



## AGENDA

### A. CALL TO ORDER

### B. APPROVAL OF AGENDA

1. **Motion:** *THAT the Board approve the January 16, 2024 agenda, as circulated.*

### C. APPROVAL OF MINUTES

1. **Motion:** *THAT the Board approve the December 19, 2023 minutes, as circulated.* 1

### D. DELEGATIONS

None.

### E. EXTERNAL REPORTS & PRESENTATIONS

1. Neighbourhood Climate Action Plan Update – Kerry Shaw, Senior Neighbourhood Climate Action Planner, Campus and Community Planning; John Madden, Director of Sustainability and Engineering, Campus and Community Planning 6
2. Campus and Community Planning Report – Carole Jolly, Director of Community Development and Engagement, Campus and Community Planning 14
3. Electoral Area A Director Monthly Report – Verbal Report – Jen McCutcheon, Electoral Area A Director

### F. REPORTS

1. January 2024 Management Report 16

Relevant Attachments:

- Interim Co-Chief Administrative Officers Responsibilities Calendar 35

2. 2023/24 UNA Staff Work Plan, 3<sup>rd</sup> Quarter Update – Athena Koon, Interim Co-Chief Administrative Officer 36

Relevant Attachments:

- 2023/24 UNA Staff Work Plan – 3<sup>rd</sup> Quarter Update 38

3. Janitorial Services Agreement for WCC and OBCC 2024/25 – Wegland Sit, Interim Co-Chief Administrative Officer 45

Relevant Attachments:

- RFP Janitorial Services Scoring Matrix 49
- UNA – Scandinavian Building Services Janitorial Services Agreement 50



**Recommendation:**

*THAT the Board approve the circulated 2024-2025 Scandinavian Building Services Agreement and authorize the Chair to execute the agreement.*

4. UNA Committee Appointment Report – Chris Hakim, Corporate Services Specialist 81

**Recommendations:**

*THAT the Board appoint Director Glassheim, in place of Director Liu, to the Finance & Audit Committee.*

*AND THAT the Board appoint Director Liu, in place of Director Glassheim, to the Governance & Human Resources Committee.*

5. Finance & Audit Committee Update

- a. Draft II 2024/25 UNA Annual Budgets Report – Athena Koon, Interim Co-Chief Administrative Officer 85

Relevant Attachments:

- Draft II Projected Neighbours Levy 95
- Draft II 2024-25 UNA Operating Budget – Summary 96
- Draft II 2024-25 UNA Operating Budget – Detailed 98
- Draft II 2024-25 UNA Capital Budget – Summary 103
- Draft II 2024-25 UNA Capital Budget – Detailed 104
- Recreation Report Regarding Events 105

**Recommendation:**

*THAT the Board approve the publication of the second draft of the 2024/25 budgets for public consultation.*

- b. Repayment of UBC Support & Withdrawals by UBC Report – Athena Koon, Interim Co-Chief Administrative Officer 109

Relevant Attachments:

- UBC Financial Support Letter – July 19, 2021 113
- Neighbours Agreement – Schedule F 115
- Neighbours Agreement – Schedule F.1 121



**Recommendation:**

*THAT the Board approve the following withdrawals by UBC from the Neighbours Fund:*

- a) *Residents contributions for recreation facilities: for 2022/23 - \$575,153; for 2023/24 - \$595,037; and*
- b) *Residents contributions for cultural facilities: for 2022/23 - \$30,000; for 2023/24 - \$30,000.*

- c. Investment of Neighbours Fund Report – Athena Koon, Interim Co-Chief Administrative Officer 123

**Recommendation:**

*THAT the Board direct the Finance Manager to instruct UBC Treasury to “invest” \$3 million of the Neighbours Fund for a 3-year term.*

- d. Capital Reserve Policy Report – Athena Koon, Interim Co-Chief Administrative Officer 126

Relevant Attachments:

- Capital Reserve Policy (#05-14) – Proposed Draft 130

**Recommendations:**

- 1. *THAT the Board approve the Capital Reserve Policy #05-14, as circulated.*
- 2. *THAT the Board approve the transfer of \$200,000 from the unrestricted fund to the capital reserve.*

6. Governance & Human Resources Committee Update

- a. Online Voting System RFP Report – Chris Hakim, Corporate Services Specialist 133

Relevant Attachments:

- Draft UNA Online Voting System RFP Document 136

7. Community Engagement Advisory Committee Update – Verbal Report – Chair Watson

8. Neighbours Agreement Committee Update – Verbal Report – Director Holmes

**G. UNFINISHED BUSINESS**

None.



UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

## UNA BOARD OF DIRECTORS MEETING

**Date:** January 16, 2024

**Time:** 5:30 p.m.

**Location:** Social Room, Wesbrook  
Community Centre

### H. NEW BUSINESS

None.

### I. ADJOURNMENT

#### **Recommendation:**

*THAT the Board adjourn into a closed session to discuss employee relations and other human resources matters, and the approval of minutes for a closed session or restricted closed session of a Board meeting.*





## MINUTES

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### **PRESENT:**

Richard Watson – Chair  
Bill Holmes  
Eagle Glassheim  
Fei Liu  
Murray McCutcheon

### **UBC MEMBERS:**

Carole Jolly

### **STAFF:**

Athena Koon – Interim Co-Chief Administrative Officer & Finance Manager  
Wegland Sit – Interim Co-Chief Administrative Officer & Operations Manager  
Abdalla Hobi – IT Specialist  
Chris Hakim – Corporate Services Specialist  
Dave Gillis – Recreation Manager  
Emmanuel Samoglou – Communications Specialist  
Glenda Ollero – Communications Manager  
Sai Karnam – Communications Specialist

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### **A. CALL TO ORDER**

The University Neighbourhoods Association (UNA) Board meeting was called to order at 5:32 p.m.

The Chair acknowledged that the meeting was held on the traditional and unceded territories of the Musqueam people.

### **B. APPROVAL OF AGENDA**

**MOVED** by the Chair

**SECONDED** by Director Glassheim

*THAT the Board approve the December 19, 2023 agenda, as amended.*

**CARRIED**

### **C. APPROVAL OF MINUTES**

**MOVED** by the Chair

**SECONDED** by Director Glassheim

*THAT the Board approve the November 21, 2023 minutes, as circulated.*

**CARRIED**



#### D. DELEGATIONS

None.

#### E. EXTERNAL REPORTS & PRESENTATIONS

##### 1. Campus and Community Planning Report

Carole Jolly, UBC Director of Community Development and Engagement, presented the report contained in the meeting package, followed by questions from the Board.

##### 2. Electoral Area A Monthly Report

There was no monthly report at this time.

#### F. REPORTS

##### 1. Wesbrook Community Field Replacement Discussion

The Operations Manager presented the report contained in the meeting package, followed by questions from the Board.

**MOVED** by the Chair

**SECONDED** by Director Holmes

*THAT the Board approve the Operating Committee's recommendation that the Wesbrook Community Field (the "Field") be replaced with an artificial turf system similar to the current system, namely blended slit film/monofilament fibre with SBR (crumb rubber) infill.*

**CARRIED**

**MOVED** by Director Holmes

**SECONDED** by Director Glassheim

*THAT the Board approve payments from the UNA to UBC Properties Trust to partially fund the replacement of the Field, such payments to equal 40% of the cost of the replacement, subject to a maximum for the payments and non-refundable GST, if any, in respect of the payments equal to the balance in the UNA's deferred contribution account.*

**CARRIED**

**MOVED** by Director Holmes

**SECONDED** by Director Glassheim

*THAT the Board approve the withdrawal by UBC of amounts from the Community Field Replacement Reserve in the Neighbours Fund in respect of payments from UBC to UBC Properties Trust to partially fund the replacement of the Field and to fund 33-1/3% of the GST, if any, payable by UBC in respect of the payments, such withdrawals not to exceed the balance in the fund at March 31, 2024.*



**CARRIED**

The Board amended the resolution to remove a reference, following the phrase "... the next replacement of the Field ...", regarding the agreement including contribution obligations and a process for considering alternative infill materials.

**MOVED** by the Chair

**SECONDED** by Director Holmes

*THAT the Board direct staff to work with UBC and Vancouver School Board representatives to develop an agreement for the next replacement of the Field.*

**CARRIED**

\* \* \* \*

*The Board recessed at 7:22 p.m. and reconvened at 7:33 p.m.*

\* \* \* \*

2. December 2023 Management Report

The Management team presented their respective reports contained in the meeting package, followed by questions from the Board.

3. 2024 Board Meeting Schedule

The Corporate Services Specialist presented the report contained in the meeting package. No questions followed.

4. UNA Committee Appointment Report

The Corporate Services Specialist presented the report contained in the meeting package, followed by questions from the Board. The Board agreed to revisit the consideration of appointments of Directors to the Community Engagement Advisory Committee at its January 2024 Board meeting.

**MOVED** by the Chair

**SECONDED** by Director Liu

*THAT the Board re-appoint Director Glassheim, Director McCutcheon, and Director Watson to the Land Use Advisory Committee.*

*AND THAT the Board re-appoint Director Glassheim as the Chair of the Land Use Advisory Committee.*

**CARRIED**

**MOVED** by the Chair

**SECONDED** by Director Glassheim

*THAT the Board confirm that there will be no other changes to the existing makeup of the other committees.*



**CARRIED**

5. Governance & Human Resources Committee Update

a. Online Voting System Procurement Report

The Corporate Services Specialist presented the report contained in the meeting package, followed by questions from the Board.

6. Neighbours Agreement Committee Update

a. Schedule F of New Neighbours Agreement

Director Holmes presented the report contained in the meeting package, followed by questions from the Board.

**MOVED** by Director Holmes

**SECONDED** by Director McCutcheon

*THAT the Board approve the proposed Schedule F, dated November 18, 2023, for inclusion in the new Neighbours Agreement.*

**CARRIED**

**MOVED** by Director Holmes

**SECONDED** by Director McCutcheon

*THAT the Board confirm that the UNA will treat proposed Schedule F as if it were in force.*

**CARRIED**

b. Schedule F.1 of New Neighbours Agreement

Director Holmes presented the report contained in the meeting package, followed by questions from the Board. The Chair noted that the approval of these schedules is an accomplishment for the UNA and thanked the members of the Neighbours Agreement Committee for their hard work.

**MOVED** by Director Holmes

**SECONDED** by Director McCutcheon

*THAT the Board approve proposed Schedule F.1, dated October 9, 2023, for inclusion in the new Neighbours Agreement.*

**CARRIED**

**MOVED** by Director Holmes

**SECONDED** by Director McCutcheon

*THAT the Board confirm that the UNA will treat proposed Schedule F.1 as if it were in force.*

**CARRIED**



**MOVED** by Director Holmes

**SECONDED** by Director McCutcheon

*THAT the Board direct staff to publicize the benefits provided to UNA cardholders by proposed Schedule F.1.*

**CARRIED**

7. Community Engagement Advisory Committee Update

The Chair provided a verbal report. No questions followed.

**G. UNFINISHED BUSINESS**

None.

**H. NEW BUSINESS**

None.

**I. ADJOURNMENT**

**MOVED** by the Chair

**SECONDED** by Director Glassheim

*THAT the Board adjourn into a closed session to discuss the appointment of individuals other than Directors to, or removal from, a committee, working group, or other body, and the approval of minutes for a closed session or restricted closed session of a Board meeting.*

**CARRIED**

*The meeting adjourned into a closed session at 8:17 p.m.*

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## UNA Board NCAP Update

January 16, 2023



THE UNIVERSITY  
OF BRITISH COLUMBIA

## Neighbourhood Climate Action Plan



**UBC's *Neighbourhood Climate Action Plan* is our pathway to a *net-zero, climate resilient* community.**



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OF BRITISH COLUMBIA

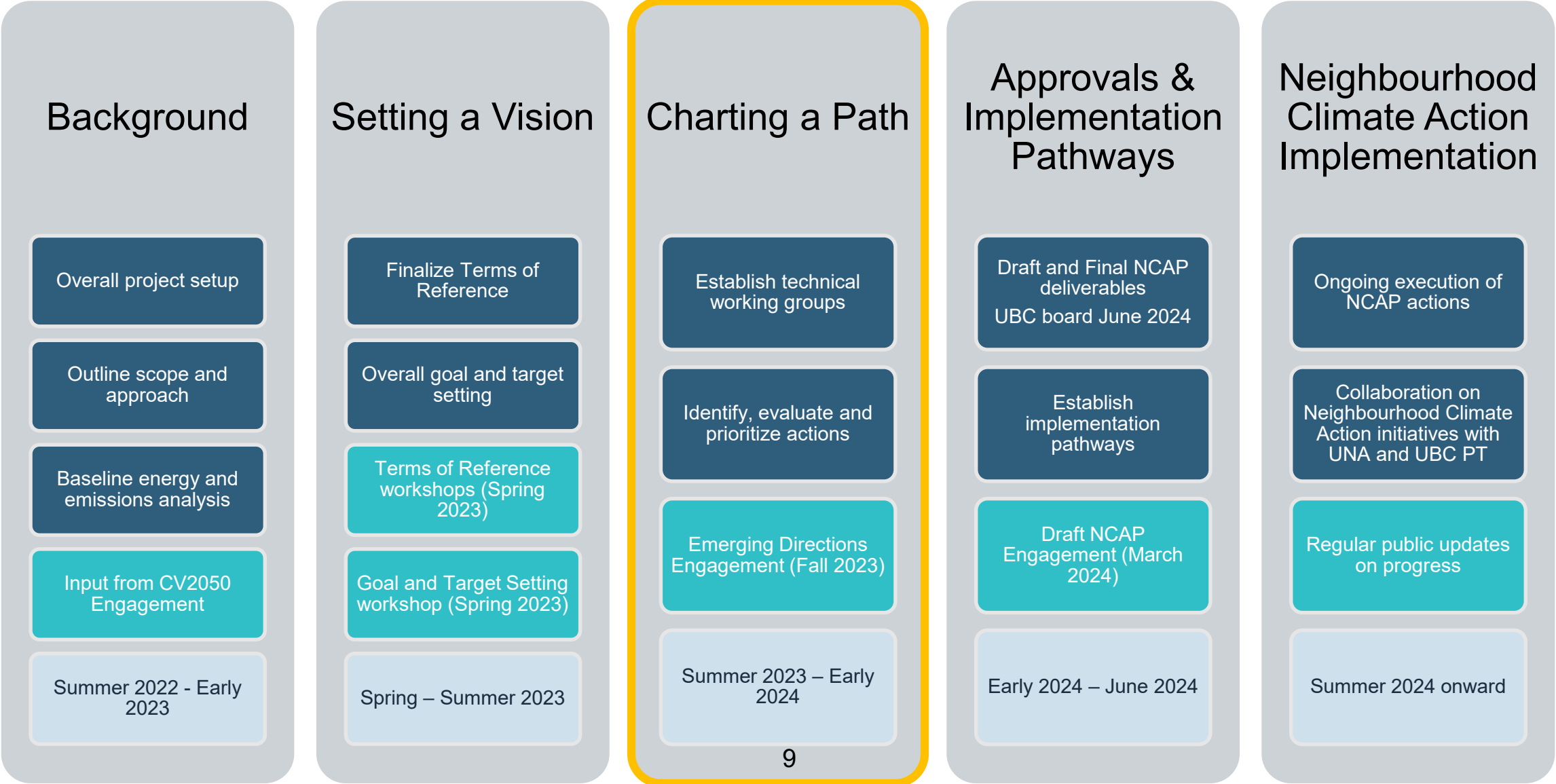
**Neighbourhood  
Climate Action Plan**

# Technical Scope Areas





# Timeline



# Emerging Directions Engagement Summary



**ONLINE SURVEY**

**323** responses  
Oct 17 - Nov 3



**OPEN HOUSE**

**8** participants  
Oct 19, Westbrook CC



**POP-UPS**

**111** participants  
Oct 21, Oct 23, Oct 26



**COMMUNITY CONVERSATIONS**

**64** participants  
**7** events  
Oct 16 - Nov 1



**PUBLIC WORKSHOPS**

**39** participants  
Oct 25, Oct 28, Oct 31



**TARGETED WORKSHOPS**

**48** participants  
Oct 3, Oct 18, Oct 23



**WALKING TOURS**

**22** participants  
Aug 31, Oct 20



**ROADSHOWS**

**218** participants  
**6** events  
Oct 11 - Oct 25

\*With the exception of some events which took place outside of this time range but included the same content.

# Emerging Directions Engagement - Themes

- Overall strong support for NCAP emerging directions
- 4 themes heard across all scope areas:
  - 1. Timing and ambition of NCAP needs to match the urgency of the climate crisis**
    - Faster timelines, specific details, identify roles/responsibilities
  - 2. Community members want to see themselves reflected in NCAP**
    - How and where will actions be implemented?
  - 3. Feelings of climate anxiety and need for community support hubs**
    - Resources for community members and places to go during climate emergencies
  - 4. Concern about barriers to climate action**
    - e.g. understanding guidelines, financial barriers to equipment upgrades

# NCAP Technical Working Group Workshops

## January 2024



- **7 Scope area workshops**
  - **Purpose:** detailed action planning
  - **Participants:** UBC and UNA staff, academic and other technical experts
- **3 implementation specific sessions:**
  - *Reporting and ongoing engagement*
  - *Academic connections*
  - *UNA implementation (with UNA staff)*

# March Engagement

- Planned: March 5 – 22, 2024
- Public engagement on draft NCAP materials
  - Closed UNA Board workshop – March 2024
  - Varied engagement methods/events
    - e.g. workshops, online survey, pop-ups, community conversations



# THE UNIVERSITY OF BRITISH COLUMBIA

## Campus + Community Planning

### Memorandum

**From:** Simmi Puri, Communications Manager, Campus + Community Planning  
**To:** UNA Board  
**Date:** January 16<sup>th</sup>, 2024  
**Subject:** Monthly Update from Campus and Community Planning

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### Film & Events Notification

#### February

- Monday, February 19<sup>th</sup>. **Family Day**. University closed
- Tuesday, February 20<sup>th</sup> to 23<sup>rd</sup>. **Mid-term Break**

### Campus Vision 2050 / Land Use Plan Update

Following the December 5<sup>th</sup> Board of Governors meeting, the Land Use Plan (LUP) was submitted to the Minister of Municipal Affairs for adoption.

Once adopted, Campus + Community Planning will provide an update for the community, after which the Vision, HAP and LUP will guide how the Vancouver campus will change and grow over the next 30 years. Community members will be invited to participate in future planning for both the academic and Neighbourhood lands through engagement on initiatives such as:

1. Amendments to the Wesbrook Place Neighbourhood Plan, which will include detailed plans for Wesbrook Place South layout and massing of buildings, open space, ecology and natural areas, etc.
2. Student housing expansion, with opportunities to explore and discuss housing and living needs.
3. Development of detailed biodiversity policies, strategies and guidelines as part of future neighbourhood and other plans.
4. Initiating the update to the Vancouver Campus Plan.

Community engagement on amendments to the Wesbrook Place Neighbourhood Plan is anticipated for late-spring 2024.

### Development Update

#### **Lot 26 in Wesbrook Place**

A public open house for this market residential project consisting of one 16 storey high rise and eight city homes was held at Wesbrook Community Centre on December 12<sup>th</sup>. This was the second public open house held for this project. The December 12<sup>th</sup> open house presented a revised proposal from Polygon

Homes responding to feedback from the community (which you can learn more about here: <https://planning.ubc.ca/Lot26>)

This project will be presented to the Development Permit Board on Wednesday January 17<sup>th</sup> at 5:00pm in the Policy Labs Room in the Centre for Interactive Research in Sustainability (CIRS) at 2260 West Mall. Learn more: <https://planning.ubc.ca/Lot26>

### **Signage at Central on University Boulevard**

Campus and Community Planning has received a Development Permit amendment application from UBC Properties Trust for three new signs and a take-out window for a new retail tenant (Chipotle) in Central, a residential rental building on the north side of University Boulevard (6025 University Boulevard). It is currently under review.

## **Neighborhood Climate Action Planning: Engagement Summary**

Engagement for the Neighbourhood Climate Action Plan's (NCAP) Emerging Directions wrapped up on November 3rd with over 800 engagement touchpoints. A summary of what we heard during this phase of engagement is available on the [C+CP website](#).

For the month of January, C+CP staff will be leading targeted workshops in each of the seven scope areas with UBC and UNA staff, faculty and external subject-matters experts. Work is also underway to establish a timeline of short, medium, and long-term actions and resourcing requirements to achieve the overarching goals for GHG emission reductions and climate resiliency in the neighborhoods, as well as a plan for ongoing monitoring and reporting.

This detailed action planning coming out of the workshops along with feedback from the emerging directions engagement will be used to inform the development of the draft goals, actions and targets, which will be presented to the community in spring 2024 for another round of public engagement. The final plan will then go to UBC's Board of Governors for endorsement in June 2024.

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**Report Date:** January 3, 2024  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon & Wegland Sit, Interim Co-Chief Administrative Officers  
**Subject:** January 2024 Management Report

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## **Background**

The January 2024 Management Report is presented for information.

## **Decision Requested**

For information.

## **Discussion**

### **INTERIM CO-CHIEF ADMINISTRATIVE OFFICERS**

The period between the December 2023 Board meeting and the January 2024 Board meeting was highlighted by the winter holiday season and the annual UNA office closure. The UNA returned to business, as of January 2, 2024.

A copy of the Interim Co-Chief Administrative Officers' responsibilities calendar for the coming month has been attached to this report.

Some of the key areas that we worked on include the following:

### ***Board Relations***

- Attended the January 2024 Governance & Human Resources Committee and Finance & Audit Committee meetings.
- Organized the onboarding and orientation of the new Resident Member appointees on the Land Use Advisory Committee.
- Supported the Board in the recruitment process for the new Chief Administrative Officer.

### ***Operations***

- Continue supporting the Operations Department with several initiatives, including pre-planning to repair and replace the Wesbrook Community Field and the roadways and sidewalks conditions assessment.
- Participated with UNA staff in the Neighbourhood Climate Action Plan (NCAP) working group.
- Attended the Quarterly UNA+UBC+UBC Properties Trust Staff meeting.





### ***Finance***

- Continue working with departments for any budget updated if required and working with the COMM team in developing the public consultation webpage.

### ***Risk Management***

- Supported the Operations Manager in insurance coverage and renewal.

### ***Programs and Services***

- Attended the semi-monthly UNA + UBC Administrative meeting.
- Met with the Management Team regularly to support and provide feedback to ensure departmental initiatives are met and on track.

### ***Human Resources***

- Help onboarding the new CAO and the ongoing staff planning and related onboarding paperwork.

### ***Community Relations***

- Assisted with the onboarding of the new appointed Land Use Advisory Committee member.

## **COMMUNICATIONS**

Following the Communications Team and Recreation Program Team's seasonal marketing meeting, the Communications Team has been working on producing the promotional materials that the Rec Team has requested and have programming the rollout of the promotions in our calendars.

### ***The Campus Resident Update***

*The Campus Resident* released a new digital only issue on January 4, 2024. The issue was published on the newspaper's website. To sign up to receive *The Campus Resident* newsletter, you can visit the website at [www.thecampusresident.ca](http://www.thecampusresident.ca).

### **UNA Website**

Our website undergoes regular updates, introducing fresh content and features. Here are some highlights of what we've been working on this past month:

- **New Budget Landing Page:** We are currently working on a new Budget Page; this page is set to include more information on the UNA budget and a detailed breakdown of the UNA's budget processes.
- **2024/2025 Budget Consultation:** The Communications team has supported the Finance department with a community consultation for the 2024-2025 UNA Draft Budget. Support materials included a website landing page, website alerts and newsletter notices. The consultation is set to close on February 2.
- **Website Updates:** With the start of a Winter programming season, we are constantly updating and adding new posts/pages/events to support all our programs.

### Testing of YouTube Live Stream for Board Meetings

To help increase accessibility of the UNA's public Board Meetings, the Communications Team is working with our IT Specialist in testing out a YouTube live stream for UNA Board Meetings. Our initial testing from last month was mostly successful and are planning for a soft launch during the January Board Meeting. We are on track for our target launch of early 2024.

### Other Work

- Supported the planning of the Staff Christmas Party which had an 80% attendance from employees.
- Support for CEAC in planning a winter social event targeting newcomers, adults and seniors.
- Support for Recreation Manager in liaising with UBC Athletics and Recreation in promoting their programs on our platforms.

### RECREATION

Looking back over 2023, a lot has changed. Some reliable and well-liked faces are gone, and new faces with fresh ideas have arrived. Recreation continues to grow to meet the needs of the community and ensure access to UBC facilities as outlined in the Neighbours Agreement. Both WCC and OBCC continue to see advances in customer services, while the first stage of the new and unique programming influenced by the Recreation and Culture Review makes its debut.

WESBROOK Community Centre came back to life January 8<sup>th</sup>, as both local high school students returned in addition to participants in programming and those who use the space, as a gather space, for simple conversation, and social activities.



OLD BARN Community Centre continues to draw more participants to the upgraded user space in the living room, and a rise in activity in the fitness centre. For those who have not had the opportunity, I highly recommend visiting as we have ensured some of the top fully functional equipment is in the building, just in time for January's resolutions.

STAFFING and day to day operations remains at the forefront as we continue to grow, adapt, and learn how to meet the needs of the UNA Community.

Staffing Update:

**Claire Smith** has taken leave; **Alina Stadnyk** will now be overseeing the Arts and Culture portfolio.

The posting for **Volunteer & Newcomers Support Coordinator** has now closed and applicants are in the process of being contacted for interviews, which expected to take place during the last 2 weeks of January.

**New & Ongoing Projects**

UBC Athletics & Recreation Committee

General Operational Hours, as well as types of drop-ins as provided by Adrian Greszata, Senior Manager, Programs and Operations, Athletics and Recreation UBC.

WINTER 2024 UBC AQUATIC CENTRE POOL SCHEDULE		
UBC AQUATIC CENTRE POOL SCHEDULE	AQUA FIT	DROP-IN
MONDAYS	11:15am - 2:00pm	8:00am – 3:45pm, 5:15pm - 9:30pm
TUESDAYS	10:00am – 12:50pm, 6:00pm – 7:00pm	6:45am – 3:45pm, 5:00pm - 9:30pm
WEDNESDAYS	11:15am – 2:00pm	10:15am – 3:45pm, 5:15pm - 9:30pm
THURSDAYS	9:00am – 1:00pm	6:45am – 3:45pm, 5:15pm - 9:30pm
FRIDAYS	11:15am – 1:00pm	8:00am – 3:45pm, 5:15pm - 9:30pm
SATURDAYS		7:00am – 8:30pm
SUNDAYS		8:30am – 8:30pm

\*Facility programming includes Community Swim (Leisure and Recreation), Length Swim (25m and 50m), Training Swim, Sensory-Sensitive Swim, Two-Spirit Trans Non-Binary Swim, Community \$3 Swim and Aqua Fit programming.

\*Times reflected above may include several programming at the same time or just one programming option

\*Pre-registered times generally occur 6:30-8:30am Monday – Saturday and 4:00-5:00pm Monday to Friday

UBC has highlighted some of the pre-reg times remaining as well as other opportunities that UBC has created based off the UNA's feedback:

- Sensory Sensitive Swims on Wednesday mornings
  - For Sensory Sensitive Swims – Aquatics has reduced as many stimuli as possible to support those that are sensitive to noise or visual stimuli including:
    - Turning off music
    - Turning off water/spray features
    - Bringing down the blinds
    - Dimming lights where possible
    - Turning off LED screens where possible
- \$3 Community Swim Nights on Saturdays 6:00pm-8:30pm
  - \$3 community swim nights are not exclusive to the UNA but are hoping to bring those in where cost may be a barrier. Lifeguards will run diving board contests, games, activities or WIBIT(obstacle course).

UBC recommends any members of the UNA should always consult the online schedule prior to visiting: <https://recreation.ubc.ca/aquatics/schedule/>

### UNA/UBC Newcomers Project

Tied into the Recreation Review is the newcomer's project, led by the UNA Recreation Manager, working with the future successful applicant of the Volunteer & Newcomers Support Coordinator, and liaising with Dr. Henry Yu. Further discussion has resulted in an agreement to continue to liaise both in the development of a curriculum, to be carried out by the Volunteer & Newcomers Support Coordinator, but also in the formation of strategic partnerships, and resources including funding. The posting for the position has been shared with Dr. Henry Yu. Dr. Yu will not be a part of the hiring process but has provided feedback to aid in our search for the best applicant.

Hours of Operation from January 1<sup>st</sup> to December 31, 2024

Hours of Operation	Wesbrook Community Centre		Old Barn Community Centre	
Jan 1 to Dec 31, 2024	Main facility	Fitness Centre	Main facility	Fitness Centre
Weekday	8:30am to 10:00pm Mon – Fri	6:00am to 10:00pm Mon – Fri	7:00am to 9:00 pm Mon - Fri	7:00am to 9:00 pm Mon - Fri
Weekend	8:30am to 9:00pm Sat & Sun	7:00 am to 9:00 pm Sat & Sun	7:00am to 7:00pm Sat & Sun	7:00am to 7:00pm Sat & Sun
Holiday	10:00 am to 5:00 pm	7:00 am to 5:00 pm	10:00 am to 5:00 pm	10:00 am to 5:00 pm

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Board Report – Front Desk – December 2023

Summary – Qiuning

**General Front Desk Service**

December was the last month of the year, both community centres remained active and vibrant with well-attended sports activities and community events. In addition to providing regular services of parking, winter program registration, and membership enrollment, the Front Desk staff also supported the delivery of three community events including Winter Festival and Family Movie Night at OBCC, and the Masquerade Party at WCC, as well as 15 room rentals and three birthday parties. 11 Front Desk staff members worked during the holiday break to keep the facilities open. They took charge of a full gym and sports schedule which drew over 500 drop-ins in the last two weeks of December. Overall, December was an accomplished month for the Front Desk Team to have a strong and safe conclusion of 2023.

New residents continue to move into the UNA neighbourhoods. 505 new clients enrolled in our registration system including 331 UNA and 41 UBC/UTown members. 60 parking applications were reviewed, and 41 new paid parking permits were issued.

### **Facility Management**

Youth and Seniors Centre opened to community use over holiday break.

The Youth and Seniors Centre was opened for community use from Dec 23 to 31, 2023 with the supervision of the Front Desk. The space was shared by community members of different ages and used respectfully. The new room schedule for 2024 winter has been posted with the following designations:

- Monday to Friday: The room is open to seniors or youth as indicated in the schedule. Scheduled programs will have priority.
- Weekends: The room is open to community use when programs are not in session.

The Room Rules and educational posters are visibly displayed in the room.

### **Rodent Infestation at WCC**

Rodent problem remains prevalent at WCC. Multiple reports of sighting of live and dead mice at WCC were made by staff members in December. A live mouse was found in the Communications Office for the first time on December 20, 2023. Trapped ones were found in the Senior Centre and Social Kitchen over the holiday break.

The city-wide rodent infestation and the adjacent construction are among the causes. The youth crowds having lunch at WCC daily and leaving food waste and garbage behind are also key contributing factors to the exacerbated situation. Further restrictions on eating and loitering at WCC need to be considered if an enhanced pest control service is not able to fully address the problem.

The restrictions on youth using the upper level of WCC will resume January 9 when the school term begins.

### **Front Desk Work Procedures**

Two documents were initiated to further refine the Front Desk operations: one is the Snow Day Plan for Recreation Facilities; the other one is the Customer Service Handbook.

The Snow Day Plan for Recreation Facilities was created before the end of December as part of the Emergency Response Procedures. It outlines the external and internal communication procedures, the roles and responsibilities of the Front Desk staff and of other departments and teams. The plan will be activated upon the next snow fall.

The Customer Service Handbook is in the process of development. The purpose of this document is to define the goals the Front Desk Team, scope of its customer service, the standards and measurement of the service quality. The hope with this document, there will be clear guidelines that supports the Front Desk to provide high-quality service and create best customer experience.



### **Staff Working Over the Holiday Break**

We would like to acknowledge the Front Desk staff who worked over the holiday break to keep the two community centres open. The staff at WCC took charge of a full open gym and sports schedule that drew over 500 drop-ins during the last two weeks of December.

## **RECREATION TEAM MONTHLY BOARD REPORT - PROGRAM COORDINATORS**

Summary – **Josie Chow, Assistant Manager – Programming and Events**

### **Registration Updates**

Winter 2024	#s as of Dec 5	#s as of Jan 2
Programs offered	277	320
Registered participants	963	1469
Waitlist	67	174
Withdrawals	9	49

Category	Revenue as of Dec 5	Revenue as of Jan 2
Physical Activity	\$56,607.02	\$81,702.95
Arts	\$20,509.49	\$34,215.59
Music	\$18,116.00	\$22,469.10
Education	\$15,247.10	\$26,838.10
Camps	\$4955.20	\$7134.00
Events	\$0	\$0
<b>TOTAL</b>	<b>\$115,434.81</b>	<b>\$172,359.74</b>

### **Programming-Wide Updates**

A new Youth Coordinator has been hired! Daniel Gowryluk has previous experience working with Utown@UBC and comes with solid coordination experience. We are excited to have him on the team and watch him build a rapport with the youth in the community. His starting date is Jan 12.

### **Program Coordinator Updates**

#### Claire

Winter Festival – Over 400 people gathered at the Old Barn Community Centre to celebrate the winter holidays on Dec 16. Families waited excitedly in line for the highly anticipated Photos with Santa and Mrs. Claus in the Old Barn living room, followed by getting creative with some holiday-themed arts & crafts. We collected general donations and 100% of hot



chocolate sales which totaled \$289.55 donated to the Greater Vancouver Food Bank. We also collected 3 bags (26 items) of non-perishable food items.

#### Kirkland

In Fall 2023, we introduced Sports Drop-In classes for each of the sports we currently offer at the UNA – Badminton, Basketball, Pickleball, Table Tennis, and Volleyball. Rather than registering for the entire season like most of our programs, these individual sessions had registration open 48 hours prior to the drop-in class. Overall, we heard positive feedback from the community, as this allowed individuals more flexibility in when they played and allowed a greater number of participants to get involved in our sports programs each week! We will be continuing to offer these drop-in sports throughout 2024.

#### Elias

- \$47 in revenue for Family Movie Night
- Our system had 16 new youth Volunteer Applications in December.
- We filled 21 youth volunteer shifts for events, including Winter Festival and Family Movie Night.

#### Linda

- Volunteers
  - We currently have 261 adult volunteers listed in our system. For the Winter we will have around 40 adult volunteers who will be facilitating, instructing and/or assisting with programs.
- Seniors Programs and Events:
  - The Youth and Senior Centre schedule has been adjusted so that there will be Seniors hours from 8:30am-3pm Monday through Friday and youth will not be allowed to use the space during lunchtime. This change will allow for more seniors programming, but also allows for the possibility of creating a lunchtime program that brings youth and seniors together.
  - Dance Party for Seniors on Jan 27, 7pm-8:30pm in the Social Room at Wesbrook Community Centre
- Newcomers
  - A variety of English Conversation classes continue to be offered as well as a new drop-in program called Newcomers' English Club (info included below in the New Program listing)
- Social/Community Building Programs
  - Let's Cook Club for January 30 will feature the making of dumplings, just in time for Lunar New Year.
  - Food for Thought: A series of meaningful conversations will feature the following discussion topics on Wednesday evenings from 7pm-8:30pm starting on Jan 17 at the Old Barn in the Living Room:
    - Are we more alike than unalike?
    - What will life be like with AI?



- How do we deal with extremes of wealth and poverty?
- What are your thoughts on climate change?
- Let's investigate generational myths.
- New programs for Winter
  - The Newcomers Support Group will move to Saturday mornings at WCC and the focus will shift to providing support for newcomer families with youth. It will be facilitated by a group of local youth who will be able to speak from their own experiences and how they adapted to life in Canada.
  - Newcomers English Club (Thursday afternoons at WCC) will start in January and provide a casual opportunity for English Language Learners to practice speaking and ask questions. There will be a different topic each week based on the interest of the participants. This program will be hosted by two seniors who are eager to meet with newcomers and to help them settle into life in Canada.
  - Seniors Song Circle will be at Wesbrook Community Centre on Fridays from 10am-11:30am.

#### UNA RECREATION – MONTHLY FITNESS REPORT

Health and Fitness – Kieran Petty, Fitness Supervisor

DATE: DECEMBER 2023

Wesbrook Community & Old Barn Fitness Center - Visits		
Day of Week	Location	Total Visits
Sunday	WCC	382
	OBCC	49
Monday	WCC	345
	OBCC	84
Tuesday	WCC	371
	OBCC	40
Wednesday	WCC	518
	OBCC	63
Thursday	WCC	454
	OBCC	48
Friday	WCC	552
	OBCC	59
Saturday	WCC	488
	OBCC	36
TOTAL VISITS UNA FITNESS		3489

Wesbrook Community Centre - Membership Revenue								
Pass	Youth	Youth Revenue	Resident	Resident Revenue	Non-Resident	Non-Resident Revenue	Total #	Total \$
10 Punch Pass	13	\$495.30	58	\$2,666.72	24	\$1,371.36	95	\$4,533.38
1 Month Pass	29	\$1,104.90	43	\$1,904.80	12	\$685.68	84	\$3,695.38
3 Month Pass	4	\$419.04	32	\$3,542.99	4	\$571.44	40	\$4,533.47
6 Month Pass	0	\$-	10	\$1,885.68	0	\$-	10	\$1,885.68
Year Pass	0	\$-	7	\$2,666.65	0	\$-	7	\$2,666.65
Total	46	\$2,019.24	150	\$12,666.84	40	\$2,628.48	236	\$17,314.56

Old Barn Community Centre - Membership Revenue								
Pass	Youth	Youth Revenue	Resident	Resident Revenue	Non-Resident	Non-Resident Revenue	Total #	Total \$
10 Punch Pass	1	\$23.81	11	\$314.27	1	\$38.10	13	\$376.18
1 Month Pass	0	\$-	4	\$114.28	0	\$0.00	4	\$114.28
3 Month Pass	3	\$157.14	1	\$76.19	0	\$0.00	4	\$233.33
6 Month Pass	0	\$-	0	\$0.00	0	\$0.00	0	\$-
Year Pass	0	\$-	0	\$0.00	0	\$0.00	0	\$-
Total	4	\$180.95	16	\$504.74	1	\$38.10	21	\$723.79

Combined - Membership Revenue								
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Pass	Youth	Youth Revenue	Resident	Resident Revenue	Non-Resident	Non-Resident Revenue	Total #	Total \$
10 Punch Pass	12	\$495.30	69	\$2,980.99	25	\$1,409.46	106	\$4,885.75
1 Month Pass	29	\$1,104.90	47	\$2,019.08	12	\$685.68	88	\$3,809.66
3 Month Pass	7	\$419.04	33	\$3,619.18	4	\$571.44	44	\$4,609.66
6 Month Pass	0	\$-	10	\$1,885.68	0	\$0.00	10	\$1,885.68
Year Pass	0	\$-	7	\$2,666.65	0	\$0.00	7	\$2,666.65
Total	48	2\$,019.24	166	\$13,171.58	41	\$2666.58	255	\$17,857.40

### 2023 Fitness Stats:

- **Gym Members:** in 2023, Wesbrook and Old Barn Fitness Centres saw a combined 40,936 people use the fitness facilities which is 11,072 more people than 2022.
  - **37% Increase in 2023.**
- **Membership Revenue:** combined for OBCC & WCC totaled \$245,768.22 in 2023.
- **Fitness & Yoga Class Revenue:** \$125,921.29 for 2023. In 2022, total fitness & yoga revenue was \$33,600.94.
  - **This is a 274% increase.**
- **Fitness & Yoga Classes:** there were 126 fitness & yoga classes offered in 2023. In 2022, there was only 33 fitness & yoga classes offered.
  - **This is a 281% increase.**

### BOOKINGS REPORT DECEMBER 2023

Room	Room Number	Booked	Number of Times	Total Hours	Rate	Booking	Tax included
Art Room					\$	\$	\$
UNA/UBC	107	Yes	3	8	54.00	432.00	453.60
					\$	\$	\$
Social Room	114	Yes	2	6	80.00	480.00	504.00



Social Room UNA/UBC	114	Yes	2	4.5	\$ 72.00	\$ 324.00	\$ 340.20
Social Room Birthday Package UNA (1-12)	114	Yes	1	1	\$ 275.00	\$ 275.00	\$ 288.75
Social Room Birthday Package UNA (13-24)		Yes	1	1	\$ 325.00	\$ 325.00	\$ 341.25
Multi-purpose Room	201	Yes	3	7	\$ 80.00	\$ 560.00	\$ 588.00
Multi-purpose Room UNA/UBC	201	Yes	1	3	\$ 72.00	\$ 216.00	\$ 226.80
Meeting Room 1 Birthday Package Public (1-12)		Yes	1	1	\$ 295.00	\$ 295.00	\$ 309.75
Meeting Room 1+2		Yes	1	2	\$ 100.00	\$ 200.00	\$ 210.00
UNA Soccer Field UNA/UBC		Yes	1	4	\$ 50.00	\$ 200.00	\$ 210.00
Theme Decorations		Yes	1	1	\$ 50.00	\$ 50.00	\$ 52.50
FacePainting		Yes	2	2	\$ 25.00	\$ 50.00	\$ 52.50
<b>Total</b>			<b>19</b>	<b>40.5</b>		<b>\$3,407.00</b>	<b>\$ 3,577.35</b>

Number of inquiries November	51
Finalized December Bookings	9



Finalized January Bookings	4
Finalized February Bookings	3
Pending payment	0
Non completed Bookings	35
Total	51

**BOOKINGS FIELD REPORT DECEMBER 2023 - WINTER SEASON 2024**

Room	Room Number	Booked	Number of Times	Total Hours	Rate	Booking	Tax included
UNA Soccer Field		Yes	3	94	\$ 50.00	\$ 4,700.00	\$ 4,935.00
UNA/UBC							
UNA Soccer Field Youth		Yes	1	26	\$ 75.00	\$ 1,950.00	\$ 2,047.50
Total			4	120		6650	\$ 6,982.50

Finalized December field payment	4
Pending payment	2
Total	6

**OPERATIONS + SUSTAINABILITY**

Sustainability

Community Garden Update

The Hawthorn community garden rebuild project is complete. All of the plots have been rebuilt and we have received excellent feedback from gardeners.

The community garden plot renewal process is underway. The community gardens continue to have very long waitlists, which are only getting longer as more people move into Wesbrook.

<b>Number of plots</b>	246
<b>Number of 2024 vacancies</b>	19
<b>Number of people on waitlist and transfer list</b>	602
<b>Average wait time for a garden plot</b>	4-5 years

### Green Depot Update

2023 was the Green Depot's busiest year yet. We hired a second Green Depot Attendant, increased staff hours, and had 18 amazing volunteers. The Depot is now able to open seven days a week, and saw an increase in every recycling category from 2022. Total users have also more than doubled since 2021.

Some highlights:

	<b>2023</b>	<b>2022</b>	<b>2021</b>
<b>Total hours open</b>	1345	950	520
<b>Clothing and textiles donated and recycled</b>	10633 kg	6661 kg	3961 kg
<b>Household and computer electronics</b>	7948 kg	5423 kg	5374 kg
<b>Soft and flexible plastics</b>	1393 kg	1229 kg	739 kg
<b>Total Users</b>	4506	3311	1947

### Operations

#### OBCC Roof Replacement Project Completed

A quick update: the Old Barn Community Centre Roof Replacement Project has been completed before the end of 2023.

## **Roads and Sidewalks Snow and Ice Removal**

### Sidewalk Snow Removal

The UNA works with UBC to have snow removal crews on stand-by to ensure that residents can have access to key areas in the neighbourhoods after or during heavy snowfall.

The UNA will prioritize the following locations for snow and ice removal:

- Sidewalks around essential services
- Sidewalks around community centres
- Sidewalks around schools
- School routes
- High traffic sidewalks that are connected to main UBC walkways
- Sidewalks around bus stops
- Major crosswalks and letdowns

**For more information, please see the [UNA Sidewalks Maps](#).**

The focus of the UNA snow removal crews is to keep ice from forming on sidewalks. Ice maintenance services will be performed based on the weather forecast. Snow removal service will begin when two to three inches of snow has accumulated.

Our snow removal crews will ensure residents are able to access key areas in the neighbourhood. Snow removal crews will first tackle primary priority sidewalks and then branch out toward secondary priority sidewalks.

In order to maximize efficiency, snow removal crews will focus on one neighbourhood at a time. Snow removal will begin in Wesbrook Place and Hawthorn Place, and then extend their service to nearby neighbourhoods.

**Please Note:** In case of extreme weather conditions, snow removal crews may face significant challenges to travel back to the UNA area due to uncontrollable circumstances. Please note this may significantly impact our snow and ice removal operations. UNA snow removal crews will make their very best efforts to prioritize, and perform removal service with the resource that is available under extreme conditions.

### **Roadway Snow Removal**

The UNA contracts UBC Building Operations for snow removal on roads.

The focus of UBC Building Operations is to keep ice from forming on roadways and to mobilize when the forecast gives us reason to believe we have ice concerns for roads. As



the snow starts to fall, UBC Building Operations will start to plow when the accumulation of snow reaches approximately two inches and carry on with this until the snow event ends.

Residents are encouraged to take the closest primary roads and sidewalks for commuting purposes. Please refer to the [UBC Snow Removal Map](#) for a diagram of all primary roads and sidewalks.

For the latest updates on snow removal in your neighbourhood, please visit [myuna.ca/snow](https://myuna.ca/snow).

### **Pruning Projects around the UNA**

The Operations department is working with both its municipal services team and Diamond Head Tree Pruning service to run multiple pruning projects around the Wesbrook and Hawthorn areas. This project is expected to begin in mid to late January 2024 and pruning projects are weather dependent.

### **IT and Finance Accounting & HR System Migration Planning**

The UNA IT team is working closely with the Finance department to prepare for the eventual migration of the accounting and HR management system to a cloud-based service. The initial planning work has begun, and we will have a more accurate delivery date as the project moves forward. It is a challenge to provide an accurate timeline as the project delivery and migration will likely near or cross fiscal year end and beginning.

### **New Janitorial Service Provider February 2024**

Subject to Board approval, we are expecting Scandinavian Building Service to take over the janitorial service for the Old Barn Community Centre and Wesbrook Community Centre. The Operations department will be working with the existing and the new service provider to ensure a seamless transition between the two.

## **FINANCE**

### **Highlights of major activities:**

- Working on second draft of budget for 2024/25
- Financial system upgrade
- Year end preparation (calendar year end)

### **Details:**



***Working on second draft of budget for 2024/25:***

The second draft for the 2024/25 budget is ready for the Board to review according to the 2024/25 budget schedule. Further details can be viewed at the Report section under the Finance. The second draft of the budget will replace the first draft and also plan to go out to the public and seek inputs and feedback. The consultation period is intended to be at least two weeks.

***Financial System Upgrade:***

System upgrade is now resumed after the new year and based on the progress, the team should be ready for training and data testing in February. We are still intending to use the existing system for this fiscal year and move to the new system in the new fiscal 2024/25.

***Year End Preparation***

Continue working with the team for calendar year end closing for payroll. All the summary and T4 reports for all stakeholders are targeted to be completed by the end of January. All reports are done electronically and there are no paper copies unless requested by specific individuals.

**Financial Implications**

None.

**Operational Implications**

None.

**Strategic Objective**

None.

**Attachments**

1. Interim Co-Chief Administrative Officers Responsibilities Calendar

**Concurrence**

1. Dave Gillis, Recreation Manager
2. Glenda Ollero, Communications Manager



UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

**UNA BOARD MEETING  
OPEN SESSION**

Respectfully submitted,

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Athena Koon  
Interim Co-Chief Administrative Officer

A handwritten signature in black ink, appearing to read "Wegland Sit", written over a horizontal line.

Wegland Sit  
Interim Co-Chief Administrative Officer

## **Interim Co-Chief Administrative Officers: Distribution of Responsibilities**

The UNA Board has appointed a new Chief Administrative Officer, who will start on January 22, 2024. During the interim, Athena Koon and Wegland Sit will be handling the responsibilities of the Chief Administrative Officer. Below is a list of high-level responsibilities that have been distributed between them.

### **Athena Koon, Finance Manager**

- Finances
- Human Resources
- Board Relations
- External Representation
- Regulatory Compliance

### **Wegland Sit, Operations Manager**

- Board Relations
- Operations & Sustainability
- Corporate Administration
- Community Relations
- External Representation

For contracts, purchases, and other actions that would normally require authorization from the Chief Administrative Officer, Athena Koon and Wegland Sit will be alternating authority as follows:

### **Athena Koon**

- January 2, 2024 – January 12, 2024

### **Wegland Sit**

- January 15, 2024 – January 22, 2024



**Report Date:** January 8, 2024  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon, Interim Co-Chief Administrative Officer  
**Subject:** 2023-24 UNA Staff Work Plan – 3<sup>rd</sup> Quarter Update

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### **Background**

The 2023-24 UNA Staff Work Plan – 3<sup>rd</sup> Quarter Update is presented for information.

### **Decision Requested**

For information.

### **Discussion**

The 2023-24 UNA Staff Work Plan was approved by the Board at the April 18, 2023 meeting. This update is comprised of the work that has taken place since the Board approved the work plan – and is up to date through the end of December 2024.

The first major initiative to highlight was the Board and staff's work to communicate the UNA's position on Campus Vision 2050, the amendments to the UBC Land Use Plan, and the UBC Housing Action Plan.

The second item to highlight is the Campus Resident's great progress and regular online and printed editions since its relaunch in September 2023.

Finally, the third item to highlight is the approval of Schedule F and Schedule F.1 of the new Neighbours Agreement.

### **Financial Implications**

The initiatives contained within the work plan are funded in the 2023-24 approved budget.

### **Operational Implications**

None.



### **Strategic Objective**

The 2023-24 UNA Staff Work Plan moves forward all five of the Board's strategic initiatives:

1. Governance
2. Advocacy
3. Environmental Sustainability
4. Creating Connection
5. Organizational Capacity

### **Attachments**

1. Schedule A – 2023-24 UNA Staff Work Plan – 3<sup>rd</sup> Quarter Update.

### **Concurrence**

1. Dave Gillis, Recreation Manager
2. Glenda Ollero, Communications Manager

Respectfully submitted,

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Athena Koon  
Interim Co-Chief Administrative Officer

A handwritten signature in black ink, appearing to read 'Wegland Sit', written over a horizontal line.

Wegland Sit  
Interim Co-Chief Administrative Officer

STRATEGIC PLAN 2023-2025

UNA STAFF WORK PLAN 2023-2024 – Third Quarter Update

GOVERNANCE	
<p>Strengthen the UNA’s role as the administrative body of the University Neighbourhoods, with the authority, autonomy and scope of responsibilities required to meet the needs of the diverse and growing community, raise sufficient financial resources, regulate in public spaces, and effectively represent the interests of the Neighbourhoods.</p>	
<p><b>Goals:</b></p> <p><b>Continue to work with UBC on the revision of the Neighbours’ Agreement to set out, in a clear and complete fashion, the rights and obligations of the UNA and UBC.</b></p> <ul style="list-style-type: none"> <li>Support the Board and Neighbours Agreement Committee on any changes to Neighbours’ Agreement 2020.</li> </ul> <p><b>Develop the capacity and tools to regulate matters of public safety and public order, including matters related to animal control and protection for pedestrians and cyclists.</b></p> <ul style="list-style-type: none"> <li>Investigate increased regulatory rules implementation (i.e. Dog Control Rules).</li> <li>Work with UBC and Area A Director to advocate for increased pedestrian and cyclist safety improvements.</li> </ul> <p><b>Work to strengthen local democracy by engaging residents on the importance of UNA membership, encouraging residents to</b></p>	<p><b>Progress:</b></p> <p><b>Continue to work with UBC on the revision of the Neighbours’ Agreement to set out, in a clear and complete fashion, the rights and obligations of the UNA and UBC.</b></p> <ul style="list-style-type: none"> <li>Supported the Neighbours Agreement Committee in its negotiations with UBC. At the end of the third quarter, both Schedule F and Schedule F.1 have been completed and approved.</li> </ul> <p><b>Develop the capacity and tools to regulate matters of public safety and public order, including matters related to animal control and protection for pedestrians and cyclists.</b></p> <ul style="list-style-type: none"> <li>Established a working group with the purpose of identifying a suitable location for an off-leash dog park, in partnership with UBC.</li> </ul> <p><b>Work to strengthen local democracy by engaging residents on the importance of UNA membership, encouraging residents to become members, and helping residents to overcome challenges to voting and participating in civic affairs.</b></p>



<p><b>become members, and helping residents to overcome challenges to voting and participating in civic affairs.</b></p> <ul style="list-style-type: none"> <li>Work with the Governance and Human Resources Committee and Board to investigate electronic voting options for UNA elections.</li> </ul>	<ul style="list-style-type: none"> <li>Amendments to the UNA Bylaws to have the Board of Directors elections occur via online voting were approved.</li> <li>Worked with the Board to procure a secure online voting system for the upcoming elections occurring at the end of 2024.</li> </ul>
<p><b>ADVOCACY</b></p> <p>Enhance the capacity of the UNA to represent the University Neighbourhoods, and to advocate on behalf of the community in discussions with the University of British Columbia as well as with a range of other public bodies whose decisions and services affect the University Neighbourhoods.</p>	
<p><b>Goals:</b></p> <p><b>Develop well-researched and -articulated positions on matters of community development for presentation to UBC as part of the Campus Vision 2050 planning process.</b></p> <ul style="list-style-type: none"> <li>Support the Board and Land Use Advisory Committee in interactions with UBC.</li> </ul> <p><b>Create a UNA Advocacy Strategy to identify the key public agencies whose decisions and initiatives impact the University Neighbourhoods, identify opportunities and methods for engagement, and develop UNA positions to advocate.</b></p> <ul style="list-style-type: none"> <li>Undertake preliminary assessment work on the formation of the strategy.</li> </ul>	<p><b>Progress:</b></p> <p><b>Develop well-researched and -articulated positions on matters of community development for presentation to UBC as part of the Campus Vision 2050 planning process.</b></p> <ul style="list-style-type: none"> <li>Supported the Board and the Land Use Advisory Committee on communicating the UNA’s position on Campus Vision 2050, the amended Land Use Plan, and the Housing Action Plan.</li> </ul> <p><b>Create a UNA Advocacy Strategy to identify the key public agencies whose decisions and initiatives impact the University Neighbourhoods, identify opportunities and methods for engagement, and develop UNA positions to advocate.</b></p> <ul style="list-style-type: none"> <li>No progress. This goal will be revisited after the hiring of a new Chief Administrative Officer.</li> </ul>

ENVIRONMENTAL SUSTAINABILITY	
In close collaboration with UBC, create opportunities for the organization and the community to reduce the University Neighbourhoods’ ecological footprint, take action on climate change, protect the natural environment and position the Neighbourhoods as a leader in environmental sustainability.	
<p><b>Goals:</b></p> <p><b>Participate with UBC in the development of a Neighbourhood Climate Action Plan for the community.</b></p> <ul style="list-style-type: none"> <li>Support the Board in ensuring that UNA interests are incorporated in any REAP revisions.</li> <li>Support the Board in ensuring that UNA interests are incorporated in any Neighbourhood Climate Action Plan.</li> </ul> <p><b>Work with UBC to ensure that the UNA’s landscaping service is based on, incorporates, and makes optimum use of, sustainable landscaping practices.</b></p> <ul style="list-style-type: none"> <li>Finalize the creation of a Board endorsed Landscape Management Plan.</li> <li>Work with UBC and UBCPT to ensure that neighbourhood developments incorporate sustainable landscaping practices.</li> </ul> <p><b>Seek ways to reduce the environmental and climate impacts of UNA’s own operations.</b></p> <ul style="list-style-type: none"> <li>Ensure the Landscape Management Plan reduces the environmental and climate impacts of UNA landscaping contractors.</li> </ul>	<p><b>Progress:</b></p> <p><b>Participate with UBC in the development of a Neighbourhood Climate Action Plan for the community.</b></p> <ul style="list-style-type: none"> <li>Took part in UNA-UBC working group meetings and gave input to UBC's Climate Adaptation and Risk Assessment process.</li> </ul> <p><b>Work with UBC to ensure that the UNA’s landscaping service is based on, incorporates, and makes optimum use of, sustainable landscaping practices.</b></p> <ul style="list-style-type: none"> <li>Reviewed current landscaping practices and service standards with an up-to-date GIS dataset.</li> <li>Gradually adjusted future landscaping practices to align with the Landscape Management Plan.</li> <li>Integrated a new landscaping service into service agreement development.</li> <li>Developing sustainable landscape pilot project in Hawthorn to address the ongoing lawn issue along Main Mall Greenway.</li> </ul> <p><b>Seek ways to reduce the environmental and climate impacts of UNA’s own operations.</b></p> <ul style="list-style-type: none"> <li>Collaborated with UBC and UBC SEEDS programs on research and pilot projects.</li> </ul>

<ul style="list-style-type: none"> <li>Continue to increase use of electric landscaping in UNA operations.</li> </ul> <p><b>Develop accessible information resources and supports to help residents reduce greenhouse gas emissions, adapt to irreversible climate changes, connect to nature, and protect the environment.</b></p> <ul style="list-style-type: none"> <li>Complete the Community Works Fund Electric Vehicle Charging Station project.</li> <li>Work with the UBC Sustainability Scholars Program to identify short-term and long-term measures to provide cool, accessible public spaces during extreme heat events and where they could be situated in the university residential neighbourhoods.</li> </ul> <p><b>Ensure that natural disaster planning efforts undertaken by UBC and Metro Vancouver take into account the needs and expectations of the UNA and the University Neighbourhoods.</b></p> <ul style="list-style-type: none"> <li>Work closely with UBC to ensure that UNA residents and stratas have access to up-to-date and accessible emergency planning resources.</li> </ul>	<ul style="list-style-type: none"> <li>Working with UBC Campus Planning and BC Hydro to expand the Fast-Charging Network and Level Two Charging Network in the UNA.</li> <li>Rebuilding and enhancing the Hawthorn Community Garden.</li> </ul> <p><b>Develop accessible information resources and supports to help residents reduce greenhouse gas emissions, adapt to irreversible climate changes, connect to nature, and protect the environment.</b></p> <ul style="list-style-type: none"> <li>Hosted sessions for UNA residents focused on gardening, tours of UBC Botanical Garden, and community yard sale.</li> <li>Shared information and resources about recycling and waste reduction in the community newsletter and at the Green Depot.</li> </ul> <p><b>Ensure that natural disaster planning efforts undertaken by UBC and Metro Vancouver take into account the needs and expectations of the UNA and the University Neighbourhoods.</b></p> <ul style="list-style-type: none"> <li>Continue work with UBC Risk Services to distribute weekly emergency preparedness tips and links to UBC Risk Services website in UNA communications platforms.</li> <li>Continue work with Electoral Area A Director, Metro Vancouver representative and UBC Risk Services to provide recurring Emergency Response Engagement Session.</li> </ul>
<p><b>CREATING CONNECTION</b></p> <p>Develop the opportunities, materials and tools to engage residents, irrespective of differences in language, culture and background, in UNA services, UNA decision-making, and efforts to build a strong sense of community.</p>	

<p><b>Goals:</b></p> <p><b>Review messaging and methods used to communicate information on the UNA and its role, local services, opportunities for engagement and community-building efforts to different groups in the community.</b></p> <ul style="list-style-type: none"> <li>Identify and implement new communications processes.</li> <li>Implement electronic streaming of Board meetings.</li> <li>Implement the recommendations of the Recreation Programming Review.</li> <li>Create a UNA Newcomers Guide.</li> </ul> <p><b>Work with UBC to define a role for the UNA in supporting the University’s reconciliation efforts.</b></p> <ul style="list-style-type: none"> <li>TBD</li> </ul> <p><b>Activate and support, directly and through the actions of others, volunteers in the community who wish to undertake or participate in community-building efforts, local service delivery and other initiatives aimed at strengthening community.</b></p> <ul style="list-style-type: none"> <li>Increase UNA volunteer appreciation events.</li> <li>Implement changes to volunteer programming and services as recommended in the Recreation Program Review.</li> </ul> <p><b>Create technological and other platforms that can be used by the UNA to engage the community, and by different groups in the community to engage each other.</b></p>	<p><b>Progress:</b></p> <p><b>Review messaging and methods used to communicate information on the UNA and its role, local services, opportunities for engagement and community-building efforts to different groups in the community.</b></p> <ul style="list-style-type: none"> <li>Relaunched the UNA’s social media channels, including Facebook and Instagram, with an emphasis on increasing events and programs promotions and general engagement. Social media audiences and engagement continue to grow.</li> <li>Relaunched The Campus Resident in September 2023 and has since published every month online with a second printed digest published in December 2023.</li> <li>Started testing YouTube streaming of Board meetings in November and December 2023, with the goal of soft launching the stream in January or February 2024.</li> <li>Complete overhaul of UNA Program Guide content to include a more cohesive tone and voice, calls to action, easily understandable program descriptions, consistent terminology and inclusive language.</li> </ul> <p><b>Work with UBC to define a role for the UNA in supporting the University’s reconciliation efforts.</b></p> <ul style="list-style-type: none"> <li>No progress. This goal will be revisited after the hiring of a new Chief Administrative Officer.</li> </ul> <p><b>Activate and support, directly and through the actions of others, volunteers in the community who wish to undertake or participate in community-building efforts, local service delivery and other initiatives aimed at strengthening community.</b></p>
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<ul style="list-style-type: none"> <li>Improve UNA communication resources to ensure that residents can easily interact with the UNA, including implementing an after hours call service.</li> <li>Explore partnerships with UBC and other local jurisdictions on the creation of a 311 reporting tool.</li> <li>Update the Living Room of the Old Barn Community Centre to improve community connection.</li> </ul>	<ul style="list-style-type: none"> <li>Planning for the Formal Volunteer Appreciation and Acknowledgement Night to be hosted in June 2024</li> <li>Completed a volunteer database.</li> <li>Organized additional social engagement events with the Community Engagement Advisory Committee.</li> </ul> <p><b>Create technological and other platforms that can be used by the UNA to engage the community, and by different groups in the community to engage each other.</b></p> <ul style="list-style-type: none"> <li>No progress.</li> </ul>
<h2>ORGANIZATIONAL CAPACITY</h2> <p>Ensure that the organization has the people and resources in place to support the Board in its work, take decisive action on the UNA’s strategic priorities, and meet the local service needs of the community in innovative and cost-effective ways.</p>	
<p><b>Goals:</b></p> <p><b>Develop programs, incentives and other initiatives aimed at enhancing the UNA’s ability to attract qualified staff in a tightening labour market.</b></p> <ul style="list-style-type: none"> <li>Review existing hiring processes to ensure diversity, equity and inclusion principles are effectively incorporated.</li> </ul> <p><b>Develop a long-term organizational resources strategy to ensure that the UNA has the operational capacity to meet the evolving needs of the organization and community.</b></p> <ul style="list-style-type: none"> <li>TBD</li> </ul>	<p><b>Progress:</b></p> <p><b>Develop programs, incentives and other initiatives aimed at enhancing the UNA’s ability to attract qualified staff in a tightening labour market.</b></p> <ul style="list-style-type: none"> <li>BCRPA records record high certification of group fitness instructors for the fall of 2023. UNA working closely with BCRPA on recruitment of instructors. Agreement and signing of instructors / teachers to one-year terms, with negotiations, held at the ¾ mark of the contract.</li> <li>Instructors are provided input into current programs during planning stage. In addition, 15% of programs, ear marked for development programming, that serves to provide diversity in programming.</li> </ul>

<p><b>Create and implement metrics to measure the organization’s performance in delivering services and acting on the UNA’s strategic priorities.</b></p> <ul style="list-style-type: none"> <li>Explore what metrics we would like to track and what is presently within our capacity to do so.</li> </ul>	<p><b>Develop a long-term organizational resources strategy to ensure that the UNA has the operational capacity to meet the evolving needs of the organization and community.</b></p> <ul style="list-style-type: none"> <li>Recreation Department completing all current hiring and will be subject to evaluation in Spring of 2024 on future needs in the fields of Programming, Events, Fitness, Wellness, Customer Services and General Facility care.</li> </ul> <p><b>Create and implement metrics to measure the organization’s performance in delivering services and acting on the UNA’s strategic priorities.</b></p> <ul style="list-style-type: none"> <li>Unique User Tracking implemented and reported to the Board of directors in monthly report. Recreation to begin tracking in January 2024:               <ul style="list-style-type: none"> <li>Usership</li> <li>Engagement</li> <li>Unique usership (Events)</li> <li>Crossover registration</li> <li>Volunteer Engagement</li> </ul> </li> </ul>
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**Report Date:** January 8, 2024  
**Meeting Date:** January 16, 2024  
**From:** Wegland Sit, Interim Chief Administrative Officer  
**Subject:** Janitorial Service Agreement for WCC and OBCC 2024-25

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## Background

The UNA operates two community centres, seven days a week: the Old Barn Community Centre (OBCC) and the Wesbrook Community Centre (WCC). Both community centres are owned by UBC, and they are operated and maintained by the UNA based on the UNA-UBC licenses.

Both community centres serve as an integral part of UNA's service delivery; they are key spaces to provide a social, recreational, and community gathering place not only for UNA residents, but also for students and the general public to enjoy the adjoining amenities.

With the completion of new residential buildings in the neighbourhood area, the Recreation department continues to introduce new programs to serve the growing community. As a result of the additional programs and centre patrons, our Recreation department noticed that there is a gap in our janitorial service delivery, and significant adjustments in terms of the facilities cleaning and maintenance are required.

The Request for Proposal (RFP) for Janitorial Services in both facilities were developed in response to this issue. The RFP process which included a mandatory onsite meeting wrapped up in October 2023. The UNA received three project submissions. After careful consideration, Scandinavian Building Services was the selected project proponent that is expected to take over the janitorial services in both OBCC and WCC on February 1, 2024.

## Decision Requested

*THAT the Board approve the circulated 2024–2025 Scandinavian Building Services Agreement and authorize the Chair to execute the agreement.*

## Discussion

### RFP Objectives

The UNA invited cleaning service providers to submit a proposal for providing commercial cleaning and janitorial services at the UNA Community Centers. The



proposal should demonstrate proven expertise in providing cleaning solutions and meeting the janitorial needs of our community centres.

The scoring matrix used in this RFP process is included in this report.

## **RFP Selection**

Scandinavian Building Services, Integral Hospitality Inc and Saugat Cleaning Services submitted RFP applications for the UNA Operations team to review. Our current janitorial services provider, Dexterra Group, did not participate in the mandatory site visit hence they did not participate in the RFP process.

As part of the RFP selection process, the UNA posted the RFP information package on the CivicInfo for about four weeks. A scoring matrix was developed to assist with the final project proponent selection process.

Scandinavian Building Services was the selected services provider as they scored the highest 77 points out of 100 points, versus 66.5 points by Integral Hospitality Inc or 38 points by Saugat Cleaning Services

## **Scandinavian Building Services service agreement**

It is a one-year term service agreement, attached as Schedule B. The term of the agreement shall be for a one (1) year period with the option to renew for one (1) additional two (2) year periods to a maximum total term of three (3) years. The option to extend the contract is subject to mutual agreement between the Contractor and the Association.

The one-year term of this agreement is designed to give the UNA the flexibility to assess the new service provider. It will also give the UNA stability to extend the service agreement with a longer term if the Scandinavian Building Services satisfied and exceeded UNA's requirements.

## **Noticeable feature of this janitorial service agreement**

The new service agreement is direct and descriptive in nature. The UNA Operations team is working closely with the UNA Recreation Team to develop the service schedule and service delivery model.

This service schedule assigns a unique perimeter of required tasks and frequency of each task based on the actual room setup, programs as well as patron usage, with recreations team and fitness center team inputs.



Another noticeable difference is the expansion of onsite porter cleaner service. The proposed service agreement expands onsite support from currently five (5) days per week and a shared position for both facilities, to each facility will receive a dedicated onsite porter and service for seven (7) days per week.

Again, each community centre will receive a designated onsite cleaner seven days a week to support their day-to-day operation. The total porter services hour will be increased from thirty (30) hours per week provided by the existing service provider, doubled to in total sixty-six (63) hours per week. While out of the total 38 hours is allocated to the Wesbrook Community Centre, and 28 hours is allocated to the Old Barn Community Centre.

### **Financial Implications**

As presented in the UNA-Scandinavian Building Services Janitorial Services Agreement, at seven days a week for both onsite porter service plus the evening cleaner service, the estimated costs for this new janitorial agreement are \$175,600.00 for the period of February 1, 2024 to January 31, 2025.

The current janitorial service provider, Dexterra Group, presented a service renewal proposal at \$162,000.00 back in June 2023. Dexters's proposal presented 50% less onsite porter hours when compared to the onsite support Scandinavian Building Services is able to provide.

Under Dexterra Group's original proposal, onsite porter service is expected to be shared by two facilities, which will waste the number of hours available to service our facilities as the janitorial staff will need to commute between the WCC and OBCC facilities daily.

Onsite support and a migration from an office-based cleaning schedule represents a strategic change in terms our facility management, and onsite cleaning allows us to strategically assign the peak hours to help resolve a number of ongoing gaps that the Recreation department has noticed.

The new proposed service agreement is an ongoing budgeted item that is fully budgeted under the Operations department for 2024.

### **Operational Implications**

Scandinavian Building Services provides a key janitorial and maintenance services function for the community centers operated by the UNA.

The UNA Operations department manages the maintenance and operations of the OBCC and the WCC. The UNA operations team expects a noticeable improvement in

janitorial service delivery at our facilities, overall centres cleanliness, and general communication with facility and operations staff as a result of the:

1. Additional scope of work.
2. Dedicated onsite porter service in each facility with extended hours.
3. Improved management methodology and planning with the new service janitorial provider.

### **Strategic Objective**

None.

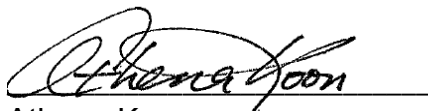
### **Attachments**

1. Schedule A: RFP Janitorial Services Scoring Matrix
2. Schedule B: UNA - Scandinavian Building Services Janitorial Services Agreement.

### **Concurrence**

1. Dave Gilles, Recreation Manager

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Athena Koon', written over a horizontal line.

Athena Koon  
Interim Co-Chief Administrative Officer

A handwritten signature in black ink, appearing to read 'Wegland Sit', written over a horizontal line.

Wegland Sit  
Interim Co-Chief Administrative Officer

Point-rated Criteria	Points Assigned	Score per Criteria (Multiplier)					Weighted Total
		Poor (.3)	Marg. (.5)	Fair (.7)	Good (.9)	Exc. (1.0)	
Experience and qualifications	15						
Methodology - Detailed method/planning and work program	20						
Sustainability	10						
Pricing	35						
Reputation and feedback from references	20						
Total Points	100						



**THIS AGREEMENT** made as of the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

BETWEEN

**UNIVERSITY NEIGHBOURHOODS ASSOCIATION**

202-5923 Berton Avenue  
Vancouver, BC V6K 1Y5

(the "**Association**")

AND

**SCANDINAVIAN BUILDING SERVICES LTD.**

14238 134 Avenue  
Edmonton, AB T5L 5V8

(the "**Contractor**")

In consideration of the payment of the Fee (as hereinafter defined), the Contractor agrees to perform and execute the works and services set out in Schedule A hereto (the "**Work**"), and in accordance with any additional instructions that may be provided by the Association from time to time, all in accordance with the terms and conditions set forth in this Agreement.

Work: Provide cleaning and janitorial services for Old Barn Community Centre and Wesbrook Community Centre, as more particularly set out in Schedule A

Payment: In consideration for the performance of the Work, the Association shall pay the Contractor the remuneration set out in Schedule B (the "**Fee**"), all in accordance with the terms and conditions contained in Schedule B.

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### **Term of Agreement**

1. The Association hereby agrees to engage the Contractor to perform and provide the Work on the terms and conditions more particularly set out in this Agreement for the period commencing on February 1, 2024 and continuing until January 31, 2025 (the "**Term**"), subject to earlier termination in accordance with Section 31 and Section 32 hereof.
2. Subject to early termination under Section 31 and 32 hereof, the Term shall automatically be extended for consecutive two (2) year terms (up to a maximum of one (1) consecutive two (2) year terms) unless either party provides written notice to the other no less than two months prior to the expiry of the then current one year term of its intention to have this Agreement expire upon the expiry of such term.

### **Fees and Invoicing**

3. The Contractor will only charge the Fee to the Association as full and final remuneration for the performance of the Work as set out in Schedule A and Schedule B.

### **Contractor Responsibilities**

4. The Contractor will:

## **UNIVERSITY NEIGHBOURHOODS ASSOCIATION**

- a. diligently perform the Work to the standards required in this Agreement, with the requisite care, skill and diligence that would be exercised by a first class contractor providing comparable services in the location and at the time in which the Work is provided, all to the satisfaction of the Association, in its sole discretion, and all in accordance with any and all plans and specifications approved by the Association in relation to the Work, including, but not limited to, those contained in Schedule A hereto;
- b. pay all fees, wages, taxes and insurance coverage, including, but not limited to, medical insurance coverage, and all other statutory deductions, compensation, remuneration and benefits of its employees engaged to perform the Work;
- c. ensure that each employee or subcontractor of the Contractor is either: (i) wearing a standard uniform identifying the individual as an employee or subcontractor of the Contractor (which uniform shall be acceptable to the Association, acting reasonably); or (ii) easily and clearly identifiable as an employee or subcontractor of the Contractor (as determined by the Association, acting reasonably);
- d. keep regular and accurate records of all activities, hours spent, and expenses incurred by it in carrying out the Work, and provide a written statement to the Association of the hours spent and expenses incurred by it in providing the Work for the purposes of invoicing the Association;
- e. comply with all applicable federal, provincial, territorial, municipal and local statutes, rules of law, ordinances, codes, rules, regulations and regulatory orders in effect at the time the Work is performed, including, but not limited to, the rules and regulations of the Association and the University of British Columbia, applicable privacy legislation, and all employment-related laws and regulations applicable to the Contractor's employees;
- f. comply with all confidentiality obligations contained herein, and with the Association's applicable written policies, procedures, rules and regulations, as they are established and amended from time to time;
- g. obtain and maintain, at the Contractor's own expense, applicable workers compensation coverage for its employees for the duration of the Term;
- h. work with the Association's personnel, other contractors, advisors, agents or representatives as may be reasonably required or requested by the Association to perform the Work;
- i. ensure that the provision of the Work does not involve the breach of any agreement or obligation of the Contractor or any of its employees;
- j. supply all the tools, equipment, expertise, labour and materials necessary to complete the Work to the extent required hereunder;
- k. acquire and maintain, on a timely, diligent and prudent basis, any and all permits or licences required to undertake and complete the Work; and
- l. take all reasonable steps to ensure that each of its directors, officers, employees, sub-contractors and agents comply with the obligations set out in this Section 4.



5. Any direction given by the Association with respect to the performance of the Work or any review or approval by the Association with respect to any Work or any product of the Work shall not relieve the Contractor from its responsibilities, obligations or liabilities set out in this Agreement.

### **Independent Contractor**

6. The Contractor acknowledges and agrees that it is an independent contractor entering into an arm's-length contract for the Work, and that neither the Contractor, nor any of its directors, officers, employees or sub-contractors are employees, agents or servants of the Association, and that this Agreement shall not constitute or create any partnership, joint venture, master-servant, employer-employee, principal-agent or any other relationship apart from that expressly stated in this Agreement.
7. The Contractor will not in any manner whatsoever commit or purport to commit the Association to the payment of any money to any person, firm or corporation.
8. The Contractor shall retain full control over the employment, compensation and discharge of all employees assisting in the performance of its obligations under this Agreement.

### **Work, Materials and Warranties**

9. The Contractor shall not subcontract any part of the Work without obtaining the prior written consent of the Association, in its sole discretion.
10. The Contractor warrants that the Work, and all goods, materials, equipment and/or services supplied by the Contractor to the Association will be in full conformity with the specifications attached hereto as Schedule A.
11. The Association shall, by giving written notice to the Contractor, be entitled to request changes in and additions or deletions to the Work without invalidating this Agreement. Subject to the forgoing this Agreement may not be amended in any manner unless an amendment is executed by both the Association and the Contractor.
12. The Contractor warrants and covenants that the work performed and the materials furnished and used in the production of the Work will have been paid for and will be free and clear from all lawful claims or liens under any law for labour, workmanship, material or otherwise.
13. The Contractor represents and warrants that each of its employees and/or subcontractors is qualified, skilled and competent for the performance of the Work.
14. If applicable, as determined by the Association, the Contractor will supply the Association with written warranties or guarantees for labour and/or materials that will be supplied at the completion of the Work.

### **Confidentiality**

15. All confidential information relating to the Association, its practices, operations and employees received or gleaned by the Contractor, its directors, officers, employees or sub-contractors in the course of undertaking the Work shall be treated as secret and strictly confidential and shall not be disclosed by the Contractor, its directors, officers, employees or sub-contractors to anyone without the express written approval of the Association.





## Timelines

16. For all requests made by the Association pursuant to this Agreement, time shall be of the essence.
17. The Contractor covenants and agrees to perform the Work within the time limits specified in the project schedule attached hereto as Schedule A, or if no time limit is specified for the Work or for a particular component of the Work, the Contractor will perform the Work promptly to the satisfaction of the Association, in its sole discretion.
18. Unless otherwise specified in the Schedules hereto, the Contractor shall perform the Work during the hours established by the Association from time to time, acting reasonably.

## Inspection and Ownership

19. The Work will be subject to inspection, and in case any of the services are not in conformity with the requirements of this Agreement or the Contractors' warranty (expressed or implied), the Association shall have the right either to reject such Work or to require correction, which the Contractor covenants to promptly rectify to the satisfaction of the Association, in its sole discretion.
20. All Work, including, but not limited to, all associated materials, plans, programs, and documents produced by the Contractor and included in the Work as a result of this Agreement will be the sole and exclusive property of the Association upon the completion of the Work, and may be used by the Association for their own purposes and by all other persons so permitted by the Association, in each case without any further obligation to the Contractor.

## Release, Indemnity and Liability

21. The Contractor agrees to indemnify, defend and save harmless the Association, its employees, officers, directors, affiliates, representatives, agents, and their respective successors and assigns (collectively, the "**Association Parties**") from and against any and all losses, claims, damages, demands, fees (including legal fees and expenses on an indemnity basis), actions and causes of action, liability or judgement including those that the Association or the Association Parties may sustain, incur, suffer or be put to at any time, either before or after the expiration or termination of this Agreement, that arise out of the acts, errors, or omissions, including the negligent acts or omissions, of the Contractor or those for whom the Contractor is responsible, including, but not limited to, its sub-contractors, servants, agents and employees (collectively, the "**Contractor Parties**"). The Contractor acknowledges and agrees that the foregoing obligations of the Contractor to indemnify the Association and the Association Parties will survive and continue notwithstanding the termination or expiration of this Agreement.
22. The Contractor agrees to release the Association and the Association Parties from and against any and all losses, claims, damages, demands, fees (including legal fees and expenses on an indemnity basis), actions and causes of action which the Association may sustain, pay or incur as a result of, or in connection with:



- a. any breach, violation, non-observance or non-performance by the Contractor or the Contractor Parties of any covenant, agreement, provision or condition of this Agreement to be performed or observed by the Contractor or the Contractor Parties; and
  - b. any damage or injury done to the Association's property by the Contractor or the Contractor Parties or any person who may be in or upon the Association's property with the consent of the Contractor or the Contractor Parties, and the Association and the Association Parties shall not be liable or responsible in any way for, and the Contractor hereby waives all claims against the Association or the Association Parties, with respect to, or arising out of, any death or injury of any nature whatsoever that may be suffered or sustained by the Contractor or the Contractor Parties or by any employee, licensee, invitee, guest or customer of either of the Contractor or the Contractor Parties Service from any causes whatsoever, and the Contractor acknowledges and agrees that the foregoing obligations of the Contractor to release the Association and the Association Parties will survive and continue notwithstanding the termination or expiration of this Agreement.
23. The Contractor acknowledges and agrees that it will be liable to the Association for all losses, costs, damages and expenses whatsoever which the Association or the Association Parties may sustain, pay or incur as a result of, or in connection with:
- a. any breach, violation, non-observance or non-performance by the Contractor or the Contractor Parties of any covenant, agreement, provision or condition of this Agreement to be performed or observed by the Contractor or the Contractor Parties; and
  - b. any damage or injury done to the Association's or the University of British Columbia's property by the Contractor or the Contractor Parties or any person who may be in or upon the Association's or the University of British Columbia's property with the consent of the Contractor or the Contractor Parties.
24. The Association, the Association Parties and the University of British Columbia shall not be liable or responsible in any way for, and the Contractor hereby waives all claims against the Association, the Association Parties and the University of British Columbia with respect to, or arising out of, any death or injury of any nature whatsoever that may be suffered or sustained by the Contractor, the Contractor Parties, or by any employee, licensee, invitee, guest, agent or customer of the Contractor or the Contractor Parties from any causes whatsoever.
25. The Contractor covenants and agrees to accept exclusive liability for any failure by the Contractor or any employee or subcontractor to comply with all applicable laws, including without limitation:
- a. the deduction and remissions of all statutory deductions including income tax, Canada Pension Plan and Employment Insurance in respect of all amounts paid to the Contractor under this Agreement and in respect of any employee or subcontractor retained by the Contractor to perform the Work; and



- b. laws governing self-employed individuals, if applicable, such as laws related to payment of taxes, social security, disability, and other contributions based on fees paid to the Contractor under this Agreement.
26. The Contractor will indemnify and hold harmless the Association and the Association Parties from and against any claim (whether for taxes, penalties, withholding of funds or otherwise) by the Canada Revenue Agency, the Employment Insurance Commission, the Canada Pension Commission, WorkSafe BC, the British Columbia Employment Standards Branch or any other governmental or quasi governmental agency with respect to any amount found to be payable by the Association or the Association Parties to such agency or commission in respect of the Work, including any legal fees incurred by the Association and the Association Parties (on an indemnity basis) with respect to any such claim. The Association will not withhold or make payments for social security, unemployment insurance or disability insurance contributions, or obtain workers' compensation insurance on the Contractor's behalf. The Contractor agrees to provide proof of payment of appropriate taxes on any fees paid to the Contractor under this Agreement upon request from the Association.
27. The Contractor acknowledges and agrees that the foregoing Release, Indemnity and Liability provisions shall survive the termination or expiry of this Agreement.

### **Insurance and WorkSafe Compliance**

28. The Contractor shall secure and provide:
- a. Workers Compensation Insurance for itself and/or any of its employees who will be providing Work under this Agreement;
  - b. Automobile Liability Insurance, including owned, hired and non-owned coverage in the amount of \$2,000,000.00 per occurrence;
  - c. Comprehensive General Liability Insurance with limits of not less than \$5,000,000.00 per occurrence, insuring against third party bodily injury, death, personal injury, property damage and liability assumed under this Agreement; and
29. The insurance required under this Agreement and described in Section 28 will:
- a. be in a form satisfactory to the Association and with insurers licensed in British Columbia;
  - b. be provided to the Association upon issuance, and in any event prior to the commencement of any Work, and also upon any subsequent renewal or modification,
  - c. add the Association as an additional insured;
  - d. be endeavour to provide the Association with thirty (30) days advance written notice of any cancellation, expiration or material change
  - e. be primary and non-contributory, and not require the sharing of any loss by any coverage provider and/or insurer of the Association; and
  - f. provide that the insurer shall not have any right of subrogation against the Association or the Association Parties on account of any loss or damage covered by such insurance or on account of payments made to discharge claims against or

liabilities of the Association or the Association Parties, the Contractor, the Contractor Parties or any employee and/or subcontractor of the Contractor or the Contractor Parties covered by such insurance.

30. The Contractor covenants and agrees to comply with the *Workers Compensation Act* (British Columbia) (the “**WCA**”) and all associated regulations, and, for the purposes of undertaking the Work, the Contractor acknowledges and agrees that it is deemed to be, and is hereby designated and appointed by the Association as, the “Prime Contractor” as that term is defined in section 118 of the WCA for the purposes of the WCA and related regulations, including the Occupational Health and Safety Regulation (the “**OHS Regulation**”), and the requirements and regulations of WorkSafeBC, and the Consultant will in that capacity strictly comply with all requirements applicable to that designation, including, without limitation, those set forth in Division 3 of Part 3 of the WCA and in sections 20.2 and 20.3 of the OHS Regulation, as they may be amended from time to time.

### **Breach of Contract and Termination**

31. In the event that the Contractor, at any time during the Term, does not comply with the provisions, terms and conditions of this Agreement to the satisfaction of the Association, the Association will be permitted to immediately terminate this Agreement by providing written notice to the Contractor (“**Termination Notice**”), and upon the provision of the Termination Notice to the Contractor, the Contractor will, if requested by the Association, immediately cease undertaking the Work, or will cease undertaking the Work on such date as stipulated by the Association in the Termination Notice.
32. The Association may, in its sole discretion, terminate this Agreement at any time upon thirty (30) days prior written notice of termination to the Contractor.
33. The Association may require that the Contractor immediately remove an employee or subcontractor of the Contractor from the performance of the Work, if, in the Association’s opinion, acting reasonably, the Contractor or any employee or subcontractor is careless, incompetent, unqualified, unsuitable or otherwise undesirable to perform the Work. The Contractor shall comply promptly with any such request to the Association’s satisfaction.
34. Upon termination of this Agreement, the Contractor will be paid in accordance with Section 3 and Schedule B of this Agreement for all work performed up to the effective date of termination. Unless otherwise stipulated herein, all obligations of the Association to the Contractor will terminate upon the termination or expiry of this Agreement and the Contractor will deliver all Work owed to the Association pursuant to the terms of this Agreement in the possession of the Contractor.

### **Notices**

35. Any notice or other communication to be given by either party to the other party under this Agreement shall be in writing and shall be deemed to have been well and sufficiently given if sent by email to, or delivered at the address of the other party hereinafter set forth:

If to the Association:

202- 5923 Berton Avenue,  
Vancouver, BC V6K 1Y5

## **UNIVERSITY NEIGHBOURHOODS ASSOCIATION**



Attn: Wegland Sit  
Email: [wegland.sit@myuna.ca](mailto:wegland.sit@myuna.ca)  
Phone: 604-822-3263

If to the Contractor:  
14238 134 Avenue  
Edmonton, AB T5L 5V8  
Attn: Melissa Donnahee  
Email: [mdonnahee@scandibldg.com](mailto:mdonnahee@scandibldg.com)  
Phone: 604-303-7555

or at such substitute address as the other party may from time to time direct in writing, and any such notice or other communication shall be deemed to have been received on the first business day following transmission or delivery, provided that if at the time of giving such notice there is in effect any industrial dispute, natural disaster or other event which may delay the receipt of such notice or other communication, the same shall only be effective if actually delivered or received.

### **Governing Law**

36. The validity and interpretation of this Agreement and the legal relations of the parties shall be governed by and construed in accordance with the laws in force from time to time in the Province of British Columbia and the federal laws of Canada applicable in the Province of British Columbia.

### **Dispute Resolution**

37. The Association and the Contractor shall make all reasonable efforts to resolve any dispute arising in relation to this Agreement and the Work between them by amicable negotiations and agree to provide to the other, on a "without prejudice" basis the relevant facts, information, and documents to facilitate such negotiations. If the Contractor and the Association are not able to negotiate a resolution as to the dispute the parties may agree to submit the dispute to mediation. If the Association and the Contractor are unable to resolve any dispute by way of negotiation or mediation, then either party may refer the matter to arbitration in which case an arbitration will take place at the British Columbia International Commercial Arbitration Centre ("BCICAC"), in accordance with BCICAC Rules then in effect, which arbitration shall be governed by the *Commercial Arbitration Act RSBC 1996, c.55*. Where any such dispute is brought to arbitration, the decision of the arbitrator shall be final and binding upon both the Association and the Contractor. Each party shall bear its own costs and attorney fees with respect to any such arbitration, and the cost of the arbitration shall be split evenly between the parties.

### **No Waiver**

38. No failure by either party to insist on performance of any term, condition, or instruction, or to exercise any right or privilege included in this Agreement, and no waiver of any breach shall constitute a waiver of any other or subsequent term, condition, instruction, breach, right or privilege.

### **Validity**



39. In the event that any provision contained in this Agreement is held to be void or unenforceable, the remaining provisions of this Agreement shall not be affected thereby and shall remain valid and enforceable to the fullest extent permitted by law; however, in such event the parties agree to negotiate in good faith to reach an equitable agreement concerning the subject matter of the void or unenforceable provisions that shall reflect the intent of the parties as set forth in this Agreement.

#### **Monies**

40. All monies to be paid hereunder shall be paid in lawful money of Canada.

#### **Interpretation**

41. As used in this Agreement, the masculine gender shall include the feminine or neuter gender, and the plural shall include the singular wherever appropriate.

#### **Costs**

42. Except as provided in this Agreement, each party shall perform its obligations under this Agreement at its own cost and expense.

#### **No Third Party Beneficiaries**

43. Nothing in this Agreement shall entitle any person other than the Association and the Contractor to any claim, cause of action, remedy or other rights of any kind in respect of the subject matter hereof.

#### **Assignment**

44. The Contractor shall not assign the whole or any part of this Agreement without the Association's prior written consent, which consent may be given or withheld in the sole discretion of the Association.

#### **Counterparts**

45. This Agreement may be executed by the parties in any number of counterparts and may be executed and delivered originally or by electronic transmission in Portable Document Form ("PDF") and each such original or PDF copy, which so executed and delivered, shall be deemed to be an original, and all of which taken together shall constitute one and the same instrument.

#### **Headings**

46. Headings used in this Agreement are for reference purposes only and are not to be used to interpret this Agreement.

#### **Enurement**

47. This Agreement shall enure to the benefit of and shall be binding upon the parties hereto and their respective successors and permitted assigns.

#### **Entire Agreement**

48. This Agreement, including the schedules hereto, sets forth the full and complete understanding of the parties as of the date written above and supersedes any and all

agreements and representations made or dated prior hereto.

IN WITNESS WHEREOF the parties hereto have executed this Agreement as evidenced by the signatures of their duly authorized signatories effective as of the day and year first above written.

**UNIVERSITY NEIGHBOURHOODS ASSOCIATION**

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Richard Watson, Chair

**SCANDINAVIAN BUILDING SERVICES LTD.**

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UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

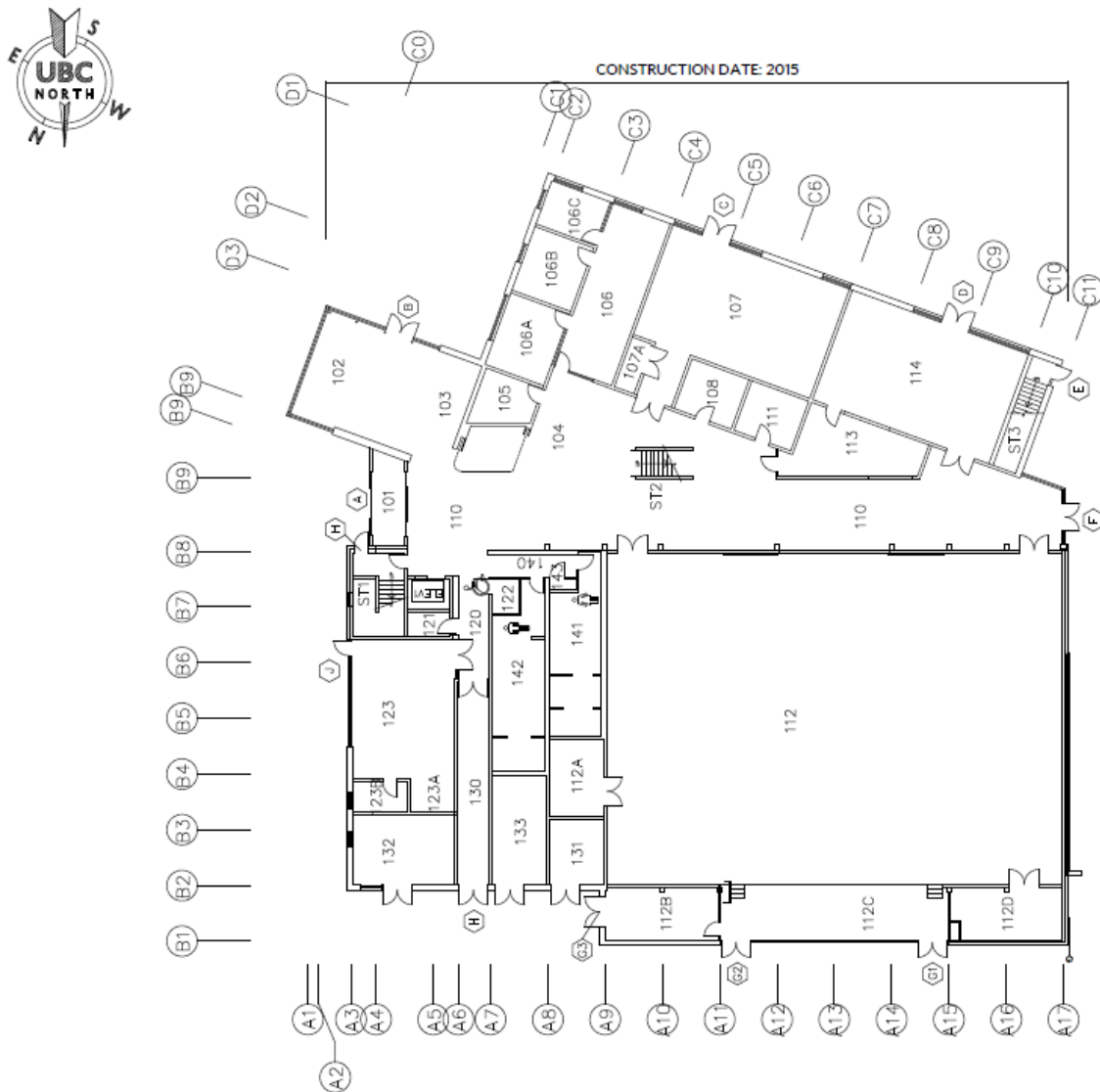
**Schedule A:**

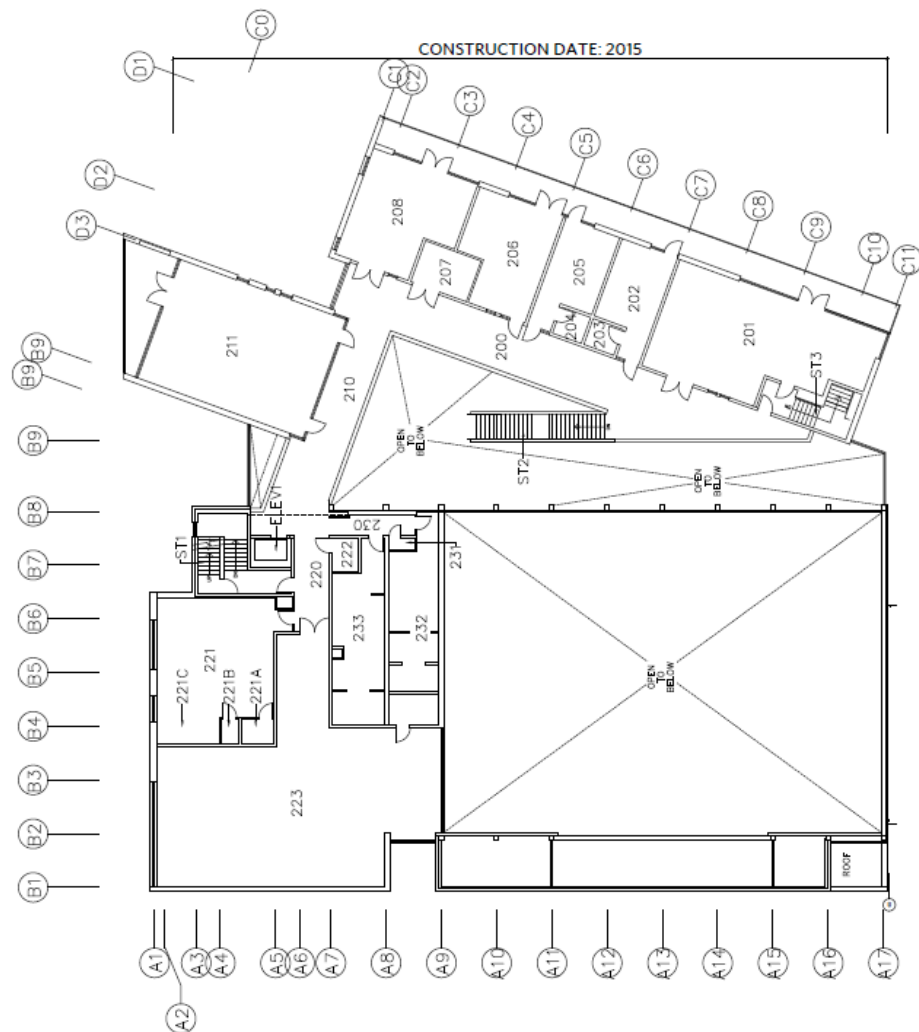
**WORK**

**[See attached]**

## Wesbrook Community Centre – 3335 Webber Lane Vancouver BC

### Wesbrook Community Centre – Ground Level Site Plan





Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
Lobby (100)	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior of doors and door glass	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor						X
	Clean all sills					X	
	Clean blinds					X	
Front Entry (101)	Vacuum interior and exterior walk-off mats	X					
	Deep clean interior and exterior walk-off mats			X			
	Mop interior and exterior entrance hard floors	X					
	Scrub tiles					X	
	Hose outside entrance			X			
	Hose outside east stairway					X	
	Pressure wash outside entrance						X
	Pressure wash outside balcony						X
	Spot clean walls, glass/door glass of finger marks	X					
	Fully clean walls						X
	Detail cleaning of lamp/light fixtures						X
	Wash exterior windows						X
	Pick-up waste or litter	X					
	Sweep	X					
Reading + Lounge (102+103)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Wipe down/dust counter tops	X					
	Clean windows			X			
Reception (104)	Clean all sills				X		
	Wipe computer hardware		X				
	Wipe/disinfect phones	X					
All Offices and Printer rooms (105+106+106A+106C+123B+208)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Spot clean walls/doors	X					
Staff Kitchen (106B)	Wash walls/doors						X
	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel clean)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge, stove, etc.)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Remove rust/water stains	X					
Arts Room (107)	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Wash counter tops and exterior of cupboards and sinks	X					
	Clean all windows				X		
	Sweep and damp mop floor	X					
	Clean all sills					X	
	Clean blinds					X	
	Burnish floor						X
	Strip/seal/finish floor						X
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
<b>Gym (112)</b>	Damp mop floor	X					
	Wipe/dust/benches/furniture	X					
	Clean all windows				X		
	Clean all sills					X	
	Dust and wipe basketball frames					X	
	Wipe/dust benches	X					
	Dust floor	X					
	Spot clean all walls/doors	X					
<b>Social Room (114)</b>	Damp mop floor	X					
	Strip/seal/finish floor					X	
	Burnish floor						X
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
<b>Social Room Kitchen (113)</b>	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel clean)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge, stove, etc.)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Remove rust/water stains	X					
<b>Teen Centre (123)</b>	Clean all windows				X		
	Spot clean walls/doors	X					
	Wash wall/doors						X
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Wipe down/dust furniture	X					
	Clean all sills					X	
	Clean blinds					X	
	Empty and disinfect wastebaskets/garbage cans	X					
	Wash counter tops and exterior of cupboards and sink	X					
	Re-stock and wipe down all dispensers	X					
<b>Multipurpose Room (201)</b>	Damp mop floor	X					
	Strip/seal/finish floor					X	
	Burnish floor						X

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
<b>Music Rooms (202 + 205)</b>	Mop floor	X					
	Clean, disinfect all furniture	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Dust all lamp/light fixtures						X
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
<b>Meeting Room (206)</b>	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Carpet extraction						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Clean all sills					X	
	Clean blinds					X	
<b>Dance Studio (211)</b>	Damp mop floor	X					
	Burnish floor						X
	Wipe/dust/benches/furniture	X					
	Clean all windows				X		
	Clean all sills					X	
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe/dust dance railings	X					
	Clean mirrors		X				
	Dust floor	X					
	Spot clean all walls/doors	X					
	Wash all walls/doors						X
<b>Childminding Room (221)</b>	Vacuum carpet	X					
	Spot clean carpet	X					
	Clean all windows				X		
	Spot clean walls/doors	X					
	Wash wall/doors						X
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Wipe down/dust furniture	X					
	Clean all sills					X	

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Clean blinds					X	
	Empty and disinfect wastebaskets/garbage cans	X					
	Wash counter tops and exterior of cupboards and sinks	X					
	Re-stock and wipe down all dispensers	X					
<b>Fitness Centre (223)</b>	Vacuum tile floor	X					
	Mop, deodorize, rinse all floor and tile surfaces	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Clean all sills					X	
	Clean blinds					X	
	Wash counter tops and exterior of cupboards and sinks	X					
	Re-stock and wipe down all dispensers	X					
	Clean mirrors		X				
<b>All storage rooms (107A+112A+112B+112D+207+203+223A)</b>	Sweep floor			X			
	Mop floor				X		
	Dust all lamp/light fixtures				X		
<b>Changing Rooms (141+142+231+232)</b>	Mop, deodorize and rinse all floor and tile surfaces using disinfectant	X					
	Clean, disinfect, deodorize and rinse all basins, toilets, urinals, sinks, counter tops	X					
	Remove rust and/or water stains	X					
	Re-stock/wipe all dispensers	X					
	Empty sanitary napkin disposal dispensers	X					
	Detail clean and sanitize floor tiles			X			
	Seal floor tiles						X
	Scrub floor tiles		X				
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Detail clean and sanitize showers			X			
	Polish shower fixtures	X					
	Scrub drain covers			X			
	Clean-out shower drain			X			
	Detail sink overflow			X			
	Damp dust lockers			X			
	Disinfect lockers					X	
	Clean showers	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/ garbage cans	X					
	Clean shower mats	X					
	Remove graffiti	X					
<b>Washrooms (122+222)</b>	Mop, deodorize and rinse all floor and tile surfaces using disinfectant	X					
	Clean, disinfect, deodorize and rinse all basins, toilets, urinals, sinks, counter tops	X					
	Detail clean and sanitize floor tiles			X			
	Scrub floor tiles		X				
	Seal floor tiles						X
	Remove rust and/or water stains	X					
	Detail sink overflow			X			
	Empty and disinfect wastebaskets/ garbage cans	X					



Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Dust all lamp/light fixtures	X					
	Replace burnt-out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Empty sanitary napkin disposals dispensers	X					
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Remove and Report graffiti	X					
<b>Recycling / Garbage Room (131)</b>	Sweep floor			X			
	Dust all lamp/light fixtures					X	
	Power wash						X
<b>Green Depot (132)</b>	Sweep floor			X			
	Mop floor				X		
	Dust all lamp/light fixtures				X		
	Empty and disinfect wastebaskets/ garbage cans	X					
<b>Elevator</b>	Wipe down walls/doors	X					
	Mop floor	X					
	Clean tracks	X					
	Dust all lamp/light fixtures	X					
	Replace burnt-out bulbs	X					
	Detail cleaning of lamp/light fixtures					X	
<b>Main Stairway (ST 2)</b>	Damp mop stairs	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
<b>East Stairway (ST 1)</b>	Damp mop stairs				X		
	Dust all lamp/light fixtures				X		
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
<b>Mechanical + Electrical Room (108+133)</b>	Sweep floor				X		
	Dust all lamp/light fixtures					X	
<b>All Hallways and Gym Lobby</b>	Damp mop floor	X					
	Burnish floor						X
	Strip/seal/finish floor						X
	Clean windows				X		
	Clean all sills					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Dust benches		X				
	Spot clean walls/doors	X					
	Wash all walls/doors						X
	Wipe down and disinfect waterfountains	X					
<b>Janitorial closets</b>	Sweep floor	X					
	Mop floor			X			

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
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Facility	Locations	Hours of Operation
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: 8:30 a.m. to 10 p.m. Saturday and Sunday: 8:30 a.m. to 9 p.m.

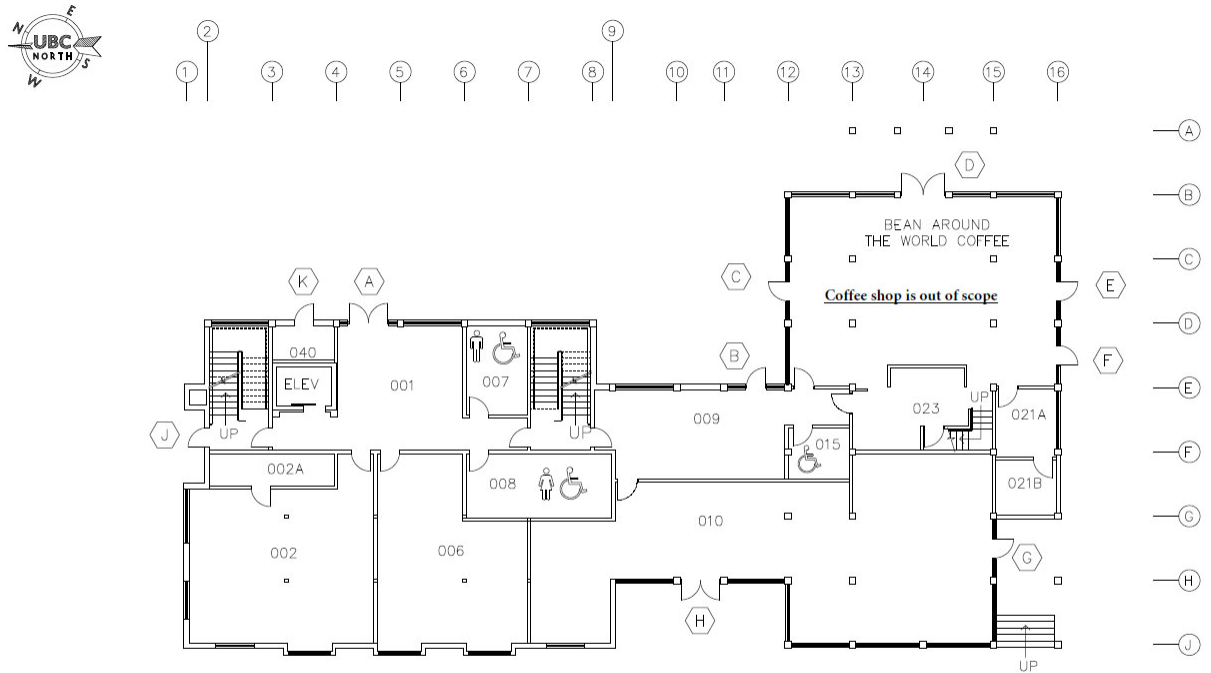
Facility	Locations	Hours of Porter Service Cleaning
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: 11 a.m. to 5 p.m. Saturday and Sunday: Noon to 4 p.m.

Facility	Locations	Hours of Evening Cleaning
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: After 10 p.m. Saturday and Sunday: After 9 p.m.

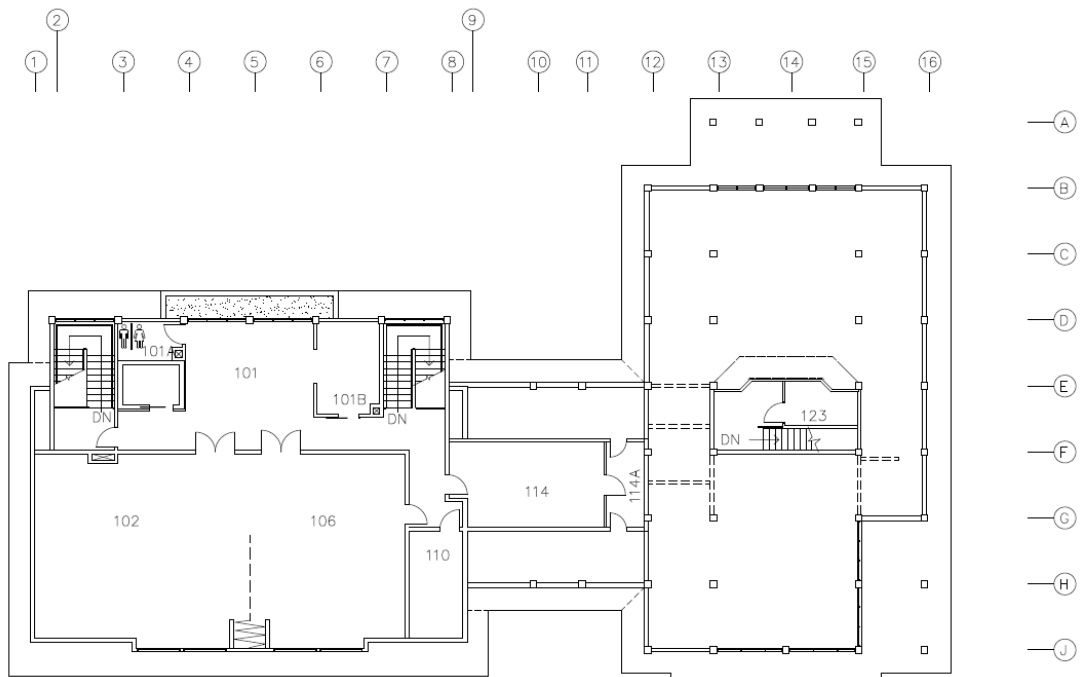
At approximately 31,000 sq ft, a 2 levels community centre, including office spaces, fitness centre, dance studio, multipurpose indoor gym, kitchens, meeting rooms, changerooms with shower facilities.

## Old Barn Community Centre – 6308 Thunderbird Blvd Vancouver

### Old Barn Community Centre - Ground Level Site Plan



# Old Barn Community Centre - Second Level Site Plan



Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
<b>Lobby (001)</b>	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior of doors and door glass	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor						X
	Clean water machine and drain with food grade cleaner		X				
	Clean all sills					X	
	Clean blinds					X	
<b>Reception (001)</b>	Clean all sills				X		
	Wipe computer hardware		X				
	Wipe/disinfect phones	X					
<b>Fitness Centre (002)</b>	Vacuum tile floor	X					
	Mop, deodorize, rinse all floorand tile surfaces	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust machines	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X
	Clean all sills					X	
	Clean blinds					X	
	Clean water machine and drain with food grade cleaner		X				
	Re-stock and wipe down alldispensers	X					
	Clean mirrors		X				
<b>Offices and Printer Room (006)</b>	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
<b>Staff Kitchen (006)</b>	Mop, deodorize, rinse all floorand tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel cleaner to be food grade)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge)			X			
	Dust all lamp/light fixtures						X
	Remove rust/water stains	X					
<b>Washrooms (007+008+015+101)</b>	Mop, deodorize and rinse all floorand tile surfaces usingdisinfectant	X					
	Clean, disinfect, deodorize andrinse all basins, toilets, urinals,sinks, counter tops, lo	X					
	Detail clean and sanitize floortiles			X			
	Scrub floor tiles		X				
	Seal floor tiles						X
	Remove rust and/or water stains	X					
	Detail sink overflow			X			
	Empty and disinfect wastebaskets/ garbage cans	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Re-stock/wipe all dispensers	X					
	Empty sanitary napkin disposal dispensers	X					
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Remove and Report graffiti	X					
<b>Stairways</b>	Damp mop stairs	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
<b>John Young Room (009)</b>	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Clean all sills				X		
	Clean blinds					X	
	Wipe down/dust counter tops	X					
	Clean windows			X			
<b>Living Room (010)</b>	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Clean all sills				X		
	Clean blinds					X	
	Wipe down/dust counter tops	X					
	Clean windows			X			
<b>Lounge Area (101)</b>	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor						X
	Clean all sills					X	
	Clean blinds					X	
<b>Old Barn Kitchen (101B)</b>	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel cleaner to be food grade)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Remove rust/water stains	X					
<b>Meeting Room 1 &amp; 2 (102+106)</b>	Damp mop floor	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Strip/seal/finish floor					X	
	Burnish floor						X
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
<b>All Storage Room</b>	Sweep floor			X			
	Mop floor				X		
	Dust all lamp/light fixtures				X		
<b>Garbage Area</b>	Power wash floor					X	
	Sweep floor			X			

Facility	Locations	Hours of Operation
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: 7 a.m. to 9 p.m. Saturday and Sunday: 7 a.m. to 9 p.m.

Facility	Locations	Hours of Porter Service Cleaning
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: Noon to 4 p.m. Saturday and Sunday: Noon to 4 p.m.

Facility	Locations	Hours of Evening Cleaning
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: After 9 p.m. Saturday and Sunday: After 9 p.m.

At approximately 9500 sq ft, a 2 levels community centre, including office space, fitness centre, meeting rooms, community gathering space, washrooms and kitchen space.





### Cleaning Products and Supplies List + Sustainability Information

Please provide a list of all cleaning products and supplies (including brand names and descriptions if necessary) that you will use to perform the Services if you are selected to enter into a Contract with the UNA.

In each case indicate whether or not the product is “Green Seal” certified or selected as part of a sustainability measure.

Product Name	Manufacturer	Green Seal (Yes/No)	Description
Regard Peroxide Cleaner Disinfectant	Regard	Yes	Cleaner and disinfectant
Regard Multi-Purpose Cleaner	Regard	Yes	General Purpose Cleaner
Regard Glass & Multi-Surface Cleaner	Regard	Yes	Glass Cleaner
Regard Daily Neutral Cleaner	Regard	Yes	Floor Cleaner
Regard Washroom Cleaner	Regard	Yes	Washroom Cleaner
Tile Sealer - with UNA approval	Diversey	No	Carefree Floor Finish/Sealer - for periodic floor care only

Provide a statement showing how you will demonstrate a commitment toward continuous improvement around environmental health, pollution prevention and efficient energy use.

#### Sustainability Statements and Methodologies

Please see written response as well as Document 1 - Sustainability Plan.

### Equipment Description

We provide the following information in order that the Association may judge our ability to fulfil the Schedule A and Schedule B requirements.

Please list the **Size**, **Model**, and **Make** of the equipment which we will place on the Contract and use during the course of the Services as set out in Schedule A and Schedule B is as follows:

#### Wesbrook Community Centre

Equipment	Size	Make	Model
Autoscrubber - walk behind	20 inch	Nilfisk	SC 500
Swing Machine	20 inch	Pacesetter	20TS
Carpet Extractor	portable	Tempest	TP8X
Backpack Vacuum	portable	NaceCare	RBV150
Wet Vac	portable	Tennant	v-wd-24
Pressure Washer 1700psi *shared between both facilities	portable	NaceCare	WV900
Window Cleaning System *shared between both facilities	Portable - 55'	Unger	Hydro Power Nlite 55'

Old Barn Community Centre

Equipment	Size	Make	Model
Autoscrubber - walk behind	16 inch	NaceCare	TT 516
Carpet Extractor	portable	Tempest	TPX8
Backpack Vacuum	portable	NaceCare	RBV150
Wet Vac	portable	Tennant	v-wd-24



## Schedule B:

### REMUNERATION AND PAYMENT

#### A. Remuneration

##### 1. Fees

***As per the attached***

Notwithstanding anything to the contrary, any increase in the rates requires the Association's prior written consent.

##### 2. GST

Goods and Services Tax ("**GST**") is not included in the above hourly rates. The Association shall pay GST to the Contractor on each payment referred to in Part B below.

The Contractor represents that its GST Registration No. is 104737762 RT0001. Except for GST, the above fees include all taxes and duties of any kind.

#### B. Payment

##### 1. Invoices

The Contractor shall submit an invoice for the Work performed during the preceding month to the Association every month during the Term, with GST shown separately on each invoice. Each invoice must be dated the last day of the calendar month and must be submitted no later than the 10th day of the following month. Invoices shall be accompanied by a statement of hours expended by each employee or approved subcontractor of the Contractor at the applicable hourly rates, the dates upon which such hours were expended, and a detailed description of Work provided, along with all supporting invoices, information and other documentation requested by the Association.

In the event of significant revisions, changes in scope, or reasonably unforeseen additional works or services required outside the agreed scope contained in Schedule A, the Contractor will notify the Association in writing and provide a summary of projected additional fees and disbursements for such additional work or services for the Association's review and approval. Additional works or services, if authorized by the Association, will be undertaken on a time and materials basis at those rates quoted to the Association and upon the written authorization of the Association before commencement. All additional works or services will be performed in accordance with the terms of this Agreement, and the engagement of the Contractor for additional works or services will not limit



the ability of the Association to terminate this Agreement, including, but not limited to, for cause pursuant to Section 31 hereof.

2. If the Association determines that the amount properly due is less than the invoice amount, the Association shall promptly give notice thereof, with its reasons, to the Contractor. The Contractor shall not stop or delay performance of the Work pending resolution of any dispute.
3. Date of Payment

Payment of monthly invoices by the Association for Work that meets the standards set out in this Agreement shall be made within thirty (30) days after receipt by the Association.

## H. SCHEDULE C – SCHEDULE OF PRICING AND OTHER INFORMATION

The Proponent is mandatory to complete the information list in **Schedule C – Schedule of Pricing and Other information** in the field provided and include with their proposal.

- Prices are to be quoted in Canadian Funds for each facility.
- GST and Provincial Sales Taxes are not to be included in the pricing.

This proposal is to contain the total cost of cleaning each of the listed facilities as per services /locations/frequency schedules located in Schedule A and Schedule B of this RFP document. The monthly fees will include all of your costs to compete the Services include without limitation, labour, supervision, management, equipment, tools, material, cleaning supplies, fuel, overhead and office cost but will exclude GST and PST and the cost of Consumables as set out in Section B 1.0.

Table C1 Schedule of Pricing

Item	Facility	Services	Hourly Rate (\$)	Hour Per month	Price Per Month (\$)
1	Wesbrook Community Centre	Porter Service Cleaning	27.72	164.66	4564.38
2	Wesbrook Community Centre	Evening Cleaning Service	27.72	182	5045.04
3	Old Barn Community Centre	Porter Service Cleaning	27.62	121.33	3351.13
4	Old Barn Community Centre	Evening Cleaning Service	27.62	60.66	1675.43
				<b>Total Price (\$)</b>	<b>14635.98</b>

### Wesbrook Community Centre

The number of workers we will employ and maintain on the Day Porter Service in Wesbrook Community Centre is 1 .

The number of workers we will employ and maintain on the Evening Cleaning Service in Wesbrook Community Centre is 2 .



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### **Old Barn Community Centre**

The number of workers we will employ and maintain on the Day Porter Service in Old Barn Community Centre is   1   .

The number of workers we will employ and maintain on the Evening Cleaning Service in Old Barn Community Centre is   2   .

Scandinavian Building Services shall comply with all federal, provincial, and local laws applicable to its performance of its obligations hereunder. Client acknowledges and agrees that upon written notice to the client.

Scandinavian Building Services shall have the right to modify its pricing due to new or modified federal, provincial, or local government laws, regulations, rules or mandates or terms of any collective bargaining agreement.





**Report Date:** January 8, 2024  
**Meeting Date:** January 16, 2024  
**From:** Chris Hakim, Corporate Services Specialist  
**Subject:** UNA Committee Appointments

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## Background

The Board appoints individuals to several different committees, both UNA and external ones. The terms of reference for these committees vary, and the membership of these committees is typically reviewed annually, with any changes to committee appointments to be dealt with at the December Board meeting. The terms of reference for each committee can be [found on the UNA website](#).

The following report, which utilizes recommendations from the Chair where applicable, includes a schedule of recommended committee appointments for the 2024 calendar year.

## Decisions Requested

*THAT the Board appoint Director Glassheim, in place of Director Liu, to the Finance & Audit Committee.*

*AND THAT the Board appoint Director Liu, in place of Director Glassheim, to the Governance & Human Resources Committee.*

## Discussion

In consultation with the Chair, Director Glassheim and Director Liu have agreed to the proposal of swapping their memberships on the Governance & Human Resources Committee and the Finance & Audit Committee, respectively. A schedule of the current membership lists of and proposed appointments to various committees is listed below.



Committee	2024 Committee Members	Proposed 2024 Committee Members	Notes
Finance & Audit Committee	<b><u>Directors</u></b> Director Holmes (Chair) Director Liu <i>Vacancy</i> <i>Vacancy</i>	<b><u>Directors</u></b> Director Holmes (Chair) Director Glassheim <i>Vacancy</i> <i>Vacancy</i>	<p>Up to four Directors can be appointed by the Board, on the recommendation of the Board Chair. Chair and Vice-Chair of the Committee are the persons appointed by the Board to these positions, on the recommendation of the Board Chair. One UBC Member may attend and participate in meetings, as per the Neighbours Agreement (2020) and UNA Bylaws. The UBC Member does not have a vote.</p> <p><b>No specific term. The Board Chair is to review the composition of the Committee annually and may review the composition at other times. Following the review, the Board Chair may recommend to the Board that a committee member be replaced, that a vacancy be filled, or that a new person be appointed the Committee Chair or the Committee Vice-Chair.</b></p>
Governance & Human Resources Committee	<b><u>Directors</u></b> Chair Watson (Chair) Director McCutcheon (Vice-Chair) Director Glassheim	<b><u>Directors</u></b> Chair Watson (Chair) Director McCutcheon (Vice-Chair) Director Liu	<p>The Committee will be comprised of the Board Chair and up to two Directors appointed by the Board, on the recommendation of the Board Chair. The Committee Chair and Vice-Chair will be selected by the Board from among the Directors. A UBC Member may be invited to attend from time-to-time.</p> <p><b>No specific term. The Board Chair will review committee membership on an annual basis and make recommendations to the Board for changes. The Committee may from time-to-time invite a UBC Member to meet with the committee.</b></p>



**Financial Implications**

None.

**Operational Implications**

None.

**Strategic Objective**

Community and Stakeholder Relations

**Attachments**

None.

**Concurrence**

None.

Respectfully submitted,

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Chris Hakim  
Corporate Services Specialist

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Athena Koon  
Interim Co-Chief Administrative Officer



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**UNA BOARD MEETING  
OPEN SESSION**

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Wegland Sit  
Interim Co-Chief Administrative Officer



**Report Date:** January 4, 2024  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon, Interim Co-Chief Administrative Officer  
**Subject:** Draft II 2024/25 UNA Annual Budgets Report

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## Background

In November 2023, the first draft budget for fiscal year 2024/25 was presented to the Finance & Audit Committee and the Board. The purpose of this report is to present the second draft budget to the Board for review and further referral to public consultation.

The second draft of the 2024/25 budget has a few changes compared to the first draft presented in November 2023 and will be discussed further in this report. As most of the key points have already been covered in the first draft, this report will not detail what has already been shared and will only highlight all the changes and updates.

## Decision Requested

*THAT the Board approve the publication of the second draft of the 2024/25 budgets for public consultation.*

## Discussion

### Changes Compared to the First Draft:

Highlights of the 2024/25 Budget Draft II:

### Revenue:

- Neighbours Levy (NL) is estimated to have a slight change compared to the first draft. The latest projection is at \$9.65M instead of \$9.66M, a small reduction of \$45K. The decrease impacted the amount available to the UNA by \$39K after all the mandatory deductions. The new available amount is \$5,627,244.
- Received verbal confirmation that the Common area maintenance support from UBCPT will be in the amount of \$690K instead of \$709K for 2024/25, a reduction of \$19K. A letter will come later to confirm the total and the next step is to work out an agreement of the support reduction schedule for future years.
- Total Revenue is reduced by \$58K comparing to draft one.

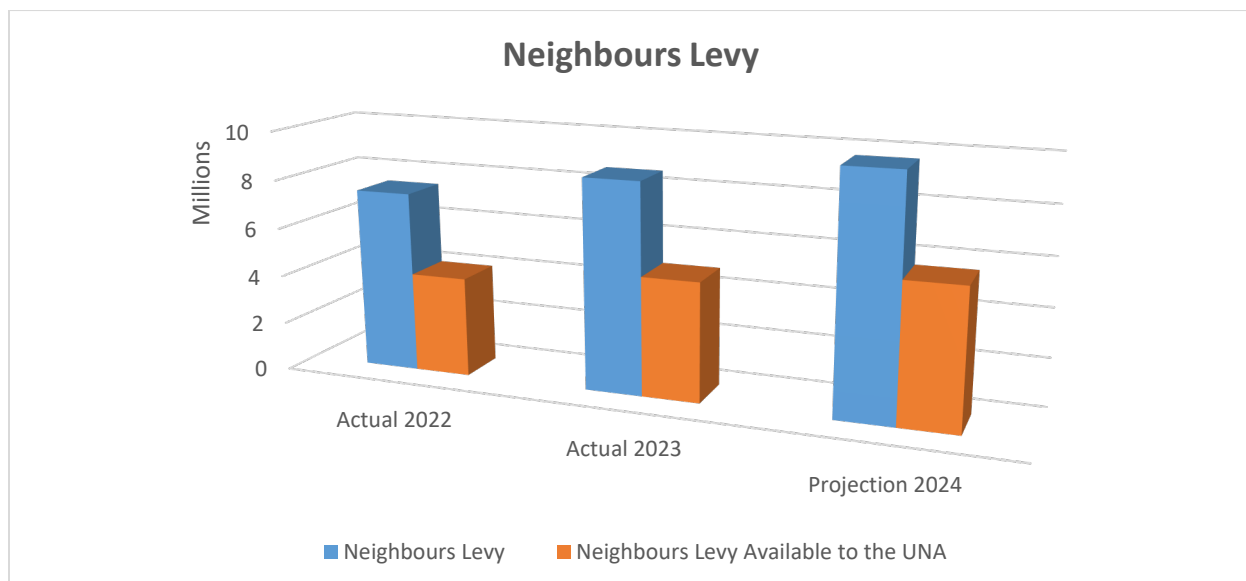
### Expenditures:

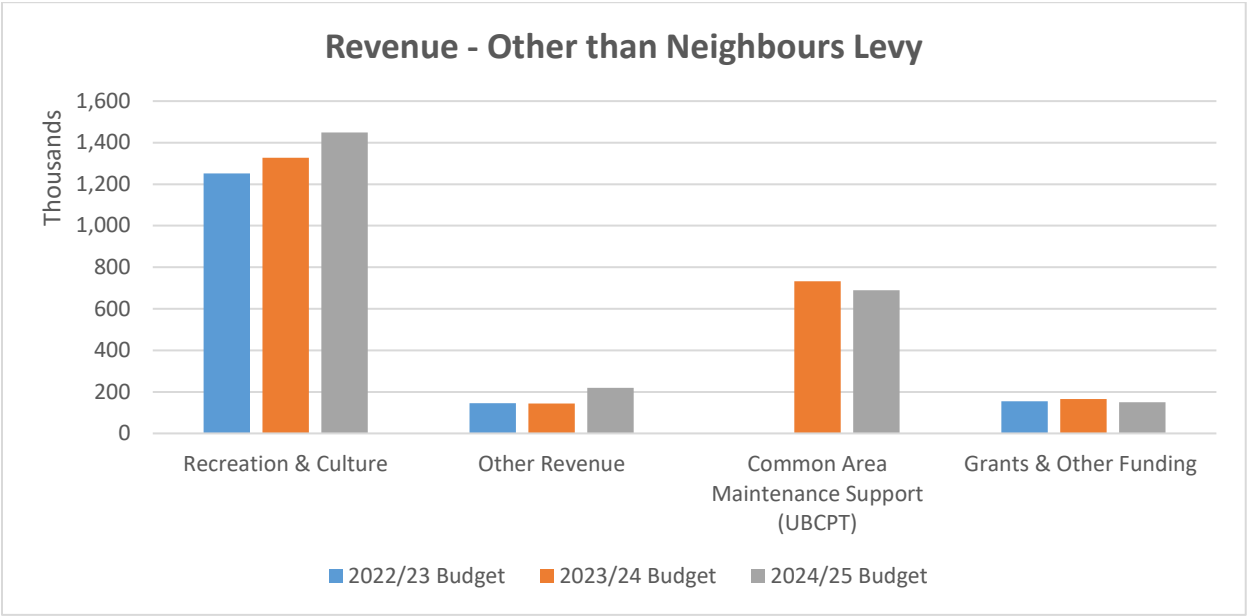
- The team reviewed the community events budget again and some changes have been made to its budget, specifically regarding the intended scope of the events. The net impact is \$32K in expenses – an increase compared to the first draft. The expenses are reported in community support (\$9K) and programming (\$23K) under Recreation & Culture Services. Further details will be discussed in the next part of the report to provide more information regarding the events.
- There is a small decrease of \$4K under General Operation Services mainly due to an increase of salaries & benefit changes and offset by a reduction of potential projects to reflect the most up-to-date information.
- Total Expenditures is up by \$28K comparing to the first draft.
- As in the first draft, this version has a balanced operating budget.
- The funding sources for the 2024/25 capital budget will only be drawing from the Capital Reserve.

## Operating Budget:

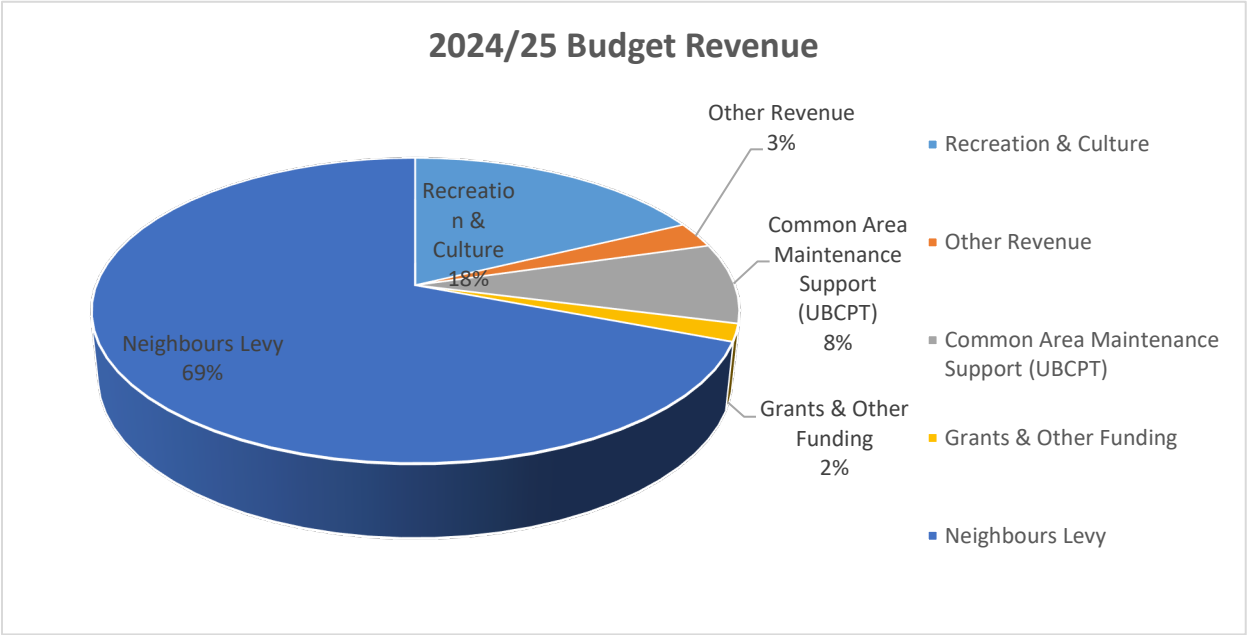
### Revenue:

- Neighbours Levy (NL) is expected to increase by \$1.02M (from \$8.63M in 2023 to \$9.65M in 2024), mainly due to the completion of new residential buildings and the latest assessment projections. The Services Levy rate is anticipated to increase slightly, from 1.19 to 1.27 (with an anticipated aggregate mill rate of 2.87 for Vancouver and 1.61 for the rural property tax and other taxes). After contributions to reserves and UBC withdrawals, the NL funds available are estimated to be \$5.6M, which is \$756K (16%) higher than the actual amount for 2023.





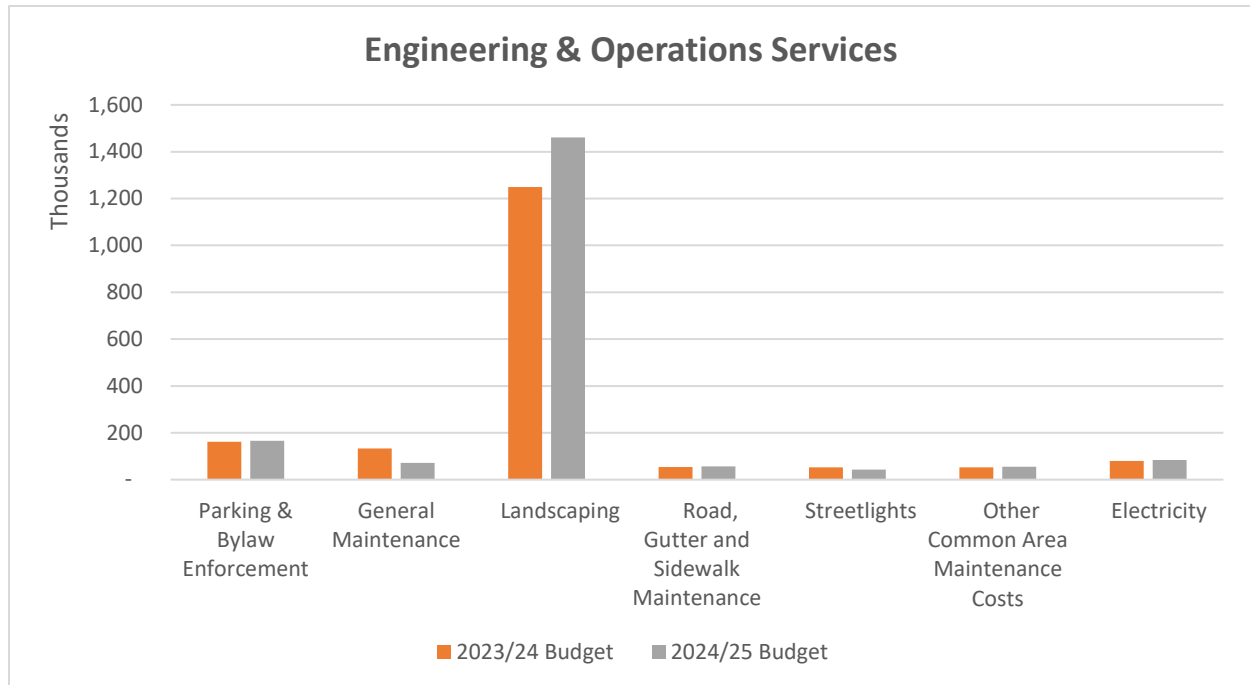
Budgeted revenue for fiscal year 2024/25 is \$8,136,193, an overall increase of 11%, (13% before the common area maintenance support) compared to the 2023/2024 budget.





### Expenditures:

- **Engineering & Operations Services:** No changes compared to the first draft. Overall expenses will increase to \$1.9M by 9% compared to the 2023/24 budget of \$1.7M.

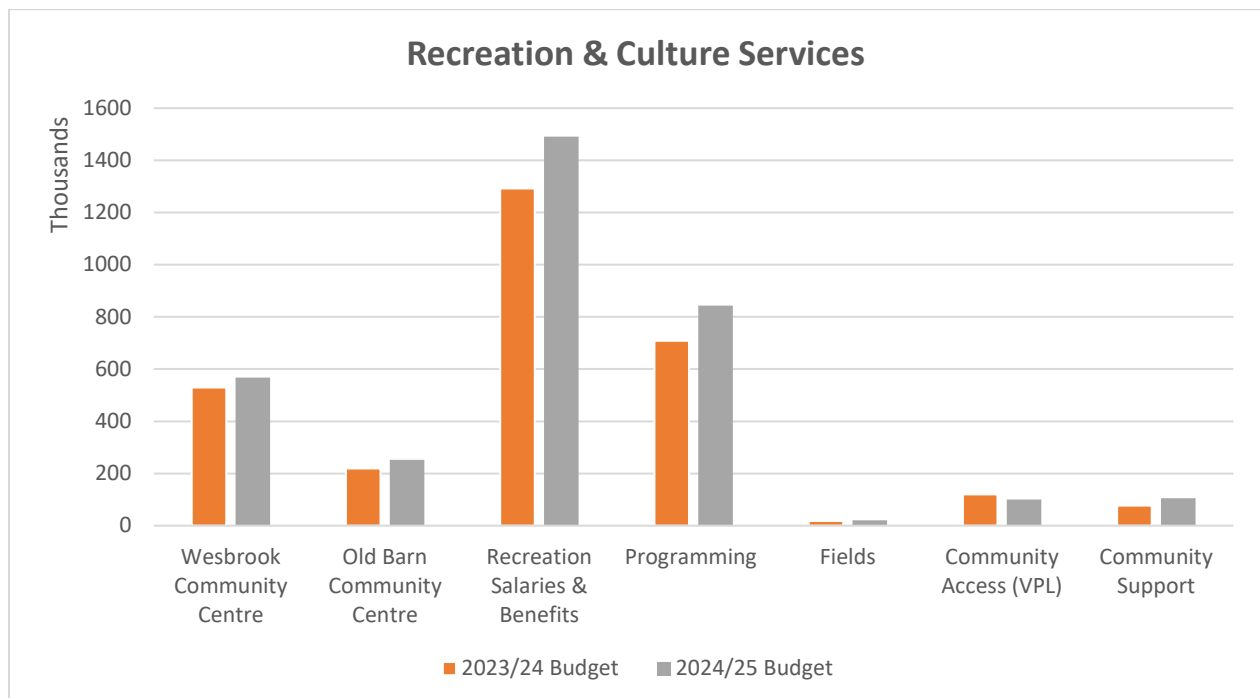


- **Recreation & Culture Services:** Increase of a total of \$32K compared to the first draft. Overall expenses will increase to \$3.4M (14%) compared to the 2023/24 budget of \$2.9M. The changes for this draft:
  - Programming & Community Support: Increase by \$32K in the Recreation events expenses to sufficiently fund the events listed below. This creates a new total of \$843K for Programming & \$106K for Community Support.

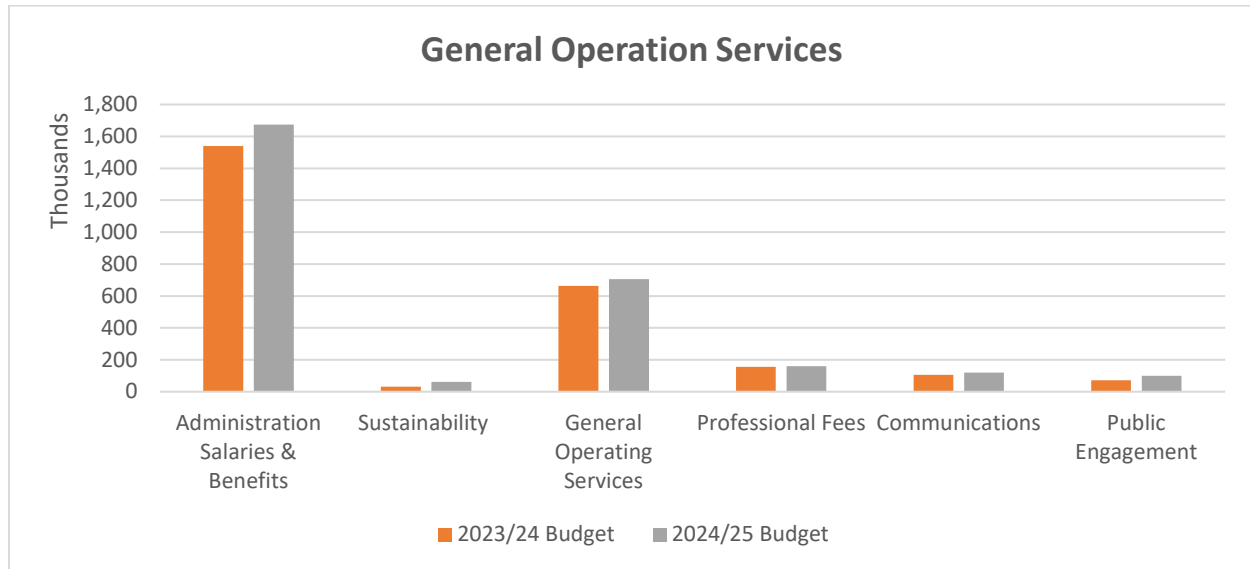
EVENT	BUDGET
EASTER	\$ 2,500.00
VOLUNTEER APPRECIATION	\$ 15,000.00
EARTH DAY	\$ 1,000.00
INDIGENOUS PEOPLES DAY	\$ 1,000.00
SPRING ART FAIR	\$ 15,000.00
CANADA DAY	\$ 2,500.00

TRY IT WEEK	\$ 1,000.00
NEIGHBOURS DAY	\$ 15,000.00
HALLOWEEN	\$ 2,500.00
DIWALI	\$ 5,000.00
REMEBRANCE DAY	\$ 1,000.00
WINTER FESTIVAL	\$ 2,500.00
NEW YEARS	\$ 1,000.00
LUNAR NEW YEAR	\$ 5,000.00
FAMILY DAY	\$ 1,000.00

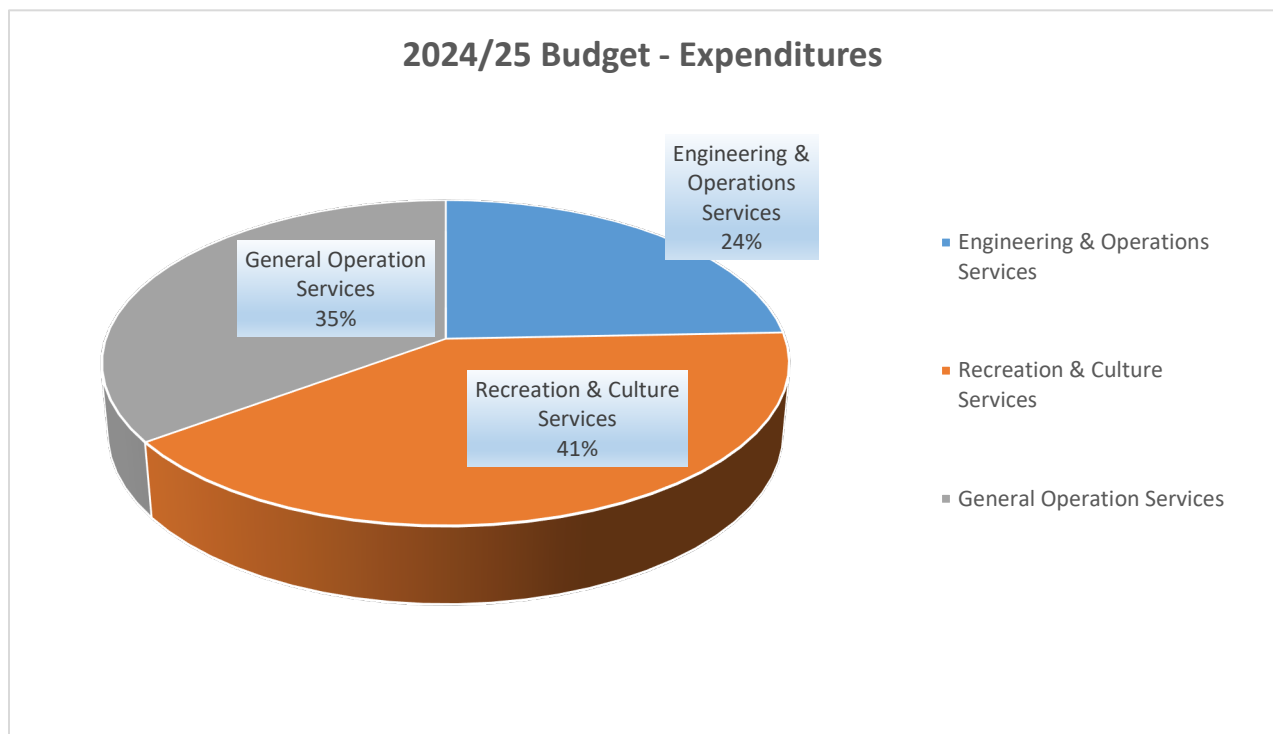
These events are all designed to focus on inclusion, sensitivity, and diversity. The community asked for the UNA to produce multiple traditional events, support diverse events, and begin to integrate new community events that are culturally diverse into existing events. Further information and details will be provided in the attachment provided by the Recreation department.



- **General Operation Services:** There is a decrease of \$4K compared to the first draft and the total expense will be \$2.8M (10%) compared to the 2023/24 budget at \$2.6M.



Total budgeted expenditures for the 2024/25 fiscal year are \$8,136,193, an overall increase of 11% compared to the 2023/24 budget.





**Capital Budget:**

The Capital budget for fiscal year 2024/25 total is \$190,200. There are no changes for the second draft except the funding source which will be from the UNA Capital Reserve instead of from the unrestricted net assets as stated in the first draft.

**Capital Projects for 2024/25**

Leasehold Improvements	\$15,000
Furniture, Fixtures & Equipment	\$63,000
Computer Software & Hardware	\$56,500
Multi-Media Equipment	\$17,500
Recreational & Fitness Equipment	\$25,000
Parks & Roadway Enhancement	\$13,200
	<hr/>
	\$190,200

**Transfers from Reserves & Operations**

Capital Reserve (UNA)	<hr/>
	\$190,200

**Balance**

<hr/>
\$0

The following table lists the proposed capital projects for the 2024/25 fiscal year and how each project will be funded.

Capital Projects	Total	Details	Amount	Funding
<b>Leasehold Improvements</b>	<b>\$15,000</b>	WCC Dance Studio Upgrade	\$7,500	Capital Reserve (UNA)
		OBCC Mirrors Meeting Room 1 & 2	\$7,500	Capital Reserve (UNA)
<b>Furniture, Fixtures &amp; Equipment</b>	<b>\$63,000</b>	Mechanical Lift	\$25,000	Capital Reserve (UNA)
		Table Tennis Table	\$5,000	Capital Reserve (UNA)
		Washer / Dryer	\$6,000	Capital Reserve (UNA)
		Entertainment System	\$1,500	Capital Reserve (UNA)
		Sewing Machines	\$2,000	Capital Reserve (UNA)
		Lounge Chairs at Hampton Roundabout	\$3,500	Capital Reserve (UNA)
		Temporary water fountain	\$15,000	Capital Reserve (UNA)
		Misting Station and Tents	\$5,000	Capital Reserve (UNA)

<b>Computer Software &amp; Hardware</b>	<b>\$56,500</b>	IT equipment	\$4,500	Capital Reserve (UNA)
		WCC gym wireless mic	\$20,000	Capital Reserve (UNA)
		Backup internet service	\$25,000	Capital Reserve (UNA)
		Volunteer management software	\$7,000	Capital Reserve (UNA)
<b>Website</b>	<b>\$17,500</b>	Campus Resident & website improvement	\$17,500	Capital Reserve (UNA)
<b>Recreational &amp; Fitness Equipment</b>	<b>\$25,000</b>	Fitness Centre Equipment Upgrade	\$25,000	Capital Reserve (UNA)
<b>Parks &amp; Roadway Enhancement</b>	<b>\$13,200</b>	Shading structure in parks	\$13,200	Capital Reserve (UNA)
<b><u>\$190,200</u></b>			<b><u>\$190,200</u></b>	

**Public Consultation:**

The Board approved the first draft for public consultation at the November 2023 Board meeting and the consultation page has been live shortly after the December 2023 Board meeting. As of the drafting of this report, no public feedback has been received. So far, the following actions have been done:

- Sending out notifications via the newsletter.
- Creating a live web page section for 2024/25 budget on the UNA website.
- Creating a budget package that the public can download and review.
- Outlining the timeline of the budget development to be transparent regarding the process.
- Creating a specific section to allow residents to provide feedback.

**Next Steps:**

For the second draft of the 2024/25 operating and capital budgets, it has been reviewed by and input from the Finance Committee. If the Board approves the second draft to be released for public input, the first draft will be replaced in the UNA's existing circulated content and then will be released for public consultation. Since the second draft would be replacing the first draft with some changes and that the consultation has already been open since December 2023, it seems reasonable to allow the public at least two weeks to review the second draft. Noting that the next Committee meeting is on February 1, rescheduling the Committee meeting to a later date is still preferred to allow sufficient time for the staff to prepare all the required reports.

The timeline is as follows:



## Financial Implications

None.

## Operational Implications

None.

## Strategic Objective

Governance

Creating Connection

Organizational Capacity

## Attachments

1. Schedule A – Draft II 2024 Projected Neighbours Levy
2. Schedule B – Draft II 2024-25 UNA Operating Budget – Summary
3. Schedule C – Draft II 2024-25 UNA Operating Budget – Detailed
4. Schedule D – Draft II 2024-25 UNA Capital Budget – Summary
5. Schedule E – Draft II 2024-25 UNA Capital Budget – Detailed
6. Recreation Report Regarding Events

## Concurrence

1. Dave Gillis, Recreation Manager
2. Glenda Ollero, Communications Manager



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**BOARD REPORT  
OPEN SESSION**

Respectfully submitted,

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Athena Koon  
Interim Co-Chief Administrative Officer

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Wegland Sit  
Interim Co-Chief Administrative Officer



**UBC Neighbours Fund**  
**Projected Amount of Neighbours Levy**  
**Available to the UNA**

	<b>2023</b>	<b>2024</b>
<b>Neighbours Levy (Services Levy and GMSL)</b>	<b>8,625,731</b>	<b>9,650,000</b>
<b>Contributions to Reserves</b>		
Infrastructure Replacement Reserve(IRR) <sup>1</sup>	-207,018	-231,600
Capital Reserve (CR) <sup>2</sup>	-103,509	-115,800
Rate Stabilization Reserve	-86,257	-96,500
Community Field Replacement Reserve <sup>3</sup>	-60,000	-60,000
<b>Total Contributions to Reserves</b>	<b>-456,784</b>	<b>-503,900</b>
<b>UBC Withdrawals</b>		
Stormwater Sewers	-693,831	-777,954
Fire Service Charge	-1,803,361	-1,835,115
Athletics and Community Access Fees <sup>4</sup>	-719,704	-812,000
<b>Total UBC Withdrawals</b>	<b>-3,216,896</b>	<b>-3,425,069</b>
<b>Net Amount of Neighbours Levy</b>	<b>4,952,051</b>	<b>5,721,031</b>
<b>GST (Net of UBC GST Credit)</b>	<b>-81,181</b>	<b>-93,787</b>
<b>Amount Available to the UNA <sup>5</sup></b>	<b>\$ 4,870,870</b>	<b>\$ 5,627,244</b>

**Notes:**

**1 & 2.** The study conducted by Vann Struth in 2022 recommended that the combined contribution rate for the IRR & CR (currently 3.6%) be increased by 0.1% /year from 2024 to 2029 to 4.2%. The amounts shown here are based on the current contribution rates. A 0.1% increase in the combined contribution rate would equal \$9.7K

**3.** The 2023 contribution was the last contribution required to be made to the Community Field Replacement Reserve. It has been assumed that a new agreement for the Wesbrook Field will require contributions to continue to be made to the reserve.

**4.** The Athletics and Community Access Fees have been finalized.

**5.** The amount available to the UNA is for its fiscal year beginning in the calendar year.

**University Neighbourhoods Association (UNA)**  
**Operating Budget 2024-25 (Summary)**

<b>University Neighbourhoods Association (UNA)</b>	<b>2023-24 APPROVED BUDGET</b>	<b>2024-25 DRAFT BUDGET</b>
<b>REVENUE</b>		
<b>Payments from UBC</b>		
Neighbours Levy	4,946,636	5,627,244
<b>        Total Payment From UBC</b>	<b>4,946,636</b>	<b>5,627,244</b>
<b>Recreation &amp; Culture</b>		
Wesbrook Community Centre	383,000	327,000
Old Barn Community Centre	140,000	125,425
Programming	698,500	886,770
Playing Fields & Park Rentals	105,000	109,700
<b>        Total Recreation &amp; Culture</b>	<b>1,326,500</b>	<b>1,448,895</b>
<b>Other Revenue</b>		
Parking	111,900	144,525
Miscellaneous	32,840	75,280
Common Area Maintenance Support (UBCPT)	733,256	690,000
<b>        Total Other Revenue</b>	<b>877,996</b>	<b>909,805</b>
<b>Grants &amp; Other Funding</b>		
External Grants & Miscellaneous	165,000	150,250
<b>        Total Grants &amp; Other Funding</b>	<b>165,000</b>	<b>150,250</b>
<b>TOTAL REVENUE</b>	<b>7,316,132</b>	<b>8,136,193</b>

University Neighbourhoods Association (UNA)	2023-24 APPROVED BUDGET	2024-25 DRAFT BUDGET
<b>EXPENDITURES</b>		
<b>Engineering &amp; Operations Services</b>		
Parking & Bylaw Enforcement	161,856	165,886
General Maintenance	132,520	71,066
Common Area Maintenance		
Landscaping	1,249,736	1,461,259
Road, Gutter and Sidewalk Maintenance	53,550	56,228
Streetlights	53,000	42,500
Electricity	80,000	84,000
Other Common Area Maintenance Costs	52,500	55,125
<b>Total Engineering &amp; Operations Services</b>	<b>1,783,161</b>	<b>1,936,064</b>
<b>Recreation &amp; Culture Services</b>		
Wesbrook Community Centre	529,650	568,035
Old Barn Community Centre	219,602	252,515
Recreation Salaries & Benefits	1,292,487	1,490,386
Programming	708,500	843,313
Fields	18,000	20,000
Community Access (VPL)	120,000	100,000
Community Support	76,500	105,550
<b>Total Recreation &amp; Culture Services</b>	<b>2,964,739</b>	<b>3,379,799</b>
<b>General Operation Services</b>		
Administration Salaries & Benefits	1,540,274	1,674,898
Sustainability	32,029	62,338
General Operating Services	662,889	705,145
Professional Fees	155,660	159,200
Communications	106,000	119,300
Public Engagement	71,380	99,450
<b>Total General Operation Services</b>	<b>2,568,232</b>	<b>2,820,330</b>
<b>TOTAL EXPENDITURES</b>	<b>7,316,132</b>	<b>8,136,193</b>
<b>SURPLUS OR (DEFICIT)</b>	<b>0</b>	<b>0</b>

University Neighbourhoods Association (UNA)		APPROVED BUDGET	DRAFT BUDGET	COMMENT
Operating Budget 2024-25 (Detailed)		2023-24	2024-25	
<b>REVENUE</b>				
Payments from UBC	Neighbours Levy	4,946,636	5,627,244	Refer to Neighbours Fund chart for details
	Total Payments from UBC	4,946,636	5,627,244	
<b>Recreation &amp; Culture</b>				
Wesbrook Community Centre	Wesbrook Function Rentals	32,500	27,000	Rental space is at a premium, over budget for 23/24 and adjust to reflect new budget Over budget for 2023/24. May see small growth form 2023 actual of memberships with increased holiday hours.
	Wesbrook Fitness Membership	295,000	250,000	
	Wesbrook Personal Trainer	55,500	50,000	Projected growth due to upgrades at the OBCC, and intent to use OBCC as a PT Hub.
	Total Wesbrook Community Centre	383,000	327,000	
Old Barn Community Centre	Old Barn: Bean Around the World Coffee Shop	65,000	77,925	Under budget last year & should be close to actual for 2022/23 Rental Bookings, Wedding, Corporate Bookings, Retreats, UBC and Community Groups - Improvement to OBCC and OBCC Kitchen, provides more user friendly space Overbudget for 2023/24. Increased Operational Hours, Newly Upgraded Fitness Centre, Drop in Synergy Programming to increase from actual from 2023
	Old Barn Function Rentals	25,000	27,500	
	Old Barn Fitness Membership	50,000	20,000	
	Total Old Barn Community Centre	140,000	125,425	
Programming	Wesbrook Program Fees	550,000	763,895	Program revenues include recreational programs, fitness program, and camp revenue
	Birthday Parties	15,000	35,875	Includes OBCC & WCC birthday parties rental
	Wesbrook Yoga Studio Revenue	-	38,500	Increased Operational Hours - Additional Group Fitness class revenue
	Virtual Program Revenue	5,000	-	Change Virtual to Satelight
	Withdrawal Fee Revenue	1,500	3,500	
	Old Barn Program Fees	127,000	45,000	Fitness program is redistributed to Wesbrook Program Fees
		698,500	886,770	
Playing Fields & Park Rentals	Parks Rental	-	-	
	Nobel Softball Diamond Revenue	15,000	15,000	Restricted Increase - Balance of UBC, Green Space and available Rental Time
	Community Field Revenue	90,000	94,700	Continued Bookings - Price Review - Fall 2023 effect September 2024
	Total Playing Fields & Park Rentals	105,000	109,700	
<b>Other Revenue</b>				
	Parking Revenue	70,000	73,500	No change at 5 %
	Towing Administration Fees	10,500	11,025	No change at 5%
	Car Share Parking Revenue	31,400	60,000	increase usage after COVID
	Newspaper/Program Guide Advertising Sales	-	6,000	
	Interest Revenue	20,000	50,000	
	Miscellaneous Revenue	-	5,000	Seniors Lunches and Youth Pizza Days
	Community Gardens	12,000	12,600	
	Sustainability Funding	840	1,680	
	Common Area Maintenance Support (UBCPT)	733,256	690,000	Gradually decreasing
Total Other Revenue	877,996	909,805		
<b>Grants &amp; Other Funding</b>				

Transfer from 20xx-20xx Surplus Reserves	-	-	
Neighbours Day	2,500	4,500	Continued increase through station rentals, food revenue and potential return of Beer Garden and addition of Outdoor Movie
CRA summer job funding (Federal Funding)	22,000	22,000	Canada Summer Jobs - 2024 - Submission for (2+2+1+1) Staffing
Operating Contribution to Community Field (VSB Funding)	10,000	10,500	Community Field
Youth Programming (C+CP Contribution)	43,500	45,000	Youth - share 50/50 with UBC
Safe & Connected Community Coordinator (C+CP Contribution)	62,000	42,000	Funding structure change 50/50 with UBC
Miscellaneous Funding	25,000	26,250	Celebrate Canada Grant, New Horizon Grant
<b>Total Grants &amp; Other Funding</b>	<b>165,000</b>	<b>150,250</b>	

<b>TOTAL REVENUE</b>	<b>7,316,132</b>	<b>8,136,193</b>
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**ENGINEERING & OPERATIONS SERVICES**

Parking & Bylaw Enforcement & Emergency Management (UNA)

Parking	32,599	31,386	
Bylaw enforcement	126,697	126,000	Adjust to reflect actual cost and include ALPR system rollout with UNA purchase equipment outright
Emergency Management	2,560	8,500	Supplies and modular storage unit for emergency storage, emergency radio
<b>Total Parking &amp; Bylaw Enforcement</b>	<b>161,856</b>	<b>165,886</b>	

**Common Area Maintenance (UNA)**

General Maintenance	132,520	71,066	Project oriented line. Reduce 23K out transfer to Sustainability Recycling and Dog waste Line item
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**Common Area Maintenance**

Landscaping	Public realm/parks maintenance	934,886	1,028,374	Cost increase at 10%
	Irrigation maintenance and water	245,850	270,435	Cost increase at 10%
	Tree Maintenance	69,000	162,450	Tree maintenance plan \$90K & 5% increase
	UBCPT Landscaping Credits	-	-	
	<b>Total Landscaping</b>	<b>1,249,736</b>	<b>1,461,259</b>	

Road, Gutter and Sidewalk Maintenance

Roads and Gutters	27,300	28,665	Expect increase in repair cost for sidewalks and roadways after report.
Snow/ice removal program	26,250	27,563	No change at 5%
<b>Total Road, Gutter and Sidewalk Maintenance</b>	<b>53,550</b>	<b>56,228</b>	

Streetlights

Streetlight Maintenance	53,000	42,500	Reduce to reflect actual cost
<b>Total Streetlights</b>	<b>53,000</b>	<b>42,500</b>	

Other UBCPT Costs

Electricity	80,000	84,000	Inflation of 5%
Others	52,500	55,125	Inflation of 5%
<b>Total Other UBC PT Costs</b>	<b>132,500</b>	<b>139,125</b>	
<b>Total Common Area Maintenance</b>	<b>1,488,786</b>	<b>1,699,112</b>	

<b>TOTAL ENGINEERING &amp; OPERATIONS SERVICES</b>	<b>1,783,161</b>	<b>1,936,064</b>
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**RECREATION & CULTURE SERVICES**

Operating Costs - Fields	18,000	20,000	Added maintenance frequency after field replacement at 2024 summer
Operating Cost - Wesbrook Community Centre			
Janitorial	129,600	136,080	New RFP cost at \$10K WCC and considered \$1K per month for consumables plus extra service to support onsite cleaning
Waste Removal	36,500	38,325	\$3800 per month now with 4 Regular waste pickup. Expect to drop the current cost by \$500/ month with reduce pickup.
Security	3,000	6,392	Under budget in previous year. Security camera purchased in 23/24 one time purchase, no change in 24/25
Utilities	66,830	70,172	No change usage may reduce slightly as we address the leak and boiler timer.
Amortization WCC	99,000	103,950	-
Water & Sewer	23,741	45,582	To reflect actual number
Misc. Supplies	2,450	3,473	Need kitchen supplies for seniors, youth lunch program
Fitness Centre Maintenance WCC	3,000	8,000	
Elevator Maintenance	3,898	4,093	No change keep 5%
Building Maintenance	21,851	16,000	Reduce to match actual
Site Supervisor	59,023	55,000	Reduce to match actual. No move in and out projected/Special IT project .
Office Expense	5,213	5,473	No change keep 5%
Fire & Emergency	11,831	12,422	No change keep 5%
Property Tax	-	-	
Operating Costs - Others	46,161	48,469	No change keep 5%, small buffer for unexpected repairs
Phone & Credit Card Line	9,356	6,000	Added lines in WCC for additional position. We can find potential saving if organization wide switch to Teams Phone.
Office Supplies	8,194	8,604	No change keep 5 %
<b>Total Wesbrook Community Centre</b>	<b>529,650</b>	<b>568,035</b>	
Operating Cost - Old Barn Community Centre			
Internet	3,898	4,873	
Janitorial	56,753	68,103	Increase 7 days onsite service with the new RFP. To stop the gap we see during the weekend.
Waste Removal	13,621	18,000	\$1500 per month combine. Need to review. Upped budget to match current expense.
Security	2,000	2,100	No change keep 5%
Gas	1,879	1,973	No change keep 5%
Hydro	13,901	14,596	No change keep 5%
Water & Sewer	9,468	18,000	To reflect actual
Misc. Supplies	4,353	6,021	OBCC kitchen supplies upgrades
Elevator Maintenance	4,511	4,736	No change keep 5%
Building Maintenance	8,688	9,122	No change keep 5%
Fitness Centre Maintenance	1,285	1,700	Newly scheduled OBCC Maintenance and Addition of all Sports Equipment Maintenance
Site Supervisor	27,030	32,000	Less repair with newer furniture. Reno project for repainting the interior and john young flooring replacement (special project)
Office Expense	4,054	4,257	No change keep 5%
Fire & Emergency	5,569	5,848	No change keep 5%
Property Tax	13,923	14,619	No change keep 5%
Amortization OBCC	26,520	27,846	-
Operating Costs - Others	11,138	8,000	Reduce to reflect actual cost
Phone & Credit Card Line	4,455	3,838	Phone conversion
Office Supplies	6,555	6,883	No change keep 5%
<b>Total Old Barn Community Centre</b>	<b>219,602</b>	<b>252,515</b>	

Recreation Salaries & Benefits	Community Centres Full Time Salaries & Wages	491,200	572,164	COLA and new added RRSP benefit and 1 position trf from part time
	Community Centres Part Time Salaries & Wages	605,536	710,683	Add 2 after camp leader, 2 extra summer camp leader & senior Assistant \$62K
	Community Centres Benefits	195,751	207,539	
	Recreation Salaries & Benefits	1,292,487	1,490,386	
Programming	Community Centre Programming WCC	17,500	47,715	
	Utown Collaborative Programming	80,000	90,000	50/50 funding with UBC
	Safe & Connected Community Coordinator (SCCC)	80,000	84,000	50/50 funding with UBC
	Program Instructors	456,500	524,923	
	Community Events	11,000	30,000	
	Online S/C	38,000	39,900	
	Program Guide	25,500	26,775	
	Total Programming	708,500	843,313	
Community Access	Vancouver Public Library	120,000	100,000	To reflect actual usage of the VPL
	Total Community Access	120,000	100,000	
Community Support	Community Garden Committee Supplies	3,300	3,630	
	Volunteer Event Support	6,000	13,000	
	Children's Garden	2,200	2,420	
	General Committee Support	21,000	16,000	Committees Supports
	Volunteer Support	5,000	15,000	Volunteer appreciation acknowledgement event and newcomer support
	Neighbours Day	15,000	15,000	To reflect actual cost to organize the biggest event of the UNA
	Try-it Week	4,000	1,000	Reduction of cost due to the selection of a variety of programs to run, over running all programs.
	Community Sponsorship Program	20,000	39,500	
Total Community Support		76,500	105,550	
TOTAL RECREATION & CULTURE SERVICES		2,964,739	3,379,799	
<u>GENERAL &amp; ADMINISTRATIVE SERVICES</u>				
Administration Salaries and Benefits	Management Salaries	659,870	709,950	
	Non-Management Salaries	655,464	737,593	5% RRSP plus COLA
	Extended Benefits	224,940	227,355	
Total Administration Salaries & Benefits		1,540,274	1,674,898	
Sustainability	Program Cost	21,879	24,000	Increase offering and sustainability focus program and initiatives

	Recycling Centre Operations	7,700	13,000	Expect to double pickup frequency with increase operation hours.	
	Dog Waste Disposal	-	10,542	Est Scooby annual \$8K, Badger waste pickup monthly cost found in formula *new*	
	Waste Disposal	-	12,096	Badger pickup cost and centralize bin collection cost *new*	
	Education/Sustainability Communication	2,450	2,700	Increase workshop offering	
	<b>Total Sustainability</b>	<b>32,029</b>	<b>62,338</b>		
Professional Fees	Legal Fees	40,000	40,000	General issues, legal advises, agreement etc	
	Consulting Fees	60,000	60,000	Salary review & other professional consulting fee	
	Audit Fees	20,000	21,000		-
	Contractor Fees	30,660	33,200	HR & Payroll Service Fee & Record Management Fee	
	Hiring Fees	5,000	5,000		-
	<b>Total Professional Fees</b>	<b>155,660</b>	<b>159,200</b>		
General Operating Services	Berton Operating Cost	7,113	7,469	No change keep 5%	
	Bank Fees and Service Charges	4,130	4,336		
	Conferences, Travel & Training	36,000	43,000		
	Amortization	93,500	98,175		
	Deferred Amortization	(22,222)	(22,222)		
	Internet/Email	3,609	5,789	Backup internet and access point	
	IT Services	72,000	79,200	All license fee reduce IT cost, minus dyrand Maintance fee	
	Insurance	200,000	225,000	UCIPP 10% Market at 12-15%	
	Postage & Courier	1,790	1,879	No change keep 5%	
	Office Supplies	7,342	7,710	No change keep 5%	
	Office Equipment	7,457	7,830	No change keep 5%	
	Office Rent	72,221	80,832	July 2024 office renewal expect to be at \$32-\$34 per sq ft vs \$28	
	Miscellaneous	7,803	5,000	Reduce to reflect actual cost	
	Staff Engagement	8,306	10,000	Staff team building, implementation and departmental engagement	
	Telephone/Fax/Cellular	18,840	23,800	Phone conversion plus adding two corporate mobile phones for Comm & Operation	
	Board Projects & Contingency	145,000	127,347	Projects identified and yet to be determined	
	<b>Total General Operating Services</b>	<b>662,889</b>	<b>705,145</b>		
Communications	General Communications	30,600	32,130	URL shorter subscription, Social media ads, newsletter email service subscription, customer service software subscription	
	Consultation and Engagement	10,000	10,500		-
	Newspaper	19,000	27,950	Improve newsletter template design to address emerging trends and template bugs & new contract with newspaper website	
	Websites	21,000	22,050		
	General Marketing & Promotions	25,400	26,670	Graphic designs & Posters	
	<b>Total Communications</b>	<b>106,000</b>	<b>119,300</b>		
Public Engagement	General Meeting	15,000	40,000	AGM & Election for 2024/25	
	Hospitality	5,000	5,250		-
	Stipend for Elected Directors	51,380	54,200		-
	<b>Total Public Engagement</b>	<b>71,380</b>	<b>99,450</b>		
	<b>TOTAL GENERAL &amp; ADMINISTRATIVE SERVICES</b>	<b>2,568,232</b>	<b>2,820,330</b>		
<b>TOTAL OPERATING EXPENDITURES</b>		<b>7,316,132</b>	<b>8,136,193</b>		
<b>SURPLUS OR (DEFICIT) FROM OPERATIONS</b>		<b>0</b>	<b>0</b>		



**University Neighbourhoods Association (UNA)**  
**Capital Budget 2024-25 (Summary)**

University Neighbourhoods Association (UNA)	2023-24	2024-25
	APPROVED BUDGET	DRAFT BUDGET
Leasehold Improvements	32,000	15,000
Furniture, Fixtures & Equipment	64,500	63,000
Computer Software & Hardware	8,200	56,500
Website	-	17,500
Multi Media Equipment	60,000	-
Recreational & Fitness Equipment	43,000	25,000
Parks & Roadway Enhancement	-	13,200
<b>TOTAL CAPITAL PROJECTS COSTS</b>	<b>207,700</b>	<b>190,200</b>
<b>TRANSFERS FROM RESERVES, UNRESTRICTED NET ASSETS &amp; OTHERS</b>		
Transfer from Unrestricted Net Assets	-	-
Transfer from UNA Capital Reserve	207,700	190,200
<b>BALANCE</b>	<b>\$ -</b>	<b>\$ -</b>

University Neighbourhoods Association (UNA)  
Capital Budget 2024-25 (Detailed)

		APPROVED BUDGET	DRAFT BUDGET	COMMENT
		2023-24	2024-25	
		TOTAL	TOTAL	
<u>CAPITAL PROJECTS</u>	<b>Leasehold Improvements</b>			
	Leasehold Improvements (WCC)	15,000	7,500	WCC dance studio upgrade
	Old Barn - Tenant Improvements (OBCC)	17,000	7,500	OBCC Mirrors Meeting Room 1 &2
	Total	32,000	15,000	WCC dance studio upgrade & OBCC mirror room upgrade
	<b>Furniture, Fixtures &amp; Equipment</b>			
	Old Barn - Furniture, Fixtures, equip	52,500	-	
	Wesbrook - Furniture, Fixtures, Equip	12,000	63,000	Mechanical lift \$25K, Table tennis table \$5K, Washer/Dryer \$6K Entertainment System \$1.5K
	Total	64,500	63,000	Mechanical lift \$25K, Table tennis table \$5K, Washer/Dryer \$6K Entertainment System \$1.5K
	<b>Computer Software &amp; Hardware</b>			
	Computer Software	-	32,000	Backup internet service \$25K & Volunteer Mgt Software \$7K
	Computer Hardware	8,200	4,500	IT hardware
	Wesbrook - Computer HW	-	20,000	WCC wireless mic set up
	Total	8,200	56,500	WCC wireless mic Backup internet service \$25K & various IT hardware & software
	<b>Website</b>	-	17,500	Campus Resident & UNA website improvements
	<b>Multi Media Equipment</b>	60,000	-	
	<b>Recreational &amp; Fitness Equipment</b>			
	WCC - Recreation & Fitness Equipment	-	25,000	WCC fitness equipment upgrade
	OBCC - Recreation & Fitness Equipment	43,000	-	
	Total	43,000	25,000	WCC fitness equipment upgrade
	<b>Parks &amp; Roadway Enhancement</b>	-	13,200	Shading structures in parks
Total Capital Costs		207,700	190,200	
TOTAL CAPITAL PROJECTS COSTS		(207,700)	(190,200)	
TRANSFERS FROM RESERVES, UNRESTRICTED NET ASSETS & OTHERS				
Transfer from Unrestricted Net Assets			-	
Transfer from UNA Capital Reserve		207,700	190,200	
BALANCE		-	-	



**Date:** January 5, 2024  
**From:** Dave Gillis, Recreation Manager  
**Re:** Recreation Report Regarding Events

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## Background

The popularity of UNA Events has climbed by 22% over previous years, 8% of attendee's being unique participants.

## Discussion

The UNA Recreation department hosts 15 unique community events over 12 months. Events are classified as:

<b>General Events</b>	General events are defined as smaller scale events averaging 100-500 participants. These events are specific focused to a holiday or community purpose (Easter, Earth Day).
<b>Focused Events</b>	Focused events are specific and require the liaising between different internal departments. For example, Halloween requires seniors, youth and staff to work together in the planning and staffing of the event.
<b>Community Group Events</b>	Community group events are events that have a primary focus based in cultural awareness. The Community Group represents the future of UNA events, which are small committees led by volunteers who work with the UNA staff to bring these events to life.
<b>Signature Events</b>	Signature events define the UNA community. These events, such as Neighbours Day and Spring Art Fair, bring together neighbours, local businesses, staff, faculty, and students. These events are designed to promote community conversations around multiple subjects and attendance is generally over 500.

## 2024/25 Fiscal Year Planned Events

MONTH	EVENT	LEVEL
APRIL 2024	EASTER VOLUNTEER APPRECIATION EARTH DAY	Focus Event (L2) Signature Event General Event (L2)
MAY 2024	N/A	N/A
JUNE 2024	INDIGENOUS PEOPLES DAY	General Event (L2)



	SPRING ART FAIR	Signature Event
JULY 2024	CANADA DAY	Focus Event (L2)
AUGUST 2024	N/A	N/A
SEPTEMBER 2024	TRY IT WEEK! NEIGHBOURS DAY	General Event (L2) Signature Event
OCTOBER 2024	HALLOWEEN	Focus Event (L2)
NOVEMBER 2024	DIWALI REMEMBRANCE DAY	Community Event General Event (L2)
DECEMBER 2024	WINTER FESTIVAL	Focus Event (L2)
JANUARY 2025	NEWS YEARS	General Event (L2)
FEBRUARY 2025	LUNAR NEW YEAR FAMILY DAY	Community Event General Event (L2)
MARCH 2025	N/A	N/A

## **Factors Determining Budget**

### **Participant Impact**

Focused on inclusion, sensitivity, and diversity, we have seen not only a rise in the number of people attending events, but also in the number of unique participants (people who have not attended a UNA event before)

Community asks are for the UNA to produce multiple traditional events, support community diverse events and begin to integrate new community events that are culturally diverse into existing events.

### **Staffing**

UNA events (excluding Community Based Events) are staffed by:

- UNA Salary Employee's – All planning and event execution
- UNA PT Staff (Paid) – Day of event positions (cash, information)
- Community Volunteers – Day of event working group.

### **Marketing & Message**

Website and social media

Postering in English and Mandarin

Information Booth – UNA Services and Programming, Community Groups

### **Community Participation**

Local business, artisans, farmers

### **Rentals**



Stage, music, tables tents, chairs, water stations, bike parking, hand cleaning stations, first aid officials.

#### Performers & Guests

Performers – Honorariums

Guests – Gift Baskets (Guest Example: David Eby)

#### Food

Food Vendors, Volunteers Lunch or Dinner, Permits, Catering, Certification of Staff, Onsite Kids Focus Kitchen (Hotdogs, Drinks, Candy Bags: Revenue average of \$200) Beer & Wine Garden

#### Revenue

The UNA events to date have been free to all attendees.

#### **2024/25 Fiscal Year Planned Events Budget**

MONTH	EVENT	LEVEL	BUDGET
APRIL 2024	EASTER VOLUNTEER APPRECIATION EARTH DAY	Focus Event (L2) Signature Event General Event (L2)	\$2,500.00 \$15,000.00 1,000.00
MAY 2024	N/A	N/A	
JUNE 2024	INDIGENOUS PEOPLES DAY SPRING ART FAIR	General Event (L2) Signature Event	\$1,000.00 \$15,000.00
JULY 2024	CANADA DAY	Focus Event (L2)	\$2,500.00
AUGUST 2024	N/A	N/A	
SEPTEMBER 2024	TRY IT WEEK! NEIGHBOURS DAY	General Event (L2) Signature Event	\$1,000.00 \$15,000.00
OCTOBER 2024	HALLOWEEN	Focus Event (L2)	\$2,500.00
NOVEMBER 2024	DIWALI REMEMBRANCE DAY	Community Event General Event (L2)	\$5,000.00 \$1,000.00
DECEMBER 2024	WINTER FESTIVAL	Focus Event (L2)	\$2,500.00
JANUARY 2025	NEWS YEARS	General Event (L2)	\$1,000.00
FEBRUARY 2025	LUNAR NEW YEAR FAMILY DAY	Community Event General Event (L2)	\$5,000.00 \$1,000.00
MARCH 2025	N/A	N/A	
<b>TOTAL</b>			<b>\$71,000.00</b>



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# OF EVENTS	EVENT TYPE	BUDGET PER EVENT	TOTAL BUDGET
3	Signature Events (L1)	\$15,000.00	\$45,000.00
2	Community Group Events	\$5,000.00	\$10,000.00
4	Focus Events (L2)	\$2,500.00	\$10,000.00
6	General Events (L2)	\$1,000.00	\$6,000.00
<b>TOTAL</b>			<b>\$71,000.00</b>



**Report Date:** December 17, 2023  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon, Interim Co-Chief Administrative Officer  
**Subject:** Repayment of UBC Financial Support & Withdrawals by UBC

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## Background

In December 2023, the Board approved the inclusion of Schedule F and F.1 in the new Neighbours Agreement and that the UNA would treat the schedules as if they were in force. Since the schedules have been approved, there are two finance-related follow-ups for the UNA to resolve:

- **Repayment of UBC Financial Support:**
  - The UNA's payment obligation under the letter agreement between the UNA and UBC dated July 19, 2021
- **Withdrawals by UBC from the Neighbours Fund regarding contributions for recreation facilities and cultural facilities:**
  - The Board's direction regarding when UBC can withdraw the agreed amounts for the fiscal years 2022/23 and 2023/24 related to both schedules.

## Decision Requested

*THAT the Board approve the following withdrawals by UBC from the Neighbours Fund:*

- (a) Residents contributions for recreation facilities: for 2022/23 - \$575,153; for 2023/24 - \$595,037; and*
- (b) Residents contributions for cultural facilities: for 2022/23 - \$30,000; for 2023/24 - \$30,000.*

## Discussion

The Board approved Schedule F and Schedule F.1 at the December 2023 Board meeting. As a result, the amounts and calculations of the residents' recreation contributions and the residents' contributions of the cultural facilities access fees are now finalized. During the 2021/22 fiscal year, the Board passed the following resolutions regarding UBC's withdrawal of amounts from the Neighbours Fund in respect of the athletics access fee and community access fee:

- i. *THAT the Board approve the 2022-23 operating and capital budgets and direct staff to submit the budget summaries to UBC for approval pursuant to section 10.2 of the Neighbours Agreement 2020.*
- ii. *THAT the Board's approval of the operating budget does not constitute the UNA's approval for UBC to withdraw an amount from the Neighbours Fund in respect of the athletics access fee for fiscal year 2022/23.*
- iii. *THAT the Board will consider approving the withdrawal by UBC of an amount from the Neighbours Fund in respect of the athletics access fee for 2022/23 in connection with the preparation of a revised Schedule F of the Neighbours Agreement.*
- iv. *THAT the Board's approval of the operating budget does not constitute the UNA's approval for UBC to withdraw an amount from the Neighbours Fund in respect of the community access fee for fiscal year 2022/23.*
- v. *THAT the Board will consider approving the withdrawal by UBC of an amount from the Neighbours Fund in respect of the community access fee for 2022/23 in connection with an agreement between the UNA and UBC setting out the details of what residents will receive in return for this fee.*

The Board passed the same resolutions during the 2022/23 fiscal year, but in reference to the 2023/24 operating and capital budgets.

With Schedule F and Schedule F.1 finalized, staff recommend that the Board allow UBC to withdraw the appropriate amounts for 2022/23 and 2023/24:

	<b>2022/23</b>	<b>2023/24</b>
<b>Residents' Recreation Contributions</b>	\$ 575,153	\$ 595,037
<b>Cultural Facilities Access Fees</b>	\$ 30,000	\$ 30,000
<b>Total to Allow UBC to Withdraw</b>	<b>\$ 605,153</b>	<b>\$ 625,037</b>
<b>Projected Amount for UNA Budget Purposes</b>	\$ 689,391	\$ 719,704
<b>Total to be Adjusted in the Q4 Installment</b>	\$ 84,238	\$ 94,667

Under the letter agreement between the UNA and UBC, dated July 19, 2021, the UNA is obligated to pay UBC \$88,676. This debt is due at the end of the UNA's earliest fiscal year for which the payment of the full amount would not result in the UNA incurring a deficit. The letter agreement provides that the UNA may agree that UBC can withdraw this amount from the Neighbours Fund, in which case the debt is extinguished.





The total amount of the debt is \$88,676 for 2021/22. Our surpluses for 2021/22 and 2022/23 are \$42,329 and \$10,038 respectively, which are not enough to cover the debt. Since our 2022/23 and 2023/24 budgets included the maximum recreation contributions, there will be \$84,238 and \$94,667 adjusted to our last quarter installment billing to UBC. This amount will be recorded on our book as revenue in 2023/24, and I estimate the UNA should be able to pay off the debt by this fiscal year.

**Financial Implications**

None.

**Operational Implications**

None.

**Strategic Objective**

Governance

**Attachments**

1. UBC Financial Support Letter – July 19, 2021
2. Neighbours Agreement – Schedule F
3. Neighbours Agreement – Schedule F.1

**Concurrence**

None.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Athena Koon', is written over a horizontal line.

Athena Koon  
Interim Co-Chief Administrative Officer



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**BOARD MEETING  
OPEN SESSION**

A handwritten signature in black ink, appearing to read 'Wegland Sit', positioned above a horizontal line.

Wegland Sit  
Interim Co-Chief Administrative Officer



July 19, 2021

Richard Watson  
Chair, Board of Directors University Neighbourhoods Association  
#202-5923 Berton Ave.  
Vancouver, BC V6S 0B3

Sent via email: richard.watson@myuna.ca  
CC: Sundance.topham@myuna.ca  
Michael.white@ubc.ca

Subject: UBC Financial Support for the UNA's 2021-2022 Budget

Dear Mr. Watson,

UBC and the UNA share a commitment to the long-term success of UBC's campus residential neighbourhoods, including the cost-efficient delivery of municipal-like services. As part of this commitment, UBC and the UNA are working collaboratively to ensure the financial health of the UNA in relation to external financial pressures and the impacts of COVID-19.

In response to these budgetary challenges, the UBC-UNA Joint Financial Task Force (JFTF) was reconvened in September 2020 to discuss and make recommendations in regard to the long-term financial health of the UNA. The JFTF's work included an update to the UNA 5-year Financial Model to allow for updated assumptions and to improve accuracy in budget forecasting. This model update informed the JFTF's discussions and recommendations in consideration of the expiration of the Community Services Grant, the Fire Protection Offset, and other UBC funding arrangements as well as the impacts of COVID-19 on the 2021-2022 UNA budget.

We appreciate the UNA's ongoing effort in working with the other JFTF members to ensure long-term financial stability of the UNA and neighbourhood service delivery. I also want to acknowledge the UNA's immediate actions taken to reduce expenses and enhance operational efficiencies in response to the budget deficit that is forecasted for 2021-2022.

As you are aware, at the December 16, 2020 meeting, the JFTF recommended that UBC and UBCPT continue financial support for the UNA in 2021-2022. Specifically, UBC and UBCPT have been asked to provide financial support in the form of:

1. A reduction in the UBC Athletics Access Fee from 15% to 7.5% of the Neighbours' Levy;
2. UBCPT Fire Service Landscaping Credits amounting to \$330,000; and
3. The elimination of fees for residents of the UBC neighbourhoods who have a UNA card to enter the Museum of Anthropology and the Botanical Gardens and the elimination of a charge for UBC Library cards for qualifying residents, which support is assigned a value of \$30,000.

In addition to this support, UBC is being asked to allow the UNA to carry over the UNA's 2020-2021 surplus to partially fund the 2021-2022 anticipated deficit rather than transferring the surplus to a reserve account or paying the surplus to UBC.



UBC confirms that the UNA's 2020-2021 surplus may be retained by the UNA and that the financial support described in points 1 to 3 above will be provided. Furthermore, UBC will not reimburse itself from the Neighbours' Fund for administering the Services Levy and conducting an audit of the fund for its 2021-2022 fiscal year.

In return for this support, the UNA agrees to pay UBC the amount by which the UBC Athletics Access Fee is reduced, subject to the adjustment described below, plus \$3,286 (which equals the \$30,000 value assigned to the elimination of fees referred to in point 3 above minus the requested reimbursement referred to in the next paragraph) (the "Debt"). The Debt is due at the end of the UNA's earliest fiscal year for which it is reasonable to conclude that payment of the Debt in full would not result in the UNA incurring a deficit for the year or increase the amount of a deficit that would otherwise be incurred. In lieu of paying the Debt, the UNA may agree that UBC can withdraw the amount of the Debt from the Neighbours' Fund, in which case the Debt is extinguished. Simple interest will accrue on the Debt each fiscal year of the UNA, at the prime lending rate of UBC's principal bank determined at the end of the year. UBC will forgive (i) the interest for each fiscal year before the fiscal year in which the Debt becomes due, and (ii) if the Debt is paid or the UNA agrees to a withdrawal from the Neighbours' Fund no later than two months after the end of fiscal year in which the Debt becomes due, all outstanding accrued interest.

In its letter to UBC dated August 12, 2020, the UNA requested reimbursement for \$26,714 paid by the UNA to the Museum of Anthropology and the Botanical Gardens in respect of access fees for residents. This reimbursement is being provided by being subtracted above in determining the amount that the UNA is required to pay UBC. (The amount of \$30,462 stated in the letter is incorrect and has been adjusted to reflect a total of \$16,215 paid to the Museum of Anthropology and \$10,499 paid to the Botanical Gardens.)

With the acute financial pressures addressed, the JFTF will shift focus to the long-term financial health of the UNA, including the 5-year plan. In particular, the JFTF will discuss options to limit or decrease the significant expenses of the UNA to address the future deficits projected by the model. In addition, the JFTF will review the basis for determining the UBC Athletics Access Fee. If a new basis is recommended by the JFTF and accepted by UBC and the UNA, and the new basis would produce a UBC Athletics Access Fee for the UNA's 2021-2022 fiscal year that is less than 15% of the Neighbours' Levy, that lower fee will be used in determining the amount by which the UBC Athletics Access Fee for 2021-2022 has been reduced.

Once the JFTF recommendations have been implemented, we expect the UNA will be in a better financial position. These are all positive steps to securing the financial health of the UNA for the benefit of residents and other stakeholders.

Thank you for the UNA's commitment to continue this collaboration. To confirm the UNA's agreement with the foregoing, please sign below.

Yours truly,

A handwritten signature in black ink, appearing to read 'Peter Smailes'.

Peter Smailes  
Vice-President, Finance & Operations, The University of British Columbia

## **SCHEDULE F**

### **UBC RECREATION FACILITIES**

#### **1. Definitions**

##### **1.1 In this Schedule:**

**Aquatic Centre** means the UBC Aquatic Centre.

**Benchmark Communities** means the municipalities agreed on by the parties for purposes of the comparisons required by this Schedule.

**Consumer Price Index** for a month means the all-items consumer price index for the month for British Columbia, not seasonally adjusted, as determined by Statistics Canada.

**Fitness Centre** means the fitness centre in the Student Recreation Centre.

**Ice Rinks** means the ice rinks at the Doug Mitchell Thunderbird Sports Centre.

**Scheduled Availability** of the Aquatic Centre or the Ice Rinks for a Term means availability of the facility for Residents pursuant to the schedule in effect at the beginning of the Term, including availability for Residents as members of the public.

**Tennis Courts** means the indoor and outdoor tennis courts at the UBC Tennis Centre.

**Term** means each of the three periods into which UBC divides the calendar year for purposes of schedules for the Aquatic Centre and Ice Rinks.

**UBC Recreation Facility** means each of

- (a) the Aquatic Centre,
- (b) the Ice Rinks,
- (c) the Tennis Courts, and
- (d) the Fitness Centre.

**UNA Cardholder** means a Resident who holds an unexpired UNA Card.

**Vancouver Communities** means the neighbourhoods of Vancouver agreed on by the parties for purposes of the comparisons required by this Schedule.

#### **2. Access to UBC Recreation Facilities**

- 2.1 UBC will provide Residents with a level of access to the Aquatic Centre and the Ice Rinks that is comparable to, or better than, the average level of access to swimming pools and ice rinks enjoyed by residents of the Benchmark Communities and the Vancouver Communities.

2.2 UBC will permit UNA Cardholders to book and use the Tennis Courts on the same basis as UBC faculty and staff.

2.3 UBC will permit UNA Cardholders to use the Fitness Centre on the same basis as UBC faculty and staff.

### **3. Programming**

3.1 UBC will provide Residents with a level of programming (lessons, fitness classes, sports camps, etc.) at the Recreation Facilities that is comparable to, or better than, the average level of programming provided by the Benchmark Communities and Vancouver Communities at corresponding recreation facilities.

### **4. User Fees**

4.1 Sections 4.2 to 4.5 govern user fees that UBC may charge UNA Cardholders for use of the UBC Recreation Facilities. For greater certainty, UNA Cardholders who are UBC students, faculty, or staff pay the lower of the UNA Cardholder fees and the fees applicable for UBC students, faculty, or staff, respectively.

4.2 User fees for the Aquatic Centre and the Ice Rinks are to be comparable to, or more favourable than, average user fees for similar facilities in the Benchmark Communities and Vancouver Communities.

4.3 There is to be no user fee for the outdoor Tennis Court.

4.4 Rates for the indoor Tennis Courts are not to exceed 90% of the public rates, rounded to the nearest 25 cents. This requirement applies commencing with the first time the rates are changed after this Schedule comes into force.

4.5 User fees for the Fitness Centre and for fitness classes at the Fitness Centre are not to exceed the user fees payable by UBC faculty and staff.

### **5. Outdoor Basketball Court and Skatepark**

5.1 UBC will permit Residents to use the basketball court and the skatepark at the intersection of Thunderbird Boulevard and Health Sciences Mall on the same basis as UBC students.

5.2 UBC will not change the location of the basketball court or the skatepark without consulting with the UNA and will not eliminate either amenity without the UNA's approval, which approval is not to be unreasonably withheld.

### **6. Schedules and User Fees**

6.1 When establishing schedules and user fees for the Aquatic Centre and the Ice Rinks for a Term, UBC will consult with the UNA early in the process and on an ongoing basis throughout the process.

- 6.2 UBC will consult with the UNA before
- (a) making a change to the availability for Residents of the Aquatic Centre or the Ice Rinks from the Scheduled Availability for a Term, other than a minor change, a change that increases availability for Residents, or a change necessitated by staffing issues or other factors outside UBC's control, or
  - (b) making a change to the user fees for UNA Cardholders for the Aquatic Centre or the Ice Rinks that have been established for a Term.
- 6.3 If UBC disagrees, in whole or in part, with a proposal made, or position taken, by the UNA in the course of a consultation referred to in section 6.1 or 6.2, then UBC will give the UNA written reasons for disagreeing.

## **7. Provision of Information to the UNA**

- 7.1 Within 60 days after the parties agree to this Schedule, UBC will provide the UNA with a written description of
- (a) the Scheduled Availability of the Aquatic Centre and the Ice Rinks for the current Term and the two immediately preceding Terms, and
  - (b) the user fees payable by UNA Cardholders for the use of those facilities during those Terms.
- 7.2 Within 30 days after establishing schedules and user fees for the Aquatic Centre and the Ice Rinks for a Term, UBC will provide the UNA with a written description of the schedules and user fees.
- 7.3 Within 30 days after the end of each Term, UBC will inform the UNA in writing of all deviations during the Term from the Scheduled Availability of the Aquatic Centre and the Ice Rinks for the Term and of all changes to user fees payable by UNA Cardholders for the use of those facilities during the Term.
- 7.4 Within 60 days after the end of each Term, UBC will provide the UNA with statistics showing the number of UNA Cardholder admissions during the Term to the Aquatic Centre and the Ice Rinks and the number of UNA Cardholders who signed up for programs, with such breakdowns of the statistics as the UNA reasonably requests.

## **8. Review of Recreation Facilities Access or User Fees**

- 8.1 At the UNA's request, a review is to be undertaken jointly by the parties to determine whether UBC is complying with sections 2.1 and 4.2.
- 8.2 The first request under section 8.1 may be made no earlier than 2026. Once a review has been made, a subsequent request may be made no earlier than 5 years after the completion of the review.

- 8.3 The parties are to engage a consultant to assist with a review under section 8.1. Each party will pay 50% of the costs of the consultant.
- 8.4 The consultant's mandate is to include advising on which municipalities to include as Benchmark Communities and which Vancouver neighbourhoods to include as Vancouver Communities. If the consultant concludes that UBC is not in compliance with section 2.1 or 4.2, the consultant's mandate is also to include recommending changes that, in the consultant's opinion, will bring UBC into compliance.
- 8.5 If the review determines that UBC is not complying with section 2.1 or 4.2, UBC will bring itself into compliance.
- 8.6 For greater certainty, the UNA may, at any time, undertake its own review to determine whether access and user fees comply with sections 2.1 and 4.2. UBC will provide the UNA with all information reasonably requested, by the UNA or a consultant engaged by the UNA, for the purposes of the review.

## **9. Residents Recreation Contributions**

- 9.1 UBC is entitled to withdraw from the Neighbours Fund the amounts specified in this article 9 as the contributions of Residents towards the operating costs of the UBC Recreation Facilities and programming for the benefit of Residents. The withdrawal for a fiscal year of the UNA may be made at any time after July of the year.
- 9.2 Prior to making a withdrawal from the Neighbours Fund in accordance with this Schedule, UBC will give the UNA written notification of the amount of the intended withdrawal.
- 9.3 For the UNA's 2022/23 fiscal year, UBC is entitled to withdraw \$575,153 from the Neighbours Fund.
- 9.4 Subject to section 9.5, for each subsequent fiscal year of the UNA, UBC is entitled to withdraw an amount from the Neighbours Fund equal to the lesser of
- (a) the amount determined by the formula

$$\text{PCR} \times \text{AF} \times \text{Pop}$$

where

PCR is the per capita rate for the fiscal year, computed as \$43.50 times the ratio of the average Consumer Price Index for the 12 months immediately preceding the fiscal year to the average Consumer Price Index for the 12 months immediately preceding the UNA's 2022/23 fiscal year.

AF is the adjustment factor, which is 91.75%.

Pop is the estimated population of the Neighbourhood Housing Areas and the Designated Buildings at the beginning of the fiscal year, determined using a method agreed to by the parties.



- (b) 8% of the Neighbourhood Levy payable for the calendar year in which the fiscal year begins.
- 9.5 At the request of either party, the components of the formula in section 9.4 will be reviewed and amended as agreed by the parties. The first fiscal year for which either party can require a review is the 2027/28 fiscal year. Once a review has been undertaken for a fiscal year, neither party may require a subsequent review for the next four fiscal years.
- 9.6 An amended per capita rate for a particular fiscal year is to be determined in accordance with the following method, unless the parties agree to vary this method:
- (a) For each Benchmark Community, determine the net per capita expenditure for a year on operating costs for Comparable Facilities and Programming (as defined in section 9.7). “Net” means net of corresponding revenues from the operation of the Comparable Facilities and Programming.
  - (b) Adjust the net per capita expenditure for each Benchmark Community to reflect inflation to the particular fiscal year and compute the median of the inflation-adjusted net per capita expenditures.
  - (c) Determine the UNA’s net per capita recreation expenditures for its most recently completed fiscal year, adjusted to reflect inflation to the particular fiscal year.
  - (d) Subtract amount (c) from amount (b) to obtain the per capita amount for the particular fiscal year.
- 9.7 For the purposes of clause 9.6(a), **Comparable Facilities and Programming** means
- (a) facilities similar to the UBC Recreation Facilities,
  - (b) programming at those facilities similar to the programming provided to Residents by UBC,
  - (c) community centres, and
  - (d) programming at community centres.
- 9.8 The parties are to engage a consultant to assist with determining the net per capita expenditures referred to in clause 9.6(a). Each party will pay 50% of the costs of the consultant.
- 9.9 The consultant’s mandate is to include advising on which municipalities to include as Benchmark Communities.
- 9.10 For purposes of determining the UNA’s payment obligation under the letter agreement between the UNA and UBC dated July 19, 2021, the amount by which the UBC Athletics Access Fee was reduced for the UNA’s 2021/22 fiscal year is \$85,390.

**10. General**

- 10.1 Notwithstanding any other provision of this Schedule F, UBC is not required to provide information to the UNA to the extent that the provision of the information is prohibited by law.
- 10.2 For greater certainty, the dispute resolution procedure in the Agreement is available with respect to
- (a) any disagreement regarding the application of this Schedule, including any matter that requires the agreement of the parties, and
  - (b) UBC's disagreement with a UNA proposal or position in a consultation referred to in section 6.1 or 6.2.

## **SCHEDULE F.1**

### **UBC CULTURAL FACILITIES**

#### **1. Definitions**

##### **1.1 In this Schedule:**

**BBM** means the Beaty Biodiversity Museum.

**Consumer Price Index** for a month means the all-items consumer price index for the month for British Columbia, not seasonally adjusted, as determined by Statistics Canada.

**Garden** means each of the UBC Botanical Garden and the Nitobe Memorial Garden.

**MOA** means the Museum of Anthropology.

**UBC Garden** means the UBC Botanical Garden.

**UNA Card** means the card issued by the UNA to Residents to enable them to receive free entry to certain facilities, discounts, and other benefits.

#### **2. Museum of Anthropology**

##### **2.1 The MOA will provide holders of unexpired UNA Cards with**

- (a) free access, and
- (b) a 10% discount at the MOA Shop.

##### **2.2 The MOA will display signs at its entrance and by the cashier in the MOA Shop describing the benefits for holders of UNA Cards.**

#### **3. UBC Botanical Garden and Nitobe Memorial Garden**

##### **3.1 Each Garden will provide holders of unexpired UNA Cards with free access.**

##### **3.2 The UBC Garden will provide holders of unexpired UNA Cards with a 10% discount at the Shop in the Garden and the Garden Centre.**

##### **3.3 Each Garden will display signs at its entrance and, in the case of the UBC Garden, by the cashier in the Shop in the Garden describing the benefits for holders of UNA Cards.**

##### **3.4 The UBC Garden will arrange for holders of unexpired UNA Cards to obtain**

- (a) a 20% discount on the price of admission to the Greenheart TreeWalk, and
- (b) an annual pass for the Greenheart TreeWalk for \$20.

- 3.5 For greater certainty, the price of admission to the Greenheart TreeWalk is the amount by which the price of admission (including UBC Garden access) exceeds the price of admission to the UBC Garden.

#### **4. Beaty Biodiversity Museum**

- 4.1 Effective from April 1, 2023, the BBM will provide holders of unexpired UNA Cards with
- (a) free access, and
  - (b) a 10% discount at the BBM Gift Shop.
- 4.2 The BBM will display signs at its entrance and by the cashier in the BBM Shop describing the benefits for holders of UNA Cards.

#### **5. UBC Library**

- 5.1 On application for a Community Borrower card by a holder of an unexpired UNA Card who is not otherwise entitled to a UBC library card or to alumni borrowing privileges, the UBC Library will issue the Community Borrower card for no fee.

#### **6. Websites**

- 6.1 The MOA, the Gardens, and the BBM will include information on their websites regarding the facility's benefits for holders of UNA Cards.
- 6.2 The UNA may include information on its website regarding the benefits described in this Schedule.

#### **7. Residents' Contributions**

- 7.1 As consideration for providing, or arranging for the provision of, the benefits described in this Schedule, UBC is entitled to withdraw the following amounts from the Neighbours Fund for each fiscal year of the UNA:
- (a) \$30,000 for the 2022/23 and 2023/24 fiscal years,
  - (b) \$40,000 for the 2024/25 fiscal year, and
  - (c) for each subsequent fiscal year, \$40,000 times the ratio of the average Consumer Price Index for the 12 months immediately preceding the fiscal year to the average Consumer Price Index for the 12 months immediately preceding the UNA's 2024/25 fiscal year.
- 7.2 UBC may make a withdrawal for a fiscal year at any time after July of that year.



**Report Date:** January 2, 2024  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon, Interim Co-Chief Administrative Officer  
**Subject:** Investment of Neighbours Fund Report

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## Background

The Neighbours Fund currently has four fixed-term deposit investments. Two investment accounts (a \$1m, 2-year investment term account and a \$2m, 3-year investment term account) will reach maturity on February 15, 2024 and March 16, 2024, respectively.

UBC is seeking an opinion from the UNA on how to move forward when the investments mature.

## Decision Requested

*THAT the Board direct the Finance Manager to instruct UBC Treasury to “invest” \$3 million of the Neighbours Fund for a 3-year term.*

## Discussion

In the table below, you will find the current Neighbours Fund term deposits held by UBC. These are funds held in reserves and are not the day-to-day operating funds. The total amount invested is \$9M.

Term	Started on	Amount Invested	Interest Rate	Maturity Date
2 years	Feb 16 2022	\$ 1,000,000	0.95%	15-Feb-24
3 years	Mar 17 2021	\$ 2,000,000	0.47%	16-Mar-24
3 years	Feb 16 2022	\$ 3,000,000	1.47%	15-Feb-25
3 years	Mar 22 2023	\$ 3,000,000	4.50%	21-Mar-26

The two deposits highlighted in red font, which total \$3m, will reach maturity on February 15, 2024 and March 16, 2024, respectively.

UBC has asked whether the UNA is interested in rolling the total amount (or a portion of) of the investments that have matured forward into another fixed-term deposit.

The latest term deposit rates offered by UBC are listed below.

Term Deposit Rates from UBC					
Term (Years)	1	2	3	4	5
Term Rates %	5.33%	4.72%	4.38%	4.24%	4.21%

The latest market GIC rates provided by Royal Bank of Canada (RBC) are listed below.

Term Deposit Rates from RBC			
Term (Years)	1	2	5
Term Rates %	4.9%	4.6%	4.25%

As market rates are falling, the shorter-term rate seems to be more favorable. UBC can't guarantee the rates if there are significant market fluctuations, so it will be in the UNA's favor to re-invest the money sooner rather than later. However, the current investment structure of the Neighbours Fund is that, annually, there will be \$3m maturing. Uncertain about how the market will perform in a year, a 3-year term is recommended. A 3-year term will also align with the current investment structure of the Neighbours Fund – each year, it will have a total of \$3m reaching maturity in three years following that.

The balances of the reserves in the Neighbours Fund are listed below.

Reserve Type	Balance as of March 2023	Estimated Balance by March 2024*
Infrastructure Replacement	\$5,697,615	\$5,904,633
Capital Replacement	\$2,326,531	\$2,430,040
Contingency	\$1,083,638	\$1,083,638
Rate Stabilization	\$333,612	\$419,869
Community Field Replacement	\$585,618	\$645,618

\*Please note these amounts are estimation only and do not include any 2023/24 interest calculation

The total amount of money in the reserves, currently, totals \$10m and should reach close to \$10.5m by March 2024. Since \$1M is intended to be used to replace the Wesbrook Community Field, which will reduce the Community Field Replacement Reserve by close to \$600K (another \$400K is held by the UNA), investing \$3m this year makes fiscal sense for the Neighbours Fund.

**Financial Implications**

None.

**Operational Implications**

None.

**Strategic Objective**

Governance

**Attachments**

None.

**Concurrence**

None.

Respectfully submitted,

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Athena Koon  
Interim Co-Chief Administrative Officer

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Wegland Sit  
Interim Co-Chief Administrative Officer



**Report Date:** January 4, 2024  
**Meeting Date:** January 16, 2024  
**From:** Athena Koon, Interim Co-Chief Administrative Officer  
**Subject:** Capital Reserve Policy Report

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## Background

In October 2022, the UNA established a capital reserve in the amount of \$700,000. This reserve is intended to set aside money in our books for capital purposes. There are two components to setting up this reserve. The first is to establish the reserve and allocate an amount of money, which has already been done. The second is to develop an accompanying reserve policy to govern the use and funding of the reserve. This report includes an outline of the proposed Capital Reserve Policy, as circulated.

## Decisions Requested

1. *THAT the Board approve the Capital Reserve Policy (#05-14), as circulated.*
2. *THAT the Board approve the transfer of \$200,000 from the unrestricted fund to the capital reserve.*

## Discussion

### Setting Up the Policy

The Board approved the establishment of the Capital Reserve in October 2022. The proposed policy will provide procedures regarding the Capital Reserve, such as:

- Transfers to the Capital Reserve
- Uses of the Capital Reserve
- Withdrawals from the Capital Reserve; and
- Revising the Policy

### Highlights of the Policy

The followings are highlights of the proposed policy:

- It follows the same format of the CAO Policy.
- It outlines the permissible uses of the Capital Reserve.





- It provides procedures on determining the annual amount to be transferred to the Capital Reserve.
- It includes a provision for interest earnings attributable to the Capital Reserve to be added to the Capital Reserve.
- It clarifies the role of the Finance & Audit Committee and the review process of the proposed policy.

### Annual Transfer

Regarding the amount of the annual transfer, the most logical option is to base the additions to the Capital Reserve on amortization amounts, because the amortization expense is not a cash outlay. Nevertheless, the UNA receives cash in respect of the expense (net of the amortization of deferred capital contributions).

For year 2022/23, the UNA's total amortization cost:

Amortization of capital assets	\$ 200,285
Amortization of deferred capital contributions	- 22,220
<b>Total Amortization</b>	<b>\$ 178,065</b>

While amortization periods are generally less than the useful lives of assets, the UNA receives cash that corresponds to the amortization periods. Once the cost of an asset has been fully amortized, the UNA no longer receives cash in respect of that asset. For this reason, by transferring an amount of money equal to the annual amortization amount, it provides a logical and financial sustainable way for the UNA to put money aside for future capital use. The Board may choose to contribute additional funds if available.

### Estimated Balance

Please note that in the UNA's approved budget for 2023/24, all our capital projects are funded by our capital reserve and the details are as following:

<b>Capital Project Funded by Capital Reserve</b>	<b>2023-24 Budget</b>
Leasehold Improvements	\$ 32,000
Furniture, Fixtures & Equipment	\$ 64,500
Computer Software & Hardware	\$ 8,200
Multimedia Equipment	\$ 60,000
Recreational & Fitness Equipment	\$ 43,000



Total Capital Project Funded by Capital Reserve	\$ 207,700
Total Balance Estimated in Capital Reserve After	\$ 492,300

With all the capital projects for 2023/24, the estimated balance for the Capital Reserve is now \$492,300 (\$700k-\$207.7k). If we decide to contribute to the Capital Reserve the recommended amortization amount of \$200k, the balance of the Capital Reserve will be estimated to be at \$692,300.

#### Withdrawal

Based on the proposed policy, the withdrawal of funds from the Capital Reserve is straight forward and requires approval from the Board. If using the funds from the reserve is part of the annual capital budget plan, the Board's approval of the capital budget will confirm any withdrawals from the Capital Reserve, assuming the capital expenditures are included in the budget. If the capital expenditure is not included as part of the annual budget, the Board must pass a resolution in open public session to authorize the withdrawal of funds from the Capital Reserve.

#### **Financial Implications**

None.

#### **Operational Implications**

None.

#### **Strategic Objective**

Governance

#### **Attachments**

1. UNA Capital Reserve Policy #05-14

#### **Concurrence**

None.

Respectfully submitted,



UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

**BOARD MEETING  
OPEN SESSION**

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Athena Koon  
Interim Co-Chief Administrative Officer

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Wegland Sit  
Interim Co-Chief Administrative Officer

<b>SUBJECT:</b>	<b>Capital Reserve Policy</b>	<b>POLICY #05-14</b>
<b>CATEGORY:</b>	<b>Finance</b>	
<b>AUTHORITY:</b>	<b>Board of Directors</b>	
<b>ADOPTED:</b>	<b>[Month and Day], 2024</b>	
<b>AMENDED:</b>	-	
<b>REVIEWED:</b>	-	

## 1. Purpose

This Policy applies with respect to transfers to the Capital Reserve, the uses of the Capital Reserve, and withdrawals from the Capital Reserve.

## 2. Definitions

**Board:** The UNA Board of Directors.

**Capital Asset:** A tangible or intangible property that has a useful life of more than one year.

**Capital Expenditure:** An expenditure for the acquisition of a Capital Asset or for the improvement, maintenance, or repair of a Capital Asset.

**Capital Reserve:** The capital reserve account in the UNA's financial accounts.

**Finance Committee:** The UNA Finance and Audit Committee.

**UNA:** University Neighbourhoods Association.

**Unrestricted Fund:** The unrestricted fund account in the UNA's financial accounts.

## 3. Transfers to the Capital Reserve

**3.1 Board Direction.** Amounts are to be transferred from the Unrestricted Fund to the Capital Reserve on the direction of the Board.

**3.2 Committee Recommendation.** After the end of each fiscal year, the Finance Committee shall recommend to the Board an amount to be transferred to the Capital Reserve.

**3.3 Amount of Transfer.** Unless the Finance Committee has reasons to recommend a different amount, the amount of the transfer it recommends after the end of a fiscal year is to approximately equal the amount of the amortization of capital assets in the UNA's financial accounts for the year minus the amount of the amortization of deferred capital contributions.

**3.4 Board-Initiated Transfer.** The Board may, at any time, direct the transfer of an amount from the Unrestricted Fund to the Capital Reserve without a recommendation from the Finance and Audit Committee.

**3.5 Interest.** At the end of each fiscal year, an amount is to be transferred from the Unrestricted Fund to the Capital Reserve equal to the estimated amount of investment earnings during the year on UNA investments reasonably attributable to the Capital Reserve.

**3.6 Limitation.** Notwithstanding sections 3.1 to 3.5, an amount transferred from the Unrestricted Fund to the Capital Reserve may not exceed the balance in the Unrestricted Fund immediately before the transfer.

#### 4. Uses of the Capital Reserve

**4.1 Permissible Uses.** Subject to sections 4.2 and 4.3, the Capital Reserve is to be used to fund Capital Expenditures made for the following purposes:

- (a) to acquire Capital Assets that replace Capital Assets;
- (b) to acquire Capital Assets, other than Capital Assets referred to in (a), for which the cost is immaterial relative to the balance in the Capital Reserve;
- (c) to improve Capital Assets;
- (d) to make major repairs to, or to perform major maintenance on, Capital Assets;
- (e) to make minor emergency repairs to Capital Assets; and
- (f) other purposes relating to Capital Assets approved by the Board.

**4.2 Limitation to UNA Assets.** Section 4.1 applies only with respect to Capital Assets that are owned by, or are to be acquired by, the UNA.

**4.3 Other Funding Sources.** Except as otherwise determined by the Board, section 4.1 does not apply with respect to a Capital Expenditure to the extent that other sources of non-debt funding are available for the expenditure.

#### 5. Withdrawals from the Capital Reserve

**5.1 Capital Budget.** The amount of a Capital Expenditure may be withdrawn from the Capital Reserve if the expenditure is included in the UNA's approved capital budget for a fiscal year and the funding source for the expenditure is stated to be the Capital Reserve.

**5.2 Board Authorization.** If section 5.1 does not apply with respect to a Capital Expenditure, the amount of the expenditure may be withdrawn from the Capital Reserve only if the Board authorizes the withdrawal in an open session of a Board meeting.

#### 6. Revision of Policy

**6.1 Finance Manager.** The Finance Manager will periodically consider whether revisions should be made to this Policy and will propose revisions in a report to the Finance Committee.

- 6.2 Finance Committee.** The Finance Committee may direct the Finance Manager to consider whether revisions should be made to this Policy and to report back to the committee with proposed revisions, if any.
- 6.3 Recommendations for Revisions.** The Finance Committee shall consider revisions to this Policy proposed by the Finance Manager and proposals for revisions from committee members. If the Finance Committee determines that revisions should be made, it shall recommend the revisions to the Board.
- 6.4 Board-Initiated Revisions.** The Board may make revisions to this Policy that have not been recommended by the Finance Committee.

DRAFT



**Report Date:** January 3, 2024  
**Meeting Date:** January 9, 2024  
**From:** Chris Hakim, Corporate Services Specialist  
**Subject:** UNA Online Voting System Procurement Report

---

## Background

On September 27, 2023, the UNA's members approved a special resolution at the UNA Annual General Meeting (AGM) 2023 amending the UNA Bylaws to implement electronic voting for the UNA Director Elections. Moving forward, the Board is responsible for approving a secure online voting system.

This report details the timeline for approving and implementing a secure online voting system. In addition, this report includes a copy of the draft request-for-proposal document that will be used to procure an online voting system.

## Decision Requested

For information.

## Discussion

Pursuant to UNA Bylaw 5.2, voting in an election is to take place online and the Board is responsible for approving a secure online voting system. In order to procure that system, staff will conduct an RFP and assist the Board with selecting a preferred vendor that hosts that secure online voting system. This RFP will allow the Board and staff to receive cost quotes to operate the UNA's elections on a vendor's online voting system, as well as how that system meets the UNA's needs.

Staff will be handling the operations of the procurement process, which includes reviewing proposals, attending mandatory system demonstrations, and grading each proposal. The Governance & Human Resources Committee will be a steward during this process, ensuring that the Board is continuously engaged in the procurement of an online voting system.

Staff are planning to publish the RFP on January 19, 2024 and closing on February 16, 2024.

An updated timeline of the procurement process is detailed below.



Staff have updated the timeline of the procurement process to accommodate an additional period where interested vendors will provide a demonstration of their online voting systems to staff. While this does delay the timeline than originally expected, a demonstration of the potential online voting systems that the UNA may use prior to awarding a contract will be valuable to staff in their evaluation of the proposals.

### Financial Implications

The primary financial costs would be the vendor's fees to use an online voting system. This cost will vary depending on the vendor's quote.

### Operational Implications

This is the second part in the UNA's process to procure a secure online voting system for its elections. Staff will use the feedback provided by the Board to inform the RFP and will recommend a proposal, from the suite of submitted proposals, to the Board for selection.

### Strategic Objective

Governance

### Attachments

1. Draft UNA Online Voting System RFP Document

### Concurrence

None.





UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

**UNA BOARD MEETING  
OPEN SESSION**

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Chris Hakim', written over a horizontal line.

Chris Hakim  
Corporate Services Specialist

A handwritten signature in black ink, appearing to read 'Athena Koon', written over a horizontal line.

Athena Koon  
Interim Co-Chief Administrative Officer

A handwritten signature in black ink, appearing to read 'Wegland Sit', written over a horizontal line.

Wegland Sit  
Interim Co-Chief Administrative Officer



UNIVERSITY  
NEIGHBOURHOODS  
ASSOCIATION

## University Neighbourhoods Association Online Voting System for 2024 Board of Directors Election

### **Closing Location**

#202-5923 Berton Avenue  
Vancouver, BC V6S 0B3

### **Closing Date and Time**

3:00 pm Pacific Daylight Time  
Friday, February 16<sup>th</sup>, 2024

### **Submitted to:**

Chris Hakim  
University Neighbourhoods Association  
Email: [chris.hakim@myuna.ca](mailto:chris.hakim@myuna.ca)

## Contents

<b>A.....INTENT .....</b>	<b>3</b>
<b>B.....DEFINITIONS AND ADMINISTRATIVE REQUIREMENTS.....</b>	<b>3</b>
1.0    DEFINITIONS	3
2.0    TERMS AND CONDITIONS	3
3.0    ALTERNATIVE SOLUTIONS	3
4.0    CHANGES TO PROPOSALS	3
5.0    PROPOSERS' EXPENSES	4
6.0    PROPOSAL VALIDITY	4
7.0    FIRM PRICING	4
8.0    CURRENCY AND TAXES	4
9.0    SUB-CONTRACTING	4
10.0   ACCEPTANCE OF PROPOSALS	5
11.0   DEFINITION OF CONTRACT	6
12.0   LIABILITY FOR ERRORS	6
13.0   MODIFICATION OF TERMS	6
14.0   OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION	6
15.0   CONFIDENTIALITY OF INFORMATION	6
<b>C.....PROPOSAL SUBMISSION REQUIREMENTS .....</b>	<b>7</b>
1.0    PROPOSAL SUBMISSION	7
2.0    ENQUIRIES	8
3.0    DISCLAIMER	9
4.0    EVALUATION AND SELECTION CRITERIA	9
5.0    COMMITMENT BY THE ASSOCIATION	9
<b>D.....SCOPE OF WORK.....</b>	<b>10</b>
1.0    OVERVIEW OF THE UNIVERSITY NEIGHBOURHOODS ASSOCIATION	10
<b>2.0    PROJECT OVERVIEW</b>	<b>10</b>
<b>3.0    PROJECT DELIVERABLES</b>	<b>11</b>
<b>4.0    MANDATORY SYSTEM DEMONSTRATION</b>	<b>11</b>
<b>5.0    AVAILABLE INFORMATION</b>	<b>11</b>
<b>E.....CONTRACT CONDITIONS.....</b>	<b>11</b>
1.0    COMPLIANCE WITH LAWS	11
2.0    LAWS OF BRITISH COLUMBIA	12
3.0    INDEMNITY	12
4.0    INSURANCE	12
<b>F.....PROPOSAL FORM .....</b>	<b>13</b>
<b>APPENDIX A – MANDATORY AND DESIRED DELIVERABLES.....</b>	<b>14</b>

**A. INTENT**

The University Neighbourhoods Association (“Association”) is seeking Proposals from Proponents to supply an online voting system for the Association’s 2024 Board of Directors elections. The online voting system shall meet the requirements outlined in the RFP. The Proposals from all Proponents should include details regarding, but not be limited to, training, configurations, required materials, technical capabilities, and a quoted service fee.

**B. DEFINITIONS AND ADMINISTRATIVE REQUIREMENTS**

**1.0 DEFINITIONS**

Throughout this Request for Proposal, the following definitions apply:

**“Contract”** means the written agreement resulting from this Request for Proposal executed by the Association and the Vendor.

**“Vendor”** means the successful Proponent to this Request for Proposal who enters into a written Contract with the Association.

**“Board”** means the Board of the Association.

**“must”, “shall” or “mandatory”** means a requirement that must be met.

**“Proponent”** means an individual or a company that has been requested to and submits, or intends to submit, a proposal in response to this Request for Proposal.

**“Proposal”** means a submission in response to this Request for Proposal.

**“Request for Proposal” and “RFP”** means this Request for Proposal.

**“Association”** means as the context requires, the University Neighbourhoods Association or the area within the boundaries of the University Neighbourhoods Association.

**2.0 TERMS AND CONDITIONS**

The following terms and conditions apply to this RFP. Submission of a Proposal in response to this RFP indicates acceptance of all the terms that follow.

**3.0 ALTERNATIVE SOLUTIONS**

If alternative solutions are offered, the information should be submitted in the same format but as a separate Proposal and clearly marked as an alternative solution.

**4.0 CHANGES TO PROPOSALS**

By submission of a written notice, a Proponent may amend or withdraw its Proposal prior to the closing date and time.

Upon closing, all Proposals become irrevocable. The Proponent may not change the wording of its Proposal after closing and no words or comments may be added to the Proposal, unless requested by the Association for clarification.

## **5.0 PROPONENTS' EXPENSES**

Proponents are solely responsible for their own expenses in preparing a Proposal. If the Association elects to reject all Proposals, the Association will not be liable to any Proponent for any claims for costs or damages incurred by the Proponent in preparing the Proposal, loss of anticipated profit in connection with a final Contract, costs for returning unopened Proposals, or any matter whatsoever.

## **6.0 PROPOSAL VALIDITY**

Proposals will be open for acceptance for at least 60 days after the closing.

## **7.0 FIRM PRICING**

- a) Proponents shall base their Proposal on furnishing everything required to supply the online voting system, including all training, configurations, and materials.
- b) Prices will be firm for the entire Contract period unless this RFP states otherwise.

## **8.0 CURRENCY AND TAXES**

Prices quoted will be in Canadian Dollars and inclusive of duty, delivery charges where applicable, and exclusive of GST and other taxes which shall be shown separately as applicable.

## **9.0 SUB-CONTRACTING**

- a) Using a sub-contractor (who must be clearly identified in the Proposal) is acceptable. This includes a joint submission by a Proponent and sub-contractor who have no formal corporate links. However, the Proponent must be prepared to take overall responsibility for successful interconnection of the two products or service lines, and this must be defined in the Proposal.
- b) Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the Association's opinion, give rise to a conflict of interest in connection with the services will not be permitted. This includes, but is not limited to, any firm or individual involved in the preparation of this RFP.
- c) Where applicable, the names of approved sub-contractors listed in the Proposal will be included in the Contract. No changes or additions to the list will be permitted without the written consent of the Association.

## 10.0 ACCEPTANCE OF PROPOSALS

- a) This RFP must not be construed as an agreement to purchase goods or services. The Association is not bound to accept the lowest priced or any Proposal of those submitted. The Association is under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a Proposal nor execution of a Contract will constitute approval of any activity contemplated in any Proposal that requires any approval, permit or license pursuant to any federal, provincial, or municipal statute, regulation or bylaw.
- c) The Association reserves the right to reject any Proposal and to accept any Proposal notwithstanding any non-compliance with this RFP. The Association may select any Proposal for acceptance or negotiation with the Proponent by selecting the Proposal which the Association, in its sole unrestricted discretion and on the basis of such criteria as it considers appropriate, deems to be in the best interests of the Association.
- d) If a proposal contains a defect or fails to comply with the requirements of the proposal documents, which in the sole discretion of the Association is not material, the Association may waive the defect and accept the proposal.
- e) No Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, whether in respect of Proposal preparation costs, loss of anticipated profit, or any other matter whatsoever, and by submitting a Proposal each Proponent shall be deemed to have irrevocably waived any such claim.
- f) The Association reserves the right to cancel this RFP at any time and for any reason, and in so doing to reject all Proposals, and will not be responsible for any loss, damage, cost or expense incurred or suffered by any Proponent as a result of such cancellation.
- g) The Association reserves the right to enter into negotiations with one or more Proponents concerning the terms and conditions of the services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any Proposals received.
- h) The Association reserves the right to select one or more Proponents for further consideration following the initial proposal evaluation process. The Association may require in-person presentations or interviews with Proponents selected for final consideration, prior to negotiating a contract.
- i) The acceptance of any Proposal is subject to funding and may require approval of the Board.
- j) After acceptance by the Association, the successful Proponent will be issued a written Notice of Award.

## **11.0 DEFINITION OF CONTRACT**

Notice in writing to a Proponent of the acceptance of its Proposal by the Association and the subsequent full execution of a written Contract will constitute a Contract for the Services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events. By submission of a Proposal, the Proponent agrees that, should it be identified as the successful Proponent, it is willing to enter into a Contract with the Association within fifteen (15) days of the date of the Notice of Award.

## **12.0 LIABILITY FOR ERRORS**

While the Association has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Association, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

## **13.0 MODIFICATION OF TERMS**

The Association reserves the right to modify the terms of the RFP at any time at its sole discretion. Such modifications will be communicated to all Proponents through formal addenda.

## **14.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION**

All documents, including Proposals, submitted to the Association become the property of the Association. Each Proposal should clearly identify any information that is considered to be confidential or proprietary information.

However, the Association is subject to the provisions of the *Personal Information Protection Act*. As a result, while section 23 of the *Personal Information Protection Act* does offer some protection for confidential third party business information, the Association cannot guarantee that any such information provided to the Association will remain confidential if a request for access is made under the *Personal Information Protection Act*.

## **15.0 CONFIDENTIALITY OF INFORMATION**

Information pertaining to the Association obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the Association.

## C. **PROPOSAL SUBMISSION REQUIREMENTS**

### 1.0 **PROPOSAL SUBMISSION**

- a) Responses should be delivered by email to the following location no later than 3:00 pm Pacific Daylight Time on Friday, February 16<sup>th</sup>, 2024, (Closing) and should be clearly marked '**University Neighbourhoods Association Online Voting System 2024:**

Attention:  
Chris Hakim  
University Neighbourhoods Association  
Email: [chris.hakim@myuna.ca](mailto:chris.hakim@myuna.ca)

- b) Proposals are to include the following sections:

i) **General**

This section should identify the Proponent's company name, address, main telephone number, and name, title, and contact information of the Proponent's primary contact for the purposes of the Proponent's Proposal.

ii) **Background & Relevant Experience**

This section should provide information regarding the Proponent's company background. This section should also describe the Proponent's experience in Canadian municipal elections, non-profit community-based association elections, and/or other relevant fields.

iii) **Executive Summary**

This section should present a high-level overview of the Proponent's Proposal and the main features and benefits of the Proponent's online voting system.

iv) **Proposal & System Description**

This section should detail the Proponent's Proposal and the main features and benefits of the Proponent's online voting system. This section should also include an overall description of the online voting system; security features to avoid any breach in privacy, data, and secrecy of the vote; procedures to be completed before votes can be cast; procedures to validate voters; languages that the online voting system can be translated into; and any technical and logistical support that may be provided during the installation of the system and during the period of the election.

v) **Requirements – Mandatory and Desired**



In this section, the Proponent should detail its level of compliance and ability to deliver the features and/or services from the lists included in Appendix A. If the Proposal does not fulfill the mandatory requirements of the RFP as listed in Appendix A entirely, the Proposal will not be considered further.

vi) Fees

This section must include all fees associated with the Proposal. This should include a breakdown of all fees, including any mandatory fees on behalf of the Proponent to supply their online voting system and other optional fees that the Proponent includes as part of the Proposal.

vii) References

A list of references from a minimum of two (2) clients who have engaged the Proponent to complete similar projects, include the name, address and phone number of references.

c) Proposal format:

- i) Proposals must be emailed with the Request for Proposal title clearly indicated in the subject line. Please request confirmation of receipt of emailed proposals.
- ii) Late Proposals will not be considered.
- iii) Proposals that are conditional; illegible; obscure; contain arithmetical errors; erasures, alterations, or irregularities of any kind; may, at the discretion of the Association, be declared disqualified.
- iv) The person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this RFP must sign the Proposal Form provided herein. Unsigned Proposals will be declared disqualified and returned.
- v) Proponents shall be solely responsible for the delivery of their Proposals in the manner and time prescribed. All submissions must be delivered according to the instructions herein. The Association will accept no responsibility for documents delivered to other Association facilities and at the discretion of the Chief Administrative Officer may be declared disqualified.

## 2.0 ENQUIRIES

- a) All enquiries related to this RFP shall be directed to:

Chris Hakim  
Corporate Services Specialist  
University Neighbourhoods Association



Telephone: 604.822.3901

Email: [chris.hakim@myuna.ca](mailto:chris.hakim@myuna.ca)

- b) Enquiries will be accepted until **3:00 pm Pacific Daylight Time on Wednesday, February 14<sup>th</sup>, 2024.**
- c) Information obtained from any other source is not official and should not be relied upon.

### **3.0 DISCLAIMER**

Each Proponent is responsible for reviewing and understanding the terms and conditions of this RFP, and the scope of work being requested. The Association makes no representation or warranty as to the accuracy or completeness of the information contained in this RFP and the Proponent is solely responsible to ensure that it has obtained and considered all information necessary to understand the requirements of the RFP, and to prepare and submit its Proposal. The Association will not be responsible for any loss, damage or expense incurred by a Proponent as a result of any inaccuracy or incompleteness in this RFP, or as a result of any misunderstanding or misinterpretation of the terms of this RFP on the part of any Proponent.

### **4.0 EVALUATION AND SELECTION CRITERIA**

Evaluation of Proposals will be by the Association according to the criteria identified below. Those Proposals passing the mandatory requirements will be further evaluated against the point-rated criteria. During the evaluation process, Proponents may be required to provide clarification to statements made in their Proposals. The Association reserves the right to contact any person or organization to determine the reputation of the proponent.

**The Association will be evaluating Proposals based on four aspects:**

1. Proponent's background and relevant experience
2. Proposal description, system description, and responsiveness to deliverables
3. Cost to the Association, including disbursements
4. Feedback from references

### **5.0 COMMITMENT BY THE ASSOCIATION**

- a) The Association will make available, upon request and at no cost to the successful Proponent, any existing relevant background information, including hard copies that are not posted on the Association website.
- b) The successful Proponent may be required to sign non-disclosure, confidentiality or other agreements when access is provided to Association information.

## **D. SCOPE OF WORK**

### **1.0 OVERVIEW OF THE UNIVERSITY NEIGHBOURHOODS ASSOCIATION**

The Association provides municipal-like services to approximately 15,000 residents who live in five separate Neighbourhood Housing Areas on the Campus at the University of British Columbia (UBC). The Association is responsible for the provision of the following services:

- operation, maintenance, repair and replacement of connections and lines for water and sanitary & storm sewers within the Neighbourhood Housing Areas;
- the operation, maintenance, repair and replacement of street lighting, sidewalks, curbs, gutters, roads, and landscaping within the Neighbourhood Housing Areas;
- ensuring residents have access to and use of UNA Facilities and Amenities and appropriate UBC Facilities; and,
- providing other public services from time to time such as communication, cultural or recreational programs, noise control, pet control, and traffic regulation including parking and non-vehicular trails, within the Neighbourhood Housing Areas.

The Association holds elections every three calendar years to elect 7 individuals to its board of directors. Prior to September 2023, the Association's elections were conducted using paper ballots with the 7 candidates receiving the larger number of votes being elected. Generally, approximately 6,000 residents register as members of the Association and are eligible to vote. In September 2023, the Association's bylaws were changed to have voting in the Association's elections take place online, using a secure online voting system. The Association's next election will be held in November 2024.

### **2.0 PROJECT OVERVIEW**

The purpose of this project is to select a Proponent to supply an online voting system that will be used for the Association's 2024 Board of Directors Election. The Proponent is not expected to initiate nor manage the election, but to assist with the supply, implementation, and use of an online voting system.

Although not a municipality, the Association provides municipal-like services to residents, and therefore has electoral expectations similar to those in a municipal setting.

The Association's 2024 Board of Directors Elections will be held in November 2024, with the voting occurring over a period of at least 21 days. Electors will be able to vote remotely using their own devices, or use of one the voting kiosks made available by the Association. It is estimated that approximately 7,000

residents may be registered as members of the Association and eligible to vote by November 2024.

It is expected that the successful Proponent will supply an online voting system, train any relevant Association staff on the administering and usage of the online voting system, and provide ongoing support to the Association's staff prior, during, and after the election.

### **3.0 PROJECT DELIVERABLES**

Working with the Association's staff, the successful Proponent will supply and assist with the implementation and use of an online voting system. The supply and implementation of the online voting system must be completed prior to the election. The online voting system must meet the mandatory requirements listed under Appendix A, and preferably also meet the desired features and/or services listed under Appendix A.

### **4.0 MANDATORY SYSTEM DEMONSTRATION**

Proposals that have been determined by the Association to meet the mandatory deliverables, as listed in Appendix A, will have their respective Proponents invited to provide an up to one-hour demonstration of their online voting system's features and technical capabilities to the Association's staff.

Mandatory system demonstrations will take place via videoconference during the period of **February 26, 2024 to March 1, 2024**. The Association will work with the Proponent's listed contact to schedule a system demonstration date and time during that period.

### **5.0 AVAILABLE INFORMATION**

Proponents wishing to submit a proposal are encouraged to review the Association website [www.myuna.ca](http://www.myuna.ca) prior to submission.

## **E. CONTRACT CONDITIONS**

By submission of a Proposal, the Proponent agrees that should its Proposal be successful, the Proponent will enter into a Contract with the Association based on this RFP, the Proponent's Proposal, and any negotiations concluded pursuant to Section B.11.

### **1.0 COMPLIANCE WITH LAWS**

The Vendor will comply with all laws applicable to the work or performance of the Contract.



## **2.0 LAWS OF BRITISH COLUMBIA**

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect of the province of British Columbia.

## **3.0 INDEMNITY**

Notwithstanding the providing of insurance coverage by the Vendor, the Vendor hereby agrees to indemnify and save harmless the Association, its employee(s), agent(s) and authorized representative(s) and each of them from and against losses, claims, damages, actions and causes of action (collectively referred to as "Claims"), that the Association may sustain, incur, suffer or be put to at any time, either before or after the expiration or termination of this Agreement, that arise out of the acts or omissions, including negligent acts or omissions of the Vendor or its sub-contractor(s), servant(s), agent(s) or employee(s) under this Agreement, expecting always that this indemnity does not apply to the extent, if any, to which the Claims are caused by errors, omissions or the negligent acts of the Association, its other vendor(s), assign(s) and authorized representative(s) or any other persons.

## **4.0 INSURANCE**

The Vendor will be required to provide and maintain technology errors and omissions insurance and network security coverage in an amount not less than \$1,000,000.00 insuring the Vendor's liability resulting from any network risk or technology errors, such as data breaches, unauthorized access, theft of confidential information, invasion of privacy, and alteration or damage to electronic information. Proof of insurance must be provided to the satisfaction of the Association.

**F. PROPOSAL FORM**

University Neighbourhoods Association  
Online Voting System for 2024 Board of Directors Election

**CLOSING: 3:00 PM PACIFIC DAYLIGHT TIME ON FRIDAY, FEBRUARY 16<sup>TH</sup>, 2024**

This form must be completed, signed and included with the submission.

The undersigned confirms that their submission is in response to the Request for Proposals for the University Neighbourhoods Association Online Voting System for 2024 Board of Directors Election

**Name of Firm:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Position :** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Name and Title**

\_\_\_\_\_  
**Date**

## **APPENDIX A – MANDATORY AND DESIRED DELIVERABLES**

#	Mandatory Deliverables
1	The online voting system and all other information distributed to voters shall be in English.
2	The Proponent shall provide technical support to the Association's staff, including IT, at all stages during the election process.
3	The Proponent shall provide a presentation to the Association's Board of Directors, if requested.
4	The Proponent shall provide training and training resources to the Association's staff.
5	During the voting period, the Proponent shall be available to help the Association's staff via email or telephone.
6	The online voting system ensures that only one ballot per voter is accepted.
7	The online voting system provides voters with a method to verify that their vote has been successfully processed.
8	The online voting system can only be used to vote by an elector with a password, personal identification number, or other authentication code.
9	The online voting system will only accept eligible electors, based on a membership list provided by the Association, may vote in the election.
10	The online voting system allows for the list of eligible electors to be updated during an ongoing election by an administrator assigned by the Association.
11	The online voting system can generate a password, personal identification number, or other authentication code for eligible electors added to the list of eligible electors during an ongoing election.
12	The online voting system shall protect the privacy, anonymity, and integrity of the voter's ballot, and offer no possibility once the vote is cast to make a connection between the voter and the vote cast.
13	The online voting system shall provide an administrator assigned by the Association the ability to tally, and re-tally, the votes.
14	The online voting system shall provide an administrator assigned by the Association the ability to categorize/segment candidates based on a field specified by the administrator (e.g. candidates on the same ballot can be segmented based on which neighbourhood they live in).
15	The online voting system shall be accessible and allow voting from any computer and any mobile device, including, but not limited to, smartphones, tablets, and touchscreens.
16	The online voting system shall include an audit log that records, in sequence, the steps that were performed by the voter.
17	The Proponent encrypts data provided by the Association and is stored in a secure manner.
18	The online voting system shall include intrusion detection programs, firewalls, anti-virus, and other protection against hacking or similar harmful activities. If

	requested, Proponents should provide a detailed outline of how data provided by the Association is protected against unauthorized access.
19	The Proponent's data centre/server is located in Canada and any data provided by the Association is stored in that data centre/server.
20	The Proponent is able to provide the Association with the procedure for data decommission and a certificate verifying that, if requested.

#	Desired Deliverables
1	The online voting system and all other information distributed to voters is capable of being translated into French, Traditional Chinese, Simplified Chinese, Korean, and Farsi.
2	The online voting system can be operated in kiosk mode (i.e. a special version of the voting platform that can be loaded on a designated Association's device and will logout each voter automatically after they vote).
3	The online voting system can include information regarding candidates (e.g. biographies), inputted by an administrator assigned by the Association.
4	The online voting system can accommodate an "auditor" or "scrutinizer" users, who can cast a specified audit ballot and review the tallying of ballots.
5	The Proponent can provide a support telephone line for electors to call, toll-free, for technical assistance with voting.