



UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

**ANNUAL GENERAL MEETING
SEPTEMBER 23, 2025
MINUTES**

Minutes of the University Neighbourhoods Association (UNA) 2025 Annual General Meeting (AGM) held at 7:00 p.m. on Tuesday, September 23, 2025, at Wesbrook Community Centre, 3335 Webber Lane, Vancouver, BC.

PRESENT:

Eagle Glassheim – Board Chair
Paul Thorkelsson – Chief Administrative Officer
Evan Luo – Secretary
Ron Bougeois – Director
Michael Kerns – Director
Sandy Song – Director
Yanbo (Paul) Li – Director
Carole Jolly – UBC Member
David Kiloh – UBC Member
Solomon Yi-Kieran – AMS Member

STAFF:

David Gillis, Recreation Manager
Qiuning Wang, Assistant Recreation Manager
Athena Koon, Finance Manager
Glenda Ollero, Communications Manager
Wegland Sit, Operations Manager
Rocio Escalono, Communications Specialist

ALSO PRESENT:

Ivy Yu, Portfolio Finance Manager, University of British Columbia
Leroy Van Spronsen, Practice Leader, Johnsen Archer LLP

RECORDING SECRETARY:

Jessica Gruchey, Raincoast Ventures Ltd.

CALL TO ORDER

Eagle Glassheim, the Board Chair, called the meeting to order at 7:07 p.m. and welcomed residents to the 2025 AGM.

A. INTRODUCTION TO THE ANNUAL GENERAL MEETING

1. Review of Meeting Procedure

The Board Chair reviewed the meeting procedure, noting that per Bylaw 4.4, a quorum is 10 members, and with 27 members present (25 members and 2 proxies), declared that a quorum was present.

The Board Chair acknowledged that the AGM was being held on the traditional unceded territory of the Musqueam First Nation. The UNA Board of Directors, guests, and staff members present at the AGM were introduced.

Paul Thorkelson, Chief Administrative Officer (CAO), reviewed the voting protocol and provided guidelines for questions and answers. Information was provided on a special resolution that members and proxies would be voting on by ballot.

The Board Chair further noted that, should any members have additional items to add to the agenda, there would be an opportunity to raise them under New Business.

2. Motion to Adopt the Agenda

IT WAS MOVED (Eagle Glassheim) and SECONDED (Erica Frank)

THAT the UNA membership adopt the Annual General Meeting 2025 agenda as it appears in the Notice of AGM 2025.

CARRIED

3. Motion to Approve the 2024 Annual General Meeting Minutes

IT WAS MOVED (Eagle Glassheim) and SECONDED (Bill Holmes)

THAT the UNA membership adopt the Annual General Meeting 2024 minutes as circulated.

CARRIED

B. REPORTS

1. Chair's Report, Eagle Glassheim

The Board Chair referenced the distributed report, highlighting the Board's key accomplishments and providing a high-level overview of the Strategic Plan.

The Board Chair's Report highlighted:

- A new set of Directors commenced their term in December 2024, mid-way through the 2024/2025 fiscal year
- The 2023–2025 Strategic Plan focuses on five priority areas:
 - Governance
 - Advocacy
 - Environmental Sustainability
 - Creating Connections
 - Organizational Capacity

- A significant milestone achieved this past year was the approval of the *Neighbours Agreement 2024*
- The newly appointed Directors have initiated updates for the 2026-2028 Strategic Plan
- The budget development process is underway, with upcoming public consultations planned to help guide staff and the Board in setting priorities for the next fiscal year.

The Board Chair concluded by expressing gratitude to Board members and the many residents who dedicated their time, voices, and passion in support of the UNA.

During a question-and-answer period, the following question (Q) and answer (A) were introduced:

Q: Is a copy of the 2026-2028 Strategic Plan available in hard copy to residents so they can view it and provide feedback?

A: The 2026-2028 Strategic Plan is available for viewing online at www.myuna.ca/agm.
(Glenda Ollero, Communications Manager)

2. Finance and Audit Committee Report

Athena Koon, Finance Manager, presented the Finance and Audit Committee Report on behalf of the Committee Chair. The report provided an overview of the UNA's revenues and expenses for the 2024/2025 fiscal year and highlighted the following:

- The flow of money regarding the Service Levy
- The UNA's revenue and expenses:
 - \$7.9 million in revenue with most of the income received from the University of British Columbia (UBC) Neighbours' Levy
 - \$7.6 million in expenses, with the largest portion allocated to Recreation and Culture
 - There is a total of \$283,473 in excess revenue
- Budget comparison to actual spending for 2024-2025:
 - Budgeted revenue was \$8,111,846 and actual revenue was \$7,910,177 (-2%)
 - Budgeted expenses were 8,111,846 and actual expenses were \$7,626,703 (-6%)
- Assets and liabilities up to March 31, 2025:
 - Total assets of \$4,307,647
 - Total liabilities of \$1,166,827
 - Net assets of \$3,140,820.

Athena Koon advised that further information on the UNA's financial position can be viewed at www.myuna.com under the Governance and Finance section.

During a question-and-answer period, the following questions (Q) and answers (A) were introduced:

Q: Is there a metric used to measure social and environmental sustainability?

A: Some of the UNA reports have begun incorporating metrics related to social and

environmental sustainability; however, this is only the second year of reporting in those areas. As reporting continues, there will be opportunities for comparisons with regard to the progress and to expand the metrics. *(Paul Thorkelson, CAO)*

Q: Is the increase in general operation costs due to wage increases or additional staff?

A: The increase in general operations costs is a combination of wage adjustments and an increase in staffing levels. *(Athena Koon, Finance Manager)*

Q: Is there a draft budget for fiscal year ending March 31, 2026?

A: At this stage, the draft budget reflects a surplus. *(Athena Koon, Finance Manager)*

Q: What is the reason for holding over \$1 million in cash?

A: Cash is considered a principal investment. Due to larger than expected surplus over recent years, the UNA currently holds more revenue than previous years. *(Paul Thorkelson, CAO)*

Q: Why are there restrictions regarding recreational programs and facilities?

A: The use of UBC facilities is managed through an agreement between the UNA and UBC. Changes in programming may impact access. For questions about a specific facility, residents are encouraged to contact the facility directly. The UNA works closely with UBC to ensure residents continue to have access to recreational facilities and programming through the agreement. *(Paul Thorkelson, CAO)*

Q: Can the UNA provide documents in electronic format only?

A: While electronic copies are available, some people still require hard copies. *(Paul Thorkelson, CAO)*

Q: Can you provide information on the Finance and Audit Committee as it relates to community involvement?

A: The Finance and Audit Committee does not include community members; however, residents are encouraged to participate in the budget process by providing feedback. Once the Board has drafted the annual budget, a timeline will be published which will include an opportunity for members to attend an open house. *(Paul Thorkelson, CAO)*

Presentation of UNA Financial Statements for the Fiscal Year Ending March 31, 2025

Leroy Van Spronsen, Johnsen Archer LLP, provided background on the audit review process and the overall purpose of the audit.

The auditor then presented the audited financial statements for the fiscal year ending in

March 31, 2025, and highlighted the following:

- There were no instances of fraud, errors, or illegal acts identified
- There were no concerns raised regarding internal controls
- No material misstatements were found.

During a question-and-answer period, the following questions (Q) and answers (A) were introduced:

Q: Can you please provide additional details on the UNA's cash holdings and why they are not in an investment?

A: This year, the UNA invested in an MFA account. A healthy cash balance is required, and the UNA has increased the amount held in term deposits this year. When interest rates are favourable, cash can be moved into term deposits. It's important to note that all funds, including cash, are currently earning interest. (*Athena Koon, Finance Manager*)

Q: How many years have you been with the auditing firm? Secondly, if 67% of the UNA revenue comes from the levy, is there a risk if that amount were to decrease?

A: I have worked for Johnsen Archer LLP for three years. Regarding risks, if there were a significant decrease in the revenue levy, it would be up to the organization and the Board to assess and respond. (*Leroy Van Spronsen, Auditor*)

A: The UNA maintains sufficient revenues to manage changes to the levy. (*Paul Thorkelson, CAO*)

IT WAS MOVED (Eagle Glassheim) and SECONDED (Bill Holmes)

That the UNA membership appoint Johnsen Archer LLP as auditor until the next Annual General Meeting.

CARRIED

3. University of British Columbia Presentation on Neighbours' Fund

Ivy Yu, Portfolio Finance Manager, UBC, presented an overview of the Neighbours' Fund Financial Statements for the 2024-2025 fiscal year and highlighted the following:

- \$10.3 million in total revenue collected from the Neighbours' Fund; 96% was generated from service levies, and the remaining 4% was generated from interest and miscellaneous revenues
- The Neighbourhood levy is allocated to utilities, fire protection costs, athletic fees, and cultural facility charges
- \$12.6 million in the Neighbourhood Funds was allocated to the following reserves:
 - Unappropriated reserve
 - Infrastructure capital reserve:
 - For the replacement of roads, lighting, utilities, and green spaces
 - Capital reserve:

- For the replacement of major facility items
- Contingency reserve:
 - To guard against unforeseen annual needs
- Rate stabilization reserve:
 - To guard against unforeseen changes in the City of Vancouver's mill rates
- Community field replacement reserve:
 - For the replacement of a new community field.

During the question-and-answer period, there were no questions introduced.

4. Chief Administrative Officer's Report, Paul Thorkelsson

The CAO provided an overview of their report and highlighted the progress made on the goals and priorities outlined in the Strategic Plan. Additional highlights included the following:

- Approval of the Neighbourhood Climate Action Plan
- Collaboration with UBC on a range of initiatives
- Upgrade of the Old Barn Community Centre's HVAC system to operate as a cooling centre
- Continued progress on the Tree Management Plan
- Ongoing resident engagement on various sustainability initiatives
- Improvements to the UNA website for enhanced speed and accessibility
- Expansion of the Annual Report to include additional metrics and departmental information
- Publication of a new edition of the UNA Guidebook
- Increase in the community newspaper's print production to 10 times a year
- Expansion of recreational services, including drop-in offerings with free programs for seniors
- Implementation of a cloud-based phone system and progress on a centralized ticketing system
- Launch of new financial management system
- Staff participation in equity, diversity, and inclusion training
- Initiation of consistent benchmarking practices across departments.

The CAO expressed gratitude to staff, the Board Directors, and the members for their active participation in the community.

During a question-and-answer period, the following questions (Q) and answer (A) were offered:

Q: Is it possible to provide annual comparisons so residents can understand the progress in volunteer engagement?

A: The initiative was recently introduced, and annual comparisons are not yet available. However, over time, future reports will include that data. *(Paul Thorkelson, CAO)*

C. OTHER BUSINESS

1. 2026-2028 Strategic Plan

IT WAS MOVED (Linda Moore) and SECONDED (Erica Frank)

That the UNA Board open the floor to discussion on the 2026-2028 Strategic Plan.

CARRIED
1 member opposed

Q: Was the draft Strategic Plan provided to residents? *(Linda Moore)*

A: The draft Strategic Plan was first provided to the Board for review, and the final version was shared publicly. *(Paul Thorkelson, CAO)*

Q: I responded to the community surveys and provided input on a number of issues that I do not see reflected in the Strategic Plan. There appears to be a blind spot in the Strategic Plan with regard to seniors housing that the UNA should advocate for.

A: All completed surveys were submitted to the Board for consideration. *(Paul Thorkelson, CAO)*

A: During the development of the Strategic Plan, the Board gave thoughtful consideration to advocacy and established ambitious goals to guide future decisions. Rest assured, it will be amended in the future, and that topic will be discussed more. *(Michael Kerns, Director)*

Q: I am referring to page 11 of the Strategic Plan under “goals,” and I would argue that the community itself is the most essential service. The community must be prioritized to meet the needs of the population.

A: There is a dedicated section in the Strategic Plan that focuses on community building. *(Eagle Glassheim)*

Michael Kerns, Director, remarked that there are several committees that need members and that it is a great way to provide valuable feedback to the Board.

D. QUESTION AND ANSWER PERIOD

During a general question-and-answer period, the following questions/comments (Q) and answers (A) were offered:

Q: Can you provide additional information on the composition of the Finance and Audit Committee?

A: There are various types of committees, each with its own structure. The Finance and Audit Committee is a standing committee for Board members only. *(Paul Thorkelsson, CAO)*

Q: Can bylaw amendments be made to allow the public to be members of the Finance and Audit Committee?

- A: Yes, bylaw amendments can be made to change the composition; however, such amendments need to follow a formal process, which includes providing public notice. If there is interest from the Board, this could be considered in the future. *(Paul Thorkelsson, CAO)*
- Q: For future meetings, can the interpreter translate both the questions and the answers?
- A: These interpretation services were part of a pilot project and can be considered for future meetings. *(Eagle Glassheim)*
- Q: Can you explain the current wage structure and how it differs from the previous one? What role does the Board play in approving the new compensation structure?
- A: The Board has established compensation policies that include regular market reviews of wages and salaries. The Board reviews structures in other organizations, such as local government. The Reviews are conducted annually and may include cost-of-living adjustments. *(Paul Thorkelson, CAO)*
- Q: Can I request a space for a senior's group to have a sheltered space for one hour a week for activities in the winter? Can road safety improvements for seniors in the community be considered?
- A: The Board is actively discussing safety initiatives with UBC. A meeting is scheduled for this month to address the community's concerns. *(Michael Kerns, Director)*
- A: The UNA evaluates available space for each programming term to ensure seniors' groups and other community needs are met. In addition, there is an existing senior's centre, and a new Seniors Coordinator has recently been hired to work with residents to support future programming. *(Dave Gillis, Recreation Manager)*
- Q: I would like to comment on the importance of prioritizing childcare and seniors' centers in the community.

E. MOTION TO ADJOURN

IT WAS MOVED (Eagle Glassheim) and SECONDED (Suresh Prasad)

That the UNA membership adjourn the Annual General Meeting 2025.

The 2025 AGM was adjourned by unanimous consent at 9:50 p.m.