include Huron-Sussex residents and a small group from the community have been consistently joining weekly. Operating from 9:30am – 12:30pm on weekdays, over 200 families have used the Drop-In Centre throughout the year and in the winter months this service is extended to a special Sunday Playdate which has 25 families joining every week.

To meet demand and improve program offerings, UFH hired three additional Early Childhood Educators (ECE) over the past year, increasing their total number of ECE's on the Community Life Team to four. UFH's new Drop-In Centre Supervisor has a wide range of experience working in community and family programs. Since February 2024, the Drop-In Centre Supervisor has been providing monthly specialized afternoon programs for early years, including Baby Sign Language, Toddler Sensory Play, and Parachute Play.





Expanding Partnerships

In addition to all the programs and events the UFH staff put on in-house, the team continues to build partnerships with organizations at the University and in the Toronto community to provide value to its residents.

TORONTO PUBLIC LIBRARY (TPL) LIBRARY CARD PROGRAM

For the second year in a row, residents in the Charles Street community can submit TPL library card registration forms directly to the UFH Community Life office and have library cards delivered directly to their door. The program has provided access to TPL's collections and services for hundreds of UFH community members and UFH looks forward to seeing it continue to grow!

NIPISSING UNIVERSITY STUDENT PARTNERSHIP

Over the last four years UFH has hosted several Nipissing University Bachelor of Education Candidates in Community Leadership Experience placements. These students worked collaboratively with UFH staff to develop resources and programs for the UFH community including educational posters for the Free Store, a community resource package for the Drop-In Centre, and Youth Financial Literacy and Tutoring programs.

DISCOVERY PHARMACY

In November of 2023, UFH continued its partnership with Discovery Pharmacy and hosted two events focused on educating residents on health and medical services. The first session, "Should I Get Vaccinated? Your Guide to the Flu Season", was held in November 2023. Residents heard from a panel of experienced healthcare professional on the latest information on flu seasons, the importance of vaccination, and key strategies to keep their families healthy. The second session, "Health Orientation", was held in January 2024 and in it, residents learned about the free healthcare and medical services available for them and their family members at the Discovery Pharmacy without worry of insurance limitations. Between these two sessions 45 UFH families registered.

FAMILY FOOD STORIES WITH U OF T FOOD SERVICES

With U of T being one of the most diverse university campuses in Canada, the Food Services team is always looking for ways to acknowledge, recognize, and support their community. Food Services put out a call to the U of T community to submit their favourite and most cherished family recipes. The call for recipes resulted in many heartfelt submissions from students living in residence, including UFH. On March 27, 2024, Food Services held a “Family Food Stories Dinner” at Chestnut, New College, and CampusOne dining halls featuring some of the recipes submitted by U of T students. This initiative connected UFH residents into the broader University community and UFH is excited for more opportunities like this in the future.

INNOVATION HUB AND FAMILY CARE OFFICE

Research from U of T’s Innovation Hub and Family Care Office found UFH plays an important role in supporting student families. Student parents expressed appreciation for the sense of belonging and connectedness at UFH, as its spaces and events offer opportunities to meet and share experiences with other student parents and their families. UFH looks forward to continuing to partner with the Family Care Office to realize the Innovation Hub report’s vision of a family friendly university that empowers student parents to fully contribute to academic life.

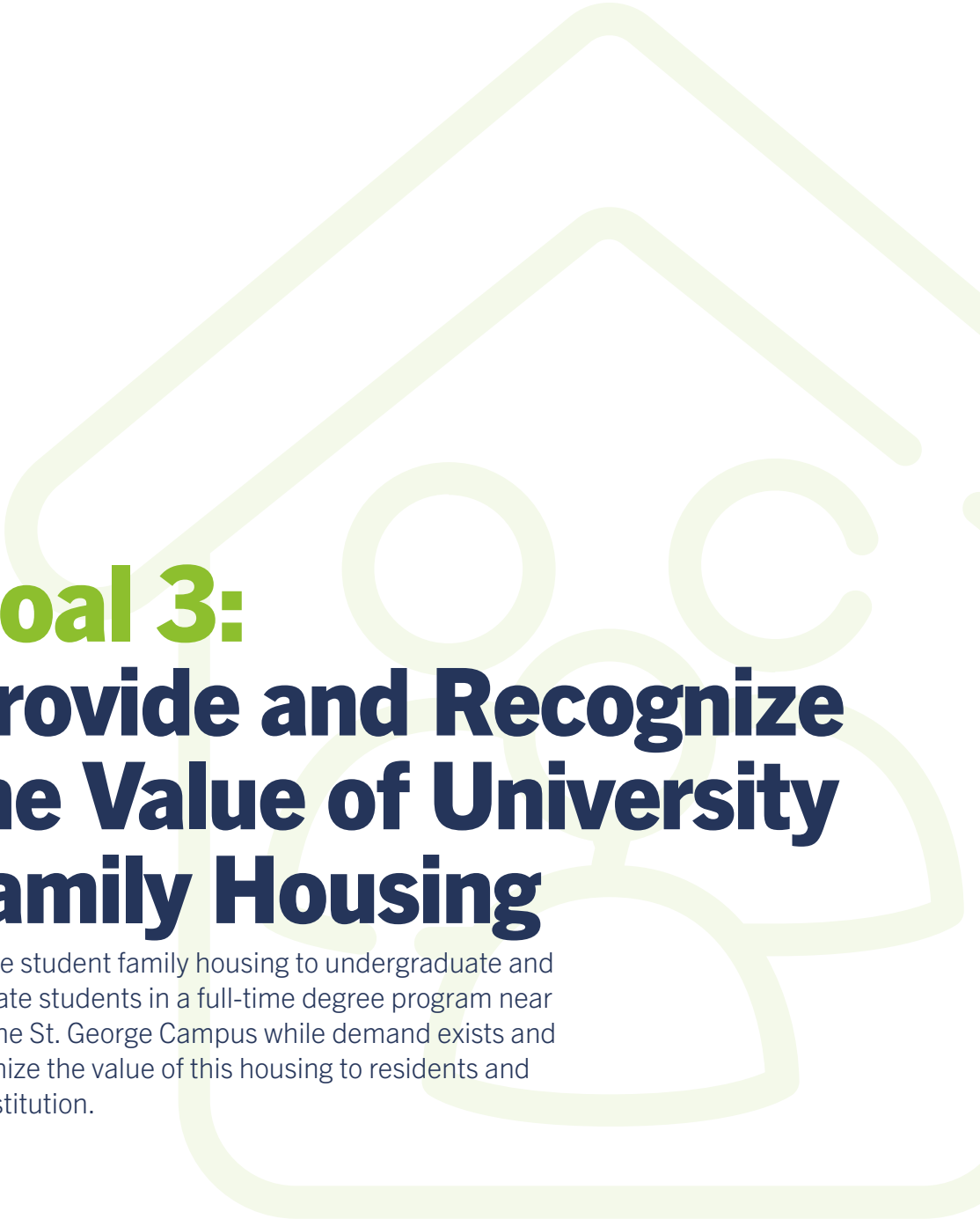
TORONTO MASTER GARDENERS PARTNERSHIP

This year UFH began a partnership with the Toronto Master Gardners (TMG) to bring various gardening workshops to the community. TMG is an organization built of expert gardeners providing information and guidance. The four sessions held at UFH went over basic house plant care, methods of gardening in an apartment building, seedling care, and a hands-on experience where residents planted their own planter box. TMG facilitated all the sessions and were able to provide UFH residents with a wealth of knowledge as well as a few plant giveaways. UFH hopes to keep growing this partnership with the Toronto Master Gardners into the future.



Students expressed appreciation for the sense of belonging and connectedness at the University Family Housing (UFH), as the space offers opportunities for them to meet and share experiences with other student parents and their families. Students reported enjoyment attending events by UFH and building community through friendly interactions with other families.

- Student feedback featured in
Experiences of Students Who Are Also Parents Report



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

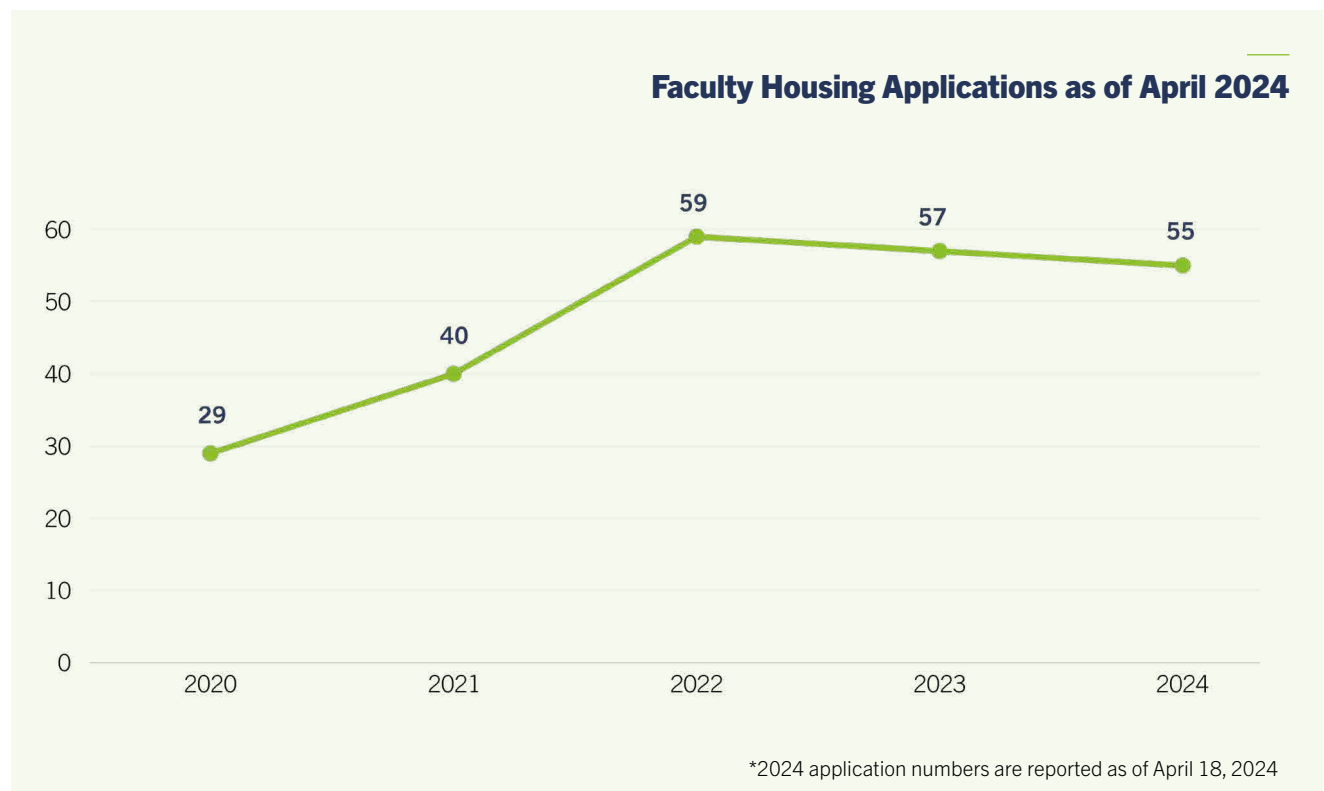
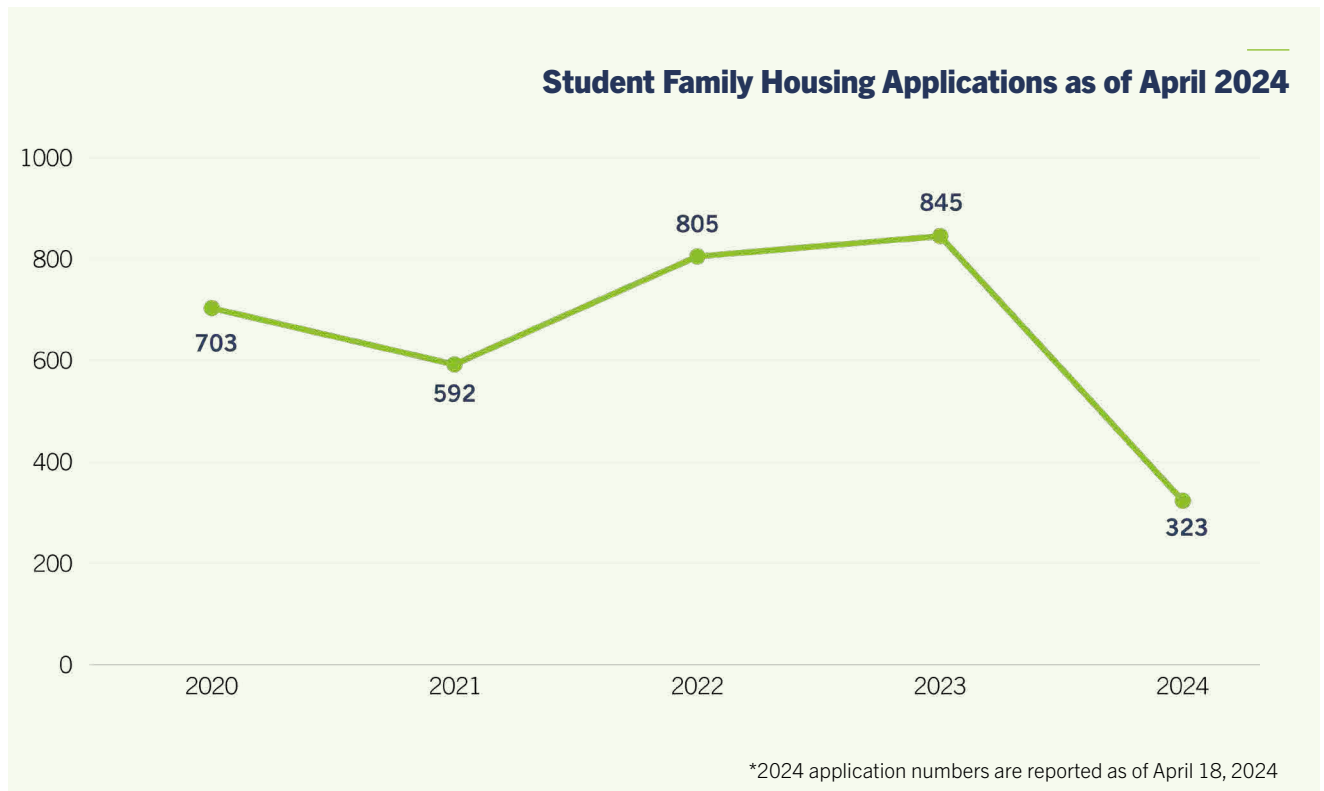
Demand and occupancy in both the Charles Street and Huron Sussex neighbourhoods remain high. For Charles Street UFH expects to be close to 95% occupancy and 98% occupancy in Huron-Sussex.

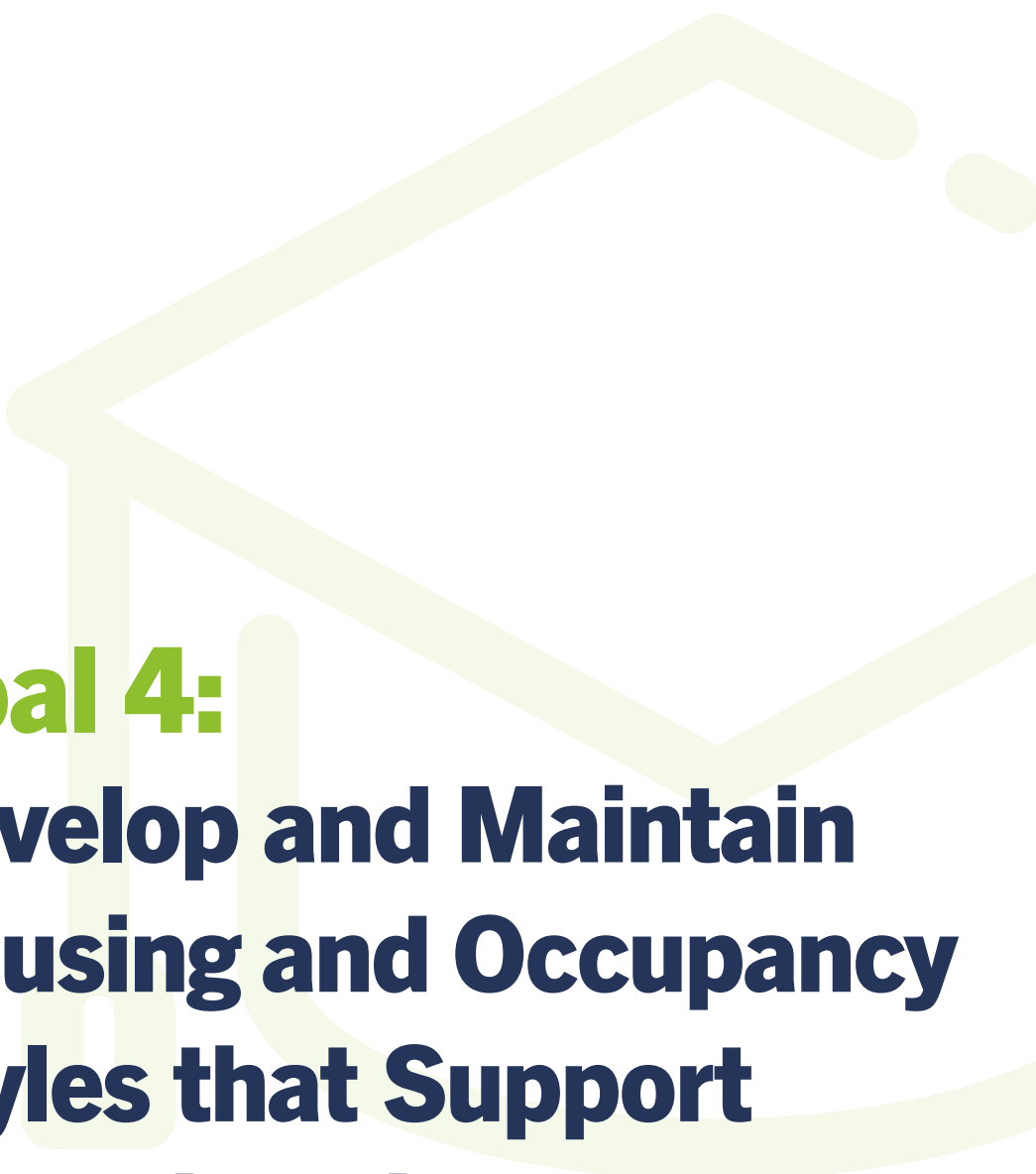
For student families, the ongoing applicant list stands at over 300 applications with wait periods of 12-24 months. The order of the applicant list is based on application submission date, but various factors such as monthly vacancy rates, applicant preferences and family size, and applicants meeting all eligibility criteria at the time of receiving an apartment offer contribute to the complexity of the process.

Applicants are encouraged to apply for the size of apartment that will work best for their family because although apartment transfers are possible, there are several qualifications residents must meet before being granted one. A current resident is eligible to apply for an apartment transfer within the UFH community only if their family is growing due to giving birth, adopting, or becoming pregnant after moving in, and if they have lived in their current apartment for at least 12 months before applying to transfer. All apartment transfer applications are screened to ensure eligibility criteria are met and current tenancy is assessed.

Newly hired faculty interested in housing are invited to complete an application and join an annual housing application list. The apartments are offered on a limited-term basis for up to four years from the year of first appointment.

The application list for faculty housing opens on December 1, for housing opportunities the following year. New incoming hires (in that year), applying from outside the Great Toronto Area (GTA), are given priority over all other applicants, due to the annual limited number of units available. Based on historical data and potential unit turnover information for 2024, approximately 20-25% of units will become available in any given year. For the 2024 year, 55 applications were received.





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.

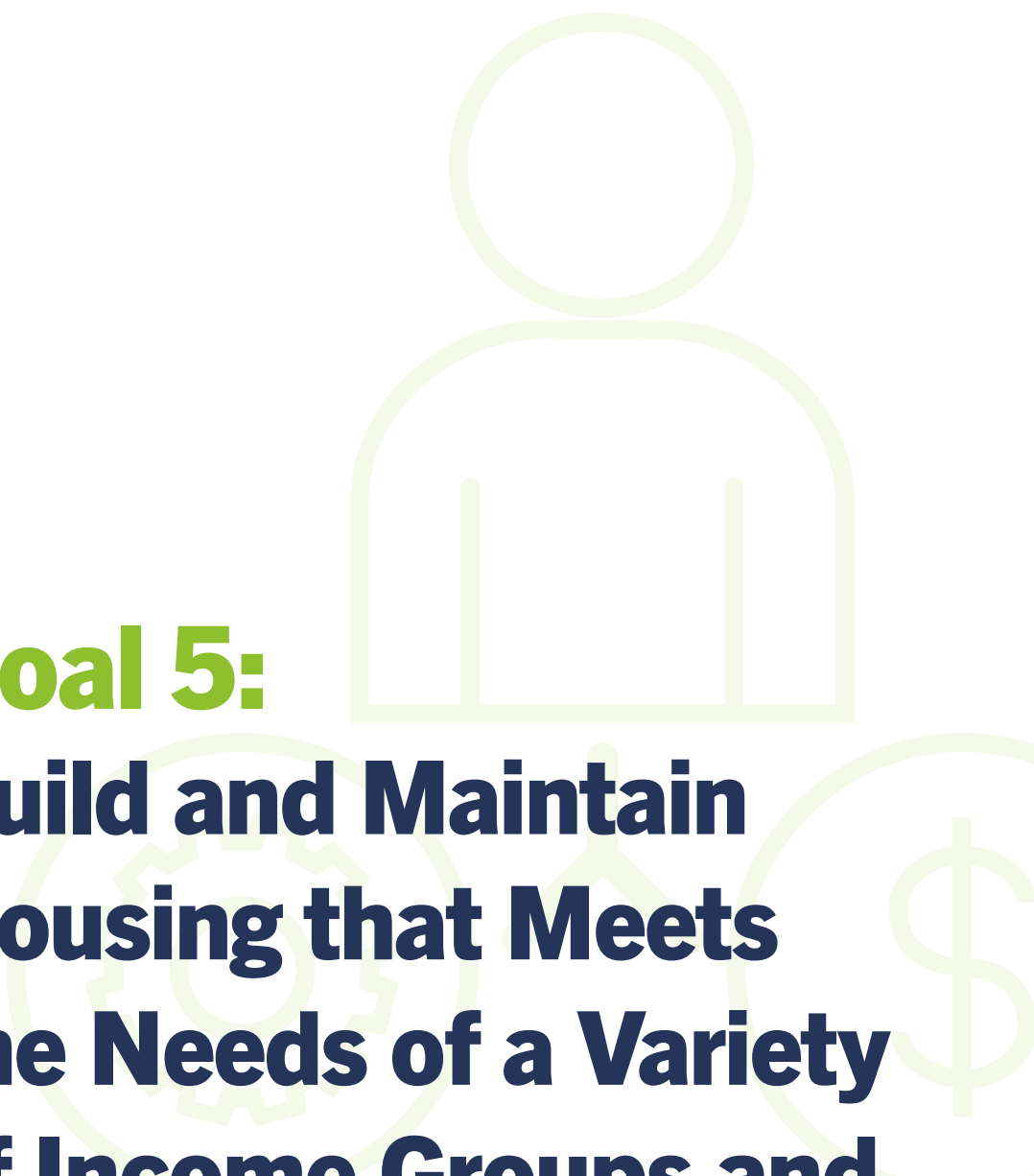


Addressing Current Supply Shortfalls

As UFH's housing demand continues to increase both for Student Family and Faculty Housing, UFH continues to explore new approaches and initiatives to address the current supply shortfall.

The Oak House Student Residence and Townhouses will be a sustainable living community located at the north-west corner of Spadina and Sussex Avenues. In addition to a student resident tower there will be 10 townhouses that will be operated by UFH and provide additional faculty housing units to the Huron-Sussex Community.

UFH is also in the process of converting three single family properties located on Spadina Avenue into triplexes to create 9 faculty housing units. In doing so, UFH continues to find creative ways to rehabilitate properties in the Huron-Sussex community. This project is scheduled to be completed in early 2025.



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 third year of the apartment modernization program at Charles Street and by the end of Fiscal 2024, 38% 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.

In the early summer of 2024, UFH invested further in its apartment modernization program by adding a bathroom upgrade to units with a renovated kitchen completing 40 the first 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.



Increasing Pressures from Inflation and Procurement Impacts

The UFH operation continues to be impacted by supply chain issues and increased prices on materials and labour.

The financials have some inherent risk due to the scale and complexity of the capital projects being undertaken, which often extend over multiple years. In addition, UFH is in the final stages of completing two large-scale public procurements for apartment turnovers and the property management of the Huron-Sussex properties, for which the budgetary impacts are still unknown.





Elevator Modernization at Charles Street

In May of 2023, UFH began the Charles Street elevator modernization project, starting with 35 Charles Street West.

This project was important as UFH wanted 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.

To conduct this work, one elevator was taken out of service at a time and took roughly 10-12 weeks to modernize. UFH understood that having one elevator out of service for an extended period would be difficult for residents, so it took many measures to reduce this project's impact. Some of these measures included increased wayfinding signage for building stairs, launching a new webpage to host all project details and updates, posting a weekly schedule of when the service elevator was booked, and only allowing the service elevator to be booked outside of high traffic times.

UFH also created the Elevator Modernization Ambassador position specifically for this project, hiring residents living in the Charles Street community for this role. Working 12-15 hours per week, Ambassadors were responsible for greeting residents in the lobby, answering questions regarding the elevator modernization, managing crowds, and assisting with navigating the stairwells.

In March of 2024, UFH completed the elevator modernization in 35 Charles and began work at 30 Charles in early April. Final improvements to the elevators at 35 Charles, including the installation of digital signage and new flooring, are planned to follow the completion of this project.



Playground Revitalization at Charles Street

The Charles Street playground revitalization has been a much-anticipated project in the community and UFH is excited to report that construction began in March of 2024, with expected completion in summer 2024.

Supply chain delays and inclement weather prevented construction from taking place as planned in 2023. Rather than tear down the existing playground then wait several months for building materials to arrive, UFH decided to postpone beginning the project until spring of 2024. This decision allowed residents to continue to use the existing playground over the winter months.

Previously, UFH had surveyed residents to understand how its 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 its community's needs.

The completion of this project is a huge milestone for UFH and the Charles Street community.



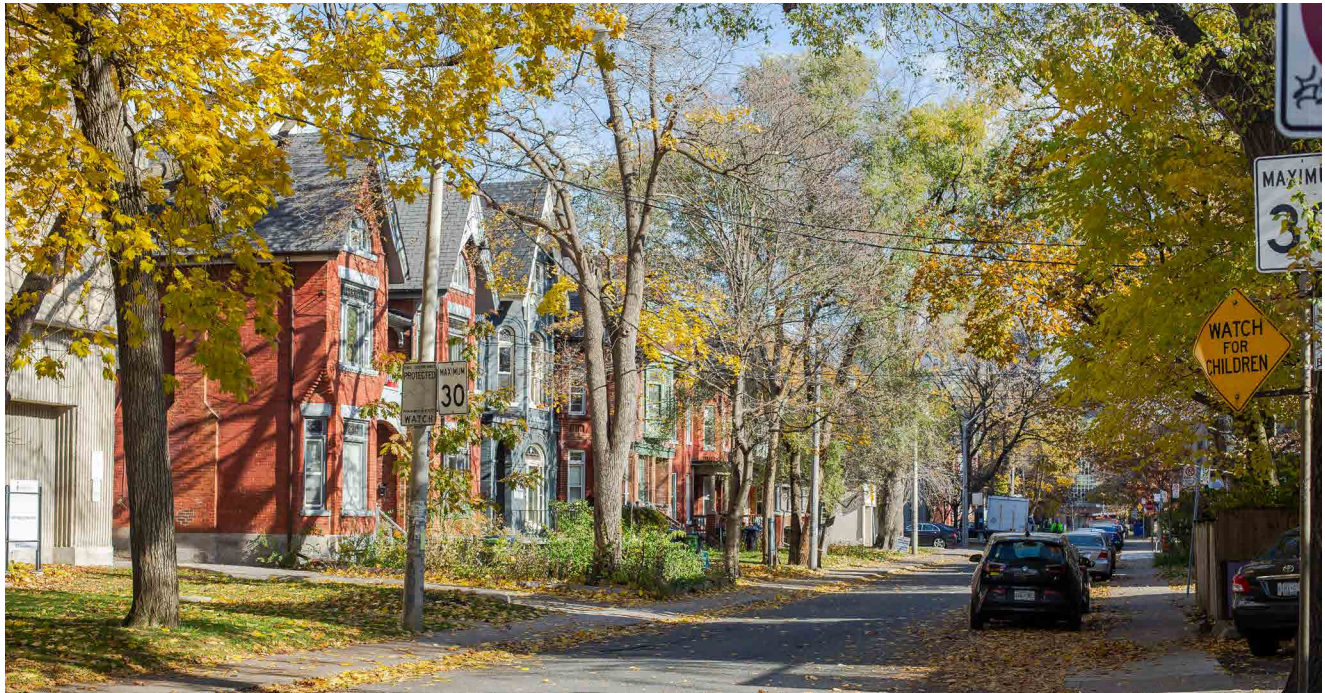
Huron-Sussex Property Management

The University regularly evaluates service providers and contractors to ensure community needs are being met.

In February 2024, UFH undertook a procurement process for property management services for the University's owned and operated residential properties in the Huron-Sussex community.

UFH anticipates the procurement process will be completed by the summer of 2024 and once completed they will announce the improvements and changes to the maintenance work request process, emergency on-call services, service level improvements, site personnel, and more.

In the interim, the current property management provider will provide enhanced on-site supervision with a senior property manager in charge. This additional resource will lead and supervise the on-site property management team, review and monitor the performance of site staff and contractors, and be on site two days a week to ensure the properties are managed to the University's standards.





Roof Replacement at 30 Charles

In October of 2023 UFH began the roof replacement of 30 Charles Street West. This work is necessary as the roof has reached the end of its lifecycle, and the safety and longevity of the Charles Street buildings are a top priority.

UFH expects the roof replacement to be completed at 30 Charles in the summer of 2024.

Additionally, since the nature of this work can be noisy at times and produce odors from the roof materials, UFH put in place provisions to provide residents with respite space. For the project's duration, UFH reserved the Recreation Room on the 2nd floor of 35 Charles Monday-Friday from 9:00am-5:00pm as a quiet space for residents at 30 Charles. The University's Building Engineers also installed upgraded charcoal filters in the building's air intake systems to ensure air quality is maintained, and to mitigate odours from the roof materials being used.



Looking Forward to 2024 and 2025

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

CHARLES STREET SIGNAGE REFRESH

Over the past year, UFH has engaged with the Spaces and Experiences Marketing Team to redesign their physical spaces at Charles Street. This redesign will first focus on wayfinding signage in key areas of the buildings including the lobbies and third floor of 30 Charles Street West. The goal of this project is to create a welcoming, organized, and family-friendly environment that assists student residents and their families in navigating the community while embracing the University's identity.

UNIT RENOVATIONS AT CHARLES STREET

Starting July 1, 2023, UFH has been making small upgrades to all units that have vacated, including replacing baseboards and interior doors. As of April 2024, UFH has refreshed 164 units at Charles Street, representing 23% of the fleet. These improvements will continue to be made until the entire fleet of units is completed.

CHARLES STREET LAUNDRY ROOM EQUIPMENT UPGRADES

In April 2024, UFH was in the final stages of the procurement process for new laundry equipment for both 30 and 35 Charles Street West. These improvements are much anticipated by residents and UFH is looking forward to having this equipment installed by the Fall of 2024.

EXPANDING SECURITY CAMERA SYSTEMS AT CHARLES STREET

Ensuring the safety of residents and protecting the community is a top priority for the Operations staff. In 2024, UFH will be working on expanding existing infrastructure to accommodate additional security cameras on the grounds. This will provide our security staff with more resources to do their job and will give residents peace of mind knowing that their community is safe and secure.

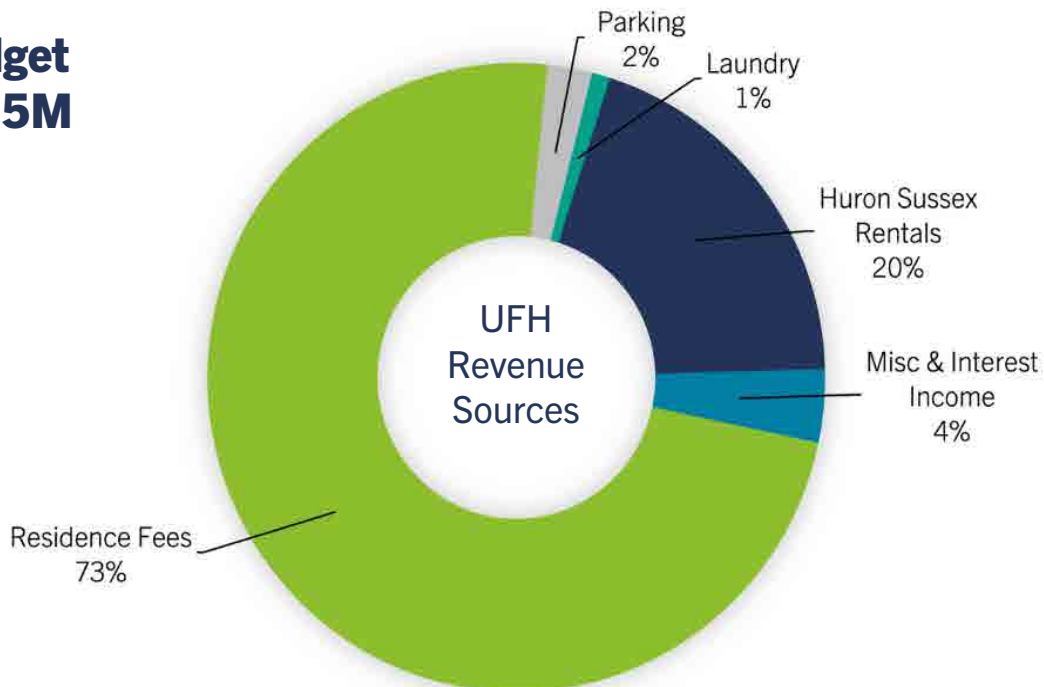
EMERGENCY GENERATOR INSTALLATION AT 35 CHARLES

In the summer of 2024, Operations staff will replace the emergency generator at 35 Charles. This follows previous upgrades to the fuel and exhaust systems. Upgrading this critical equipment ensures that the building's life safety systems remain at the highest operational level in case of emergency.

Appendix

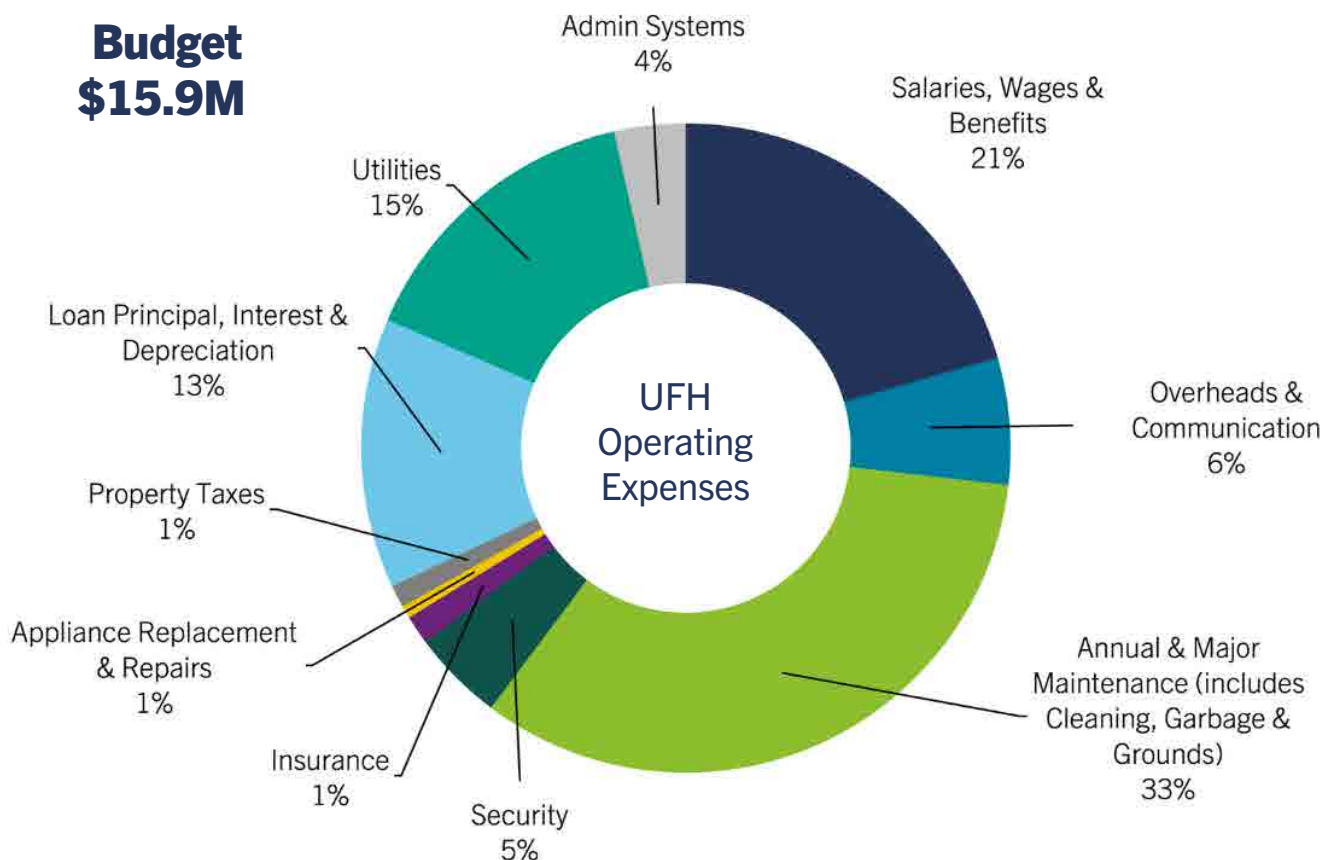
Revenue Sources – FY2024

**Budget
\$16.5M**



Operating Expenses – FY2024

**Budget
\$15.9M**



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

For the FY2025 and FY2026 budgets, significant areas of investment include the following

Charles Street Community

Roofing Upgrade - 30 Charles Completion

Elevator Modernization - 30 Charles Completion

Apartment Upgrades - full Kitchen and Bathroom renovations, replacing baseboards and interior doors - Continuing

Day Care Flooring - multi year project

Balcony Rehab Project

Emergency Generator Replacement - 35 Charles

Mechanical & Electrical System Upgrades - Electrical Main Panels, Disconnects & Air Make-up Units

Air Make-up Units

Common Area Lighting Retrofits

Podium Deck, Exterior Brick and Roof Repairs

Surveillance Camera System Additions and Upgrades

Domestic Hot Water and Heating System Boiler Upgrades - 30 Charles

Full Building Condition Assessments

Huron-Sussex Neighbourhood

Roofing & 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:

www.universityfamilyhousing.utoronto.ca

Faculty Housing Questions & Inquiries

Faculty Housing Admissions Office

371 Bloor Street West, Suite 329 Toronto ON M5S 2R7
416-946-5671
facultyadmissions.ufh@utoronto.ca

Student Family Housing Questions & Inquiries

Student Family Housing Admissions Office

35 Charles Street West, Suite 101 Toronto ON M4Y 1R6
416-978-8049
studentadmissions.ufh@utoronto.ca

Student Family Housing Residence Office

35 Charles Street West, Suite 102 Toronto ON M4Y 1R6
416-978-8304
operationscharles.ufh@utoronto.ca

Contact UFH Directly

Gloria Zangari Cuneo

Director, University Family Housing
gloria.cuneo@utoronto.ca

Apostolo Zeno

Assistant Director, University Family Housing
apostolo.zeno@utoronto.ca





UNIVERSITY OF
TORONTO

University Family Housing
Spaces & Experiences