



ANNUAL REPORT



2025-2026



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The place where
people choose
to live



MESSAGE FROM THE CHAIR

This year marks an important moment for the University Neighbourhoods Association. As we celebrate 25 years of community-building, we are also looking ahead with the launch of the *UNA Strategic Plan 2026-2028*.

Our neighbourhoods have changed remarkably over the past quarter century. What began as a new approach to serving a growing residential community at UBC has evolved alongside that community. The UNA's responsibilities have expanded, our governance has become more representative, and residents have taken an increasingly important role in shaping the place they call home.

Our new *Strategic Plan* reflects both how far we have come and where we need to go next. Most importantly, it is grounded in the needs and perspectives of our community. Resident voices continue to shape the work of the Board, and the plan gives us a clear framework for turning those priorities into meaningful action.

Over the next three years, our work will focus on five areas: governance, advocacy, environmental sustainability, community building and service capacity. Together, these priorities recognize the UNA's unique role as both a provider of municipal-like services and a representative of residents, while preparing us to meet the needs of a diverse and growing community.

The plan also reflects an important evolution in the UNA's role. We will continue strengthening our ability to advocate for the services and infrastructure our community needs, from transportation and public amenities to schools, health care and policing. We will work with UBC to advance climate action and environmental sustainability, and we will continue creating opportunities for residents of all ages, cultures and backgrounds to participate in community life and local decision-making.

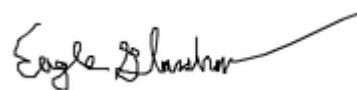
While the *Strategic Plan* looks forward, its ambitions are rooted in the purpose that has guided the UNA from the beginning. The organization was created to provide municipal-

like services and represent residents within UBC's unique governance framework. Twenty-five years later, that model has grown into something remarkable: a community in which residents do not simply live here but actively help shape what this place becomes.

That spirit of participation may be one of the UNA's greatest strengths. Over the past 25 years, residents have helped shape this community by volunteering, sharing their perspectives, participating in public discussions, serving on committees and our Board, and finding countless other ways to contribute. In many ways, the UNA's history is a history of residents becoming increasingly involved in the decisions and activities that shape their neighbourhoods.

The *Strategic Plan 2026-2028* carries that legacy forward. It gives us a clear sense of purpose for the next three years, while leaving room for our community to continue growing, changing and contributing new ideas. As we mark 25 years of the UNA, I am proud of what residents have helped build here and excited to begin this next chapter with a strong foundation beneath us and a clear direction ahead.

Sincerely,



Eagle Glassheim
Chair, UNA Board of Directors

MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

Over the past year, the UNA has continued to grow alongside the community we serve. In 2025-2026, that meant delivering important neighbourhood improvements, expanding programs and services, strengthening our internal systems, and working closely with UBC and community partners on issues that will shape the years ahead.

One of the most visible accomplishments was the completion of the new UNA Dog Park, which we moved through permitting and construction toward opening. Across our neighbourhoods, we continued investing in public spaces and infrastructure, completing and advancing sidewalk and pathway repairs in Hawthorn Place, Chancellor Place and other locations. Planning also progressed on the Wesbrook Pathway Enhancement project, alongside continued work with UBC on infrastructure repair funding and implementation of the *2024 Neighbours Agreement*.

Our work on climate action and sustainability took several important steps forward. Four UBC SEEDS projects explored building cooling and tree shade, neighbourhood shade mapping, and opportunities for sharing, reuse and repair. We advanced the *UNA Tree Management Plan* and supporting tree inventory, providing a stronger foundation for the long-term management of our urban tree canopy. This work will continue with a public Tree Inventory Dashboard, neighbourhood replanting planning and further implementation of the *Neighbourhood Climate Action Plan*.

Community participation was another highlight of the year. More than 500 unique participants took part in newcomer-focused programs and events early in the fiscal year, while older adult programming grew through initiatives such as Senior Choir, Healthy Aging, Soups & Social, and Tai Chi. Youth programming expanded as well, and stronger volunteer and community partnerships helped us offer more inclusive and culturally responsive opportunities. At Neighbours Day, we welcomed over 1,000 participants and 82 volunteers, our strongest turnout on record.

Residents also gained new and improved ways to find information and access UNA services. We redesigned key areas of the UNA website, including an expansion of the Recreation section, and improved the online Drop-In Calendar with a responsive layout and improved filtering. A new address-verification tool now helps residents confirm their eligibility for UNA membership, the UNA Card and related services. Our renewed approach to social media produced record results, including impressive metrics to set as a benchmark as we continue to develop content.

Some of the year's most important work happened less visibly. The Board undertook a new strategic planning process informed by feedback directly from the community through a survey, while a comprehensive Board Governance Review was launched. We implemented the new

ADP human resources management system and Board-approved wage and salary bands and continued modernizing our IT systems and equipment. Our annual budget process also included expanded opportunities for public participation through a Budget Open House and supporting information materials.

At the same time, we continued working with UBC on priorities with longer-term implications for UNA residents, including implementation of the *2024 Neighbours Agreement*. We also supported work to develop new childcare capacity with UBC and the YMCA. These partnerships will remain important as we continue the Governance Review, advance infrastructure and climate initiatives, and participate in major planning processes affecting the community.

None of this work happens in isolation. It reflects the efforts of staff across the UNA, the leadership of our Board of Directors, the collaboration of our partners, and the participation of residents who attend events, share feedback, volunteer, serve on committees and take an active interest in their community. Thank you to everyone who contributed to the progress we made this year.

As we look ahead, we also mark an important milestone: the UNA's 25th anniversary. It's an opportunity to recognize how far the organization and community have come, while keeping our focus firmly on what comes next. There is more work ahead, and I look forward to seeing where we take it together.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Thorkelsson', with a stylized, scribbled flourish at the end.

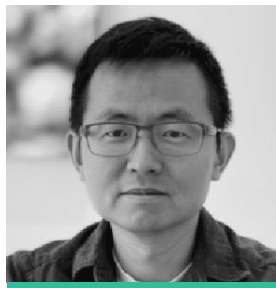
Paul Thorkelsson,
Chief Administrative Officer

BOARD OF DIRECTORS APRIL 2025 TO MARCH 2026

The Board oversees, develops policies and sets out the strategic priorities of the society. The Board is composed of seven elected directors. Two UBC-appointed observer-participants and one AMS-appointed observer-participant are allowed to attend and participate in Board meetings.



Eagle Glassheim
Chair



Evan Luo
Secretary



Ronald Bourgeois
Director



Michael Kerns
Director



Yanbo (Paul) Li
Director



Sandy Song
Director



Jake Wiebe
Director



Carole Jolly
UBC Member Participant



David Kiloh
UBC Member Participant



Holly Shepherd
*UBC Member Participant
(On Leave)*



Solomon Yi-Kieran
AMS Designated Student

2026-2028 STRATEGIC PLAN

In early June 2025, the Board of Directors of the University Neighbourhoods Association (UNA) participated with senior management in a facilitated session to set the priorities and goals for the Board's updated *2026-2028 Strategic Plan*.

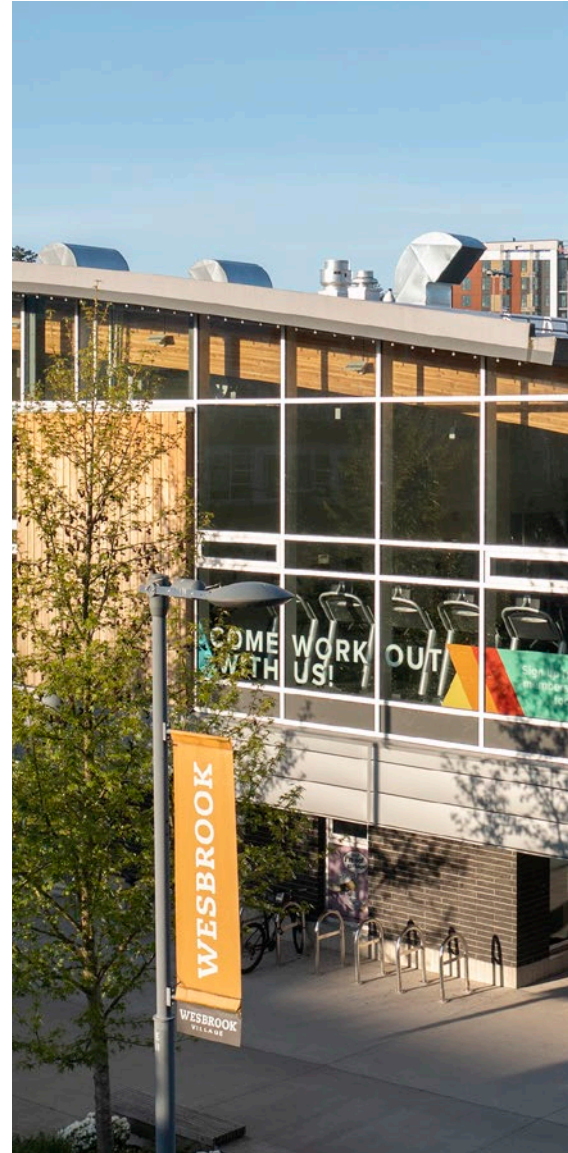
The planning session provided an opportunity for the Board and senior management to:

- revisit the Board's vision for the University Neighbourhoods community and for the UNA organization
- confirm the mission, or central purpose, of the UNA
- identify a set of values to guide the organization in the work it does
- explore and understand the context in which the organization exists — that is, the forces, trends, pressures, challenges and opportunities that, taken together, define the environment in which the organization works
- review the themes, or strategic priorities on which to focus attention and resources in the coming years
- identify the goals to pursue under each priority

The resulting plan contains five strategic priorities and associated goals. The priorities and goals will inform the specific actions to be taken by the organization in the coming years and will guide the organization's use of resources.

They are not listed in any priority order as all five areas will be addressed over the next three years.

Each year, as part of the planning and budget process, an annual work plan will be developed in parallel with the budget process to ensure that resources are allocated to priorities and any new initiatives or projects are appropriately resourced.



THE UNA'S MISSION

Foster a unique and thriving community through community engagement and service delivery

DEFINITIONS

UNIVERSITY NEIGHBOURHOODS

The University Neighbourhoods are a vibrant and growing community, surrounded by nature on the University of British Columbia's Point Grey campus. People of all ages and cultural backgrounds call the Neighbourhoods home, attracted to the community by its high quality of life, celebration of diversity, commitment to sustainable living, and range of attainable housing choices.

UNIVERSITY NEIGHBOURHOODS ASSOCIATION

The University Neighbourhoods are governed by the University Neighbourhoods Association (UNA), a unique local governing body comprised of seven elected directors. The UNA provides specific municipal-like services to the community, advises the University of British Columbia on matters of importance to the community, and advocates for services and decisions in the interest of the community.

VALUES

SERVICE ORIENTED

Using its expanded authorities under the 2024 Neighbours Agreement, the UNA anticipates and responds to the needs of the community.

ENGAGING

The UNA seeks ways to engage all groups in the community, working to eliminate language, access, technological and other barriers in order to promote and facilitate connection.

COMMITTED TO RECONCILIATION

As an integral part of the UBC Point Grey Community, the UNA recognizes the importance of reconciliation with the Musqueam people on whose traditional territory the University Neighbourhoods are situated.

DRIVEN BY SUSTAINABILITY

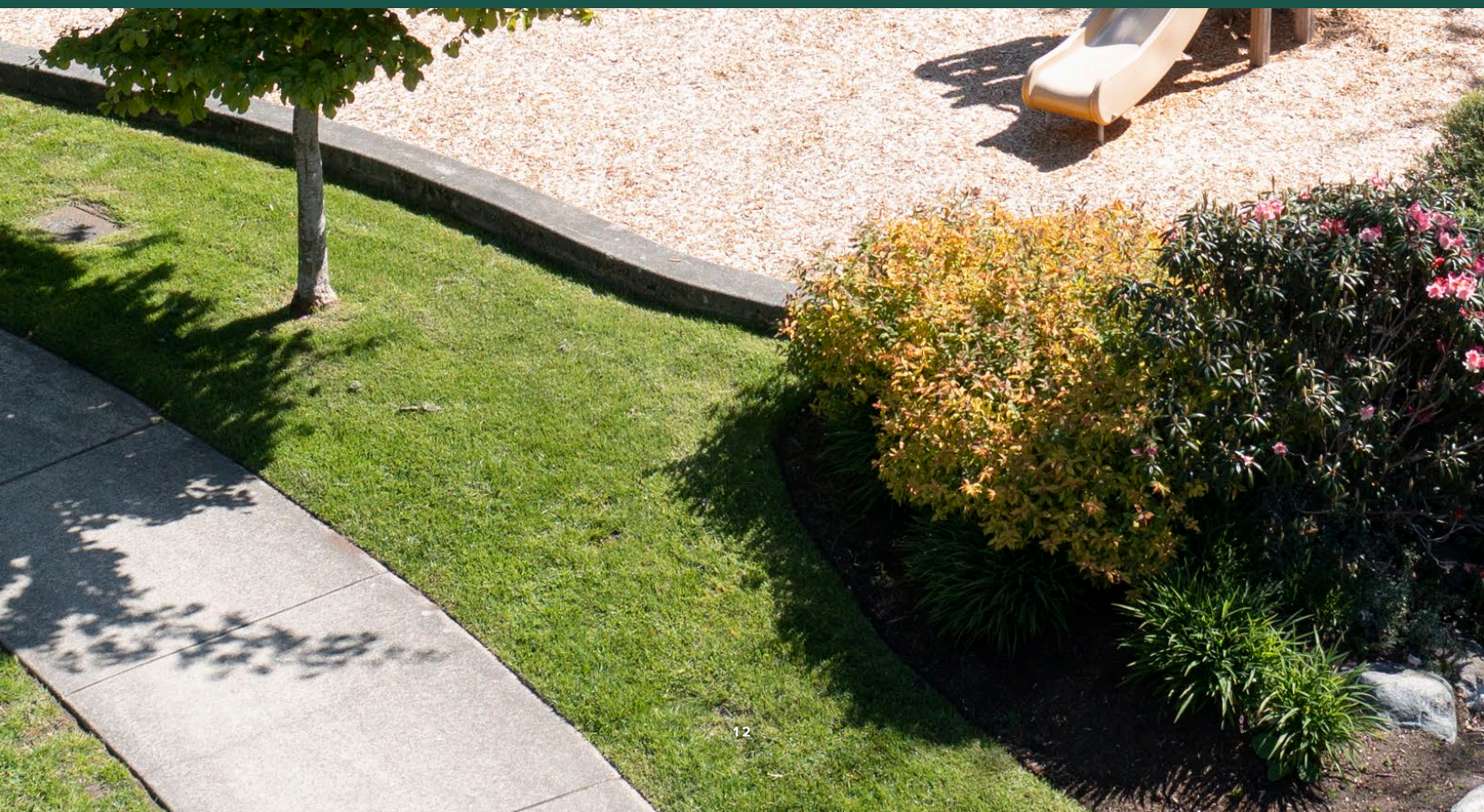
In its decision-making, service provision, advocacy and use of resources, the UNA is driven to protect the natural environment and work within the organization's financial limits.

OPEN AND TRANSPARENT

The UNA welcomes new ideas from residents and partner groups. The organization is committed to the principle of transparency in its decision-making, spending and operations.



UNA PRIORITIES & GOALS



STRATEGIC PRIORITY: GOVERNANCE

Strengthen the UNA's role as the democratic local governing body of the University Neighbourhoods, with the authority, autonomy and scope of responsibilities in place 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.

Goals

- Undertake a governance review of the UNA to ensure that the Board of Directors has the structure, policies, procedures, capacity, succession planning and resources required to effectively oversee and guide the organization in its efforts to provide services to, and advocate on behalf of, the community.
- Implement the *2024 Neighbours Agreement* to optimize the UNA's enhanced authorities related to the provision of municipal-like services, regulation of specific Neighbourhood matters in section 8.1, advocacy in support of community needs and interests, and representation of the community in discussions with and decisions of the University.
- Participate, as an advisory board to the UBC Board of Governors, and through the UNA-UBC Liaison Committee, in decision-making on matters that affect the University Neighbourhoods today and in the coming years
- Participate, as the University Neighbourhoods' governing body, in discussions involving the University, community, provincial government and other interested parties on the preferred long-term governance model for the Neighbourhoods

STRATEGIC PRIORITY: ADVOCACY

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 and other public bodies whose decisions and services affect the University Neighbourhoods.

Goals

- Create a UNA Advocacy Strategy focused on essential services, including local policing (RCMP), schools and health care, that must be in place to meet the needs of the community, and to facilitate the sustainable growth of the community envisioned by Campus Vision 2050.
- Advocate to the University and UBC Properties Trust for the provision of additional amenity and programming space to accommodate anticipated population growth and the corresponding increase in facility usage.
- Advocate for improvements to, and for the improved maintenance of, active transportation assets, local roads, sidewalks, crosswalks and related infrastructure.
- Advocate, in collaboration with the University, UBC Alma Mater Society and others, for transportation and mobility investments, including rapid transit and improved bus service.
- Advocate for early entry to the University's land-use planning process for new and existing neighbourhoods; and for the ability to present at early planning stages well-crafted positions and proposals that reflect the community's needs and interests.

STRATEGIC PRIORITY: ENVIRONMENTAL SUSTAINABILITY

In 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.

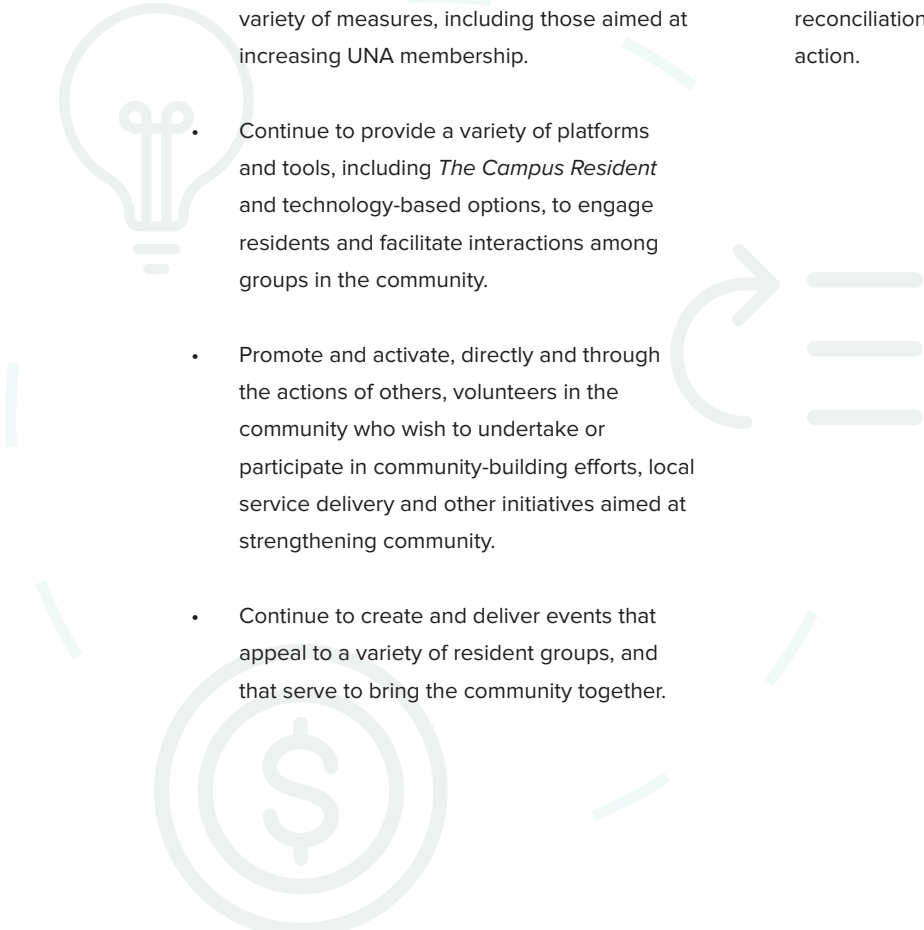
Goals

- Work with the University on the implementation of the *Neighbourhood Climate Action Plan* in ways that recognize and optimize the authorities of the UNA under the *2024 Neighbours Agreement*.
- Advance environmental sustainability in the community through the provision of information resources to residents, and through the planning and delivery of events that celebrate the surrounding natural environment and the community's connection to it.
- Continue to reduce, where possible, the environmental and climate impacts of the UNA's own operations.
- Introduce measures aimed at reducing water use in the Neighbourhoods, including in public landscaping.
- Continue to ensure that emergency preparedness efforts undertaken by the University and Metro Vancouver recognize the needs of the UNA and community, and facilitate the communication of emergency preparedness information and tools directly to residents.

STRATEGIC PRIORITY: COMMUNITY BUILDING

Develop the opportunities, materials and tools to engage residents, irrespective of differences in language, culture and background, in UNA services, UNA decision-making, and in efforts to build a strong sense of community.

Goals

- 
- Work to expand resident involvement in community affairs and governance through a variety of measures, including those aimed at increasing UNA membership.
 - Continue to provide a variety of platforms and tools, including *The Campus Resident* and technology-based options, to engage residents and facilitate interactions among groups in the community.
 - Promote and activate, 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.
 - Continue to create and deliver events that appeal to a variety of resident groups, and that serve to bring the community together.
 - Seek engagement and other opportunities, directly and with the University, to advance reconciliation through understanding and action.

STRATEGIC PRIORITY: SERVICE CAPACITY

Ensure that the UNA 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 evolving service needs of the community.

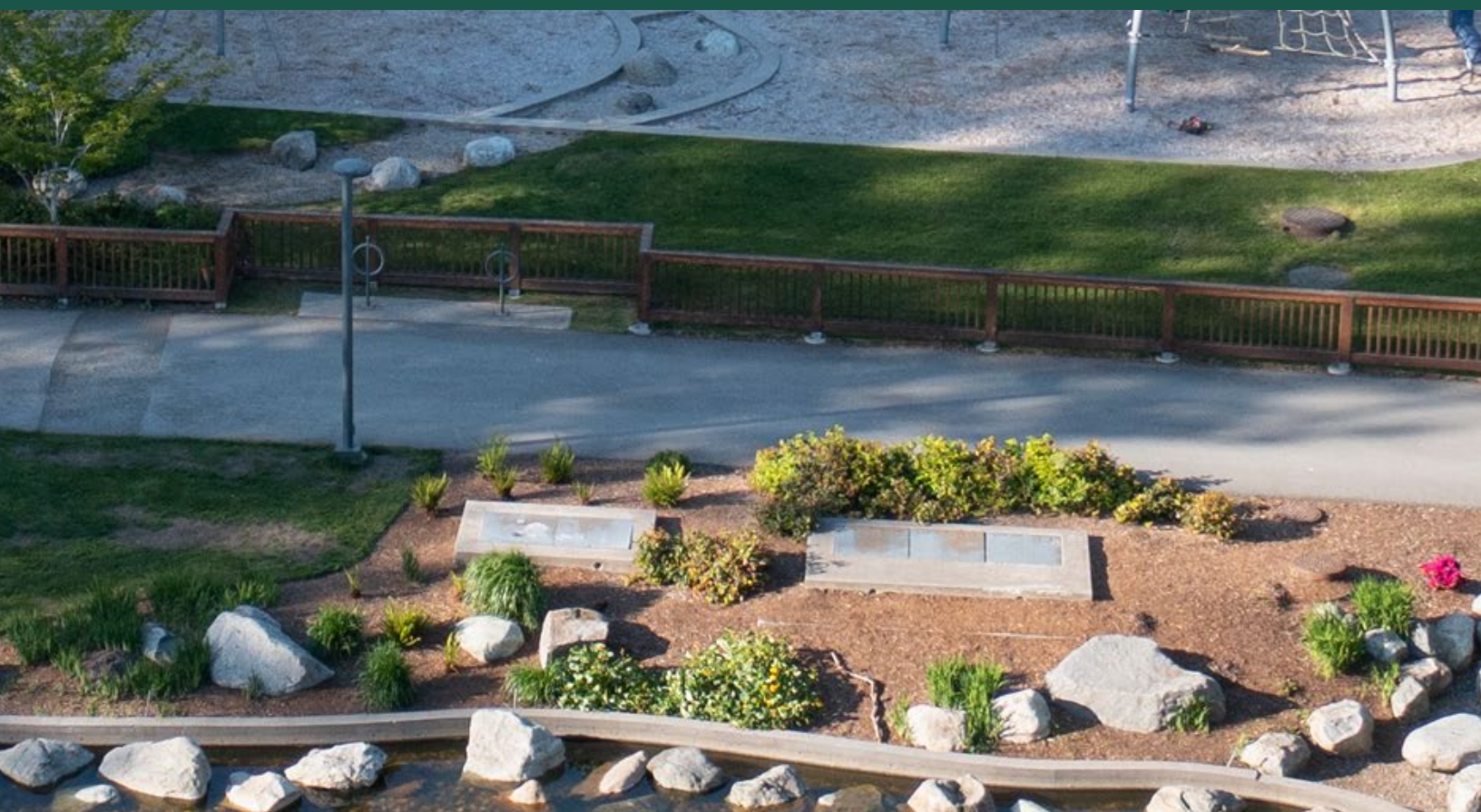
Goals

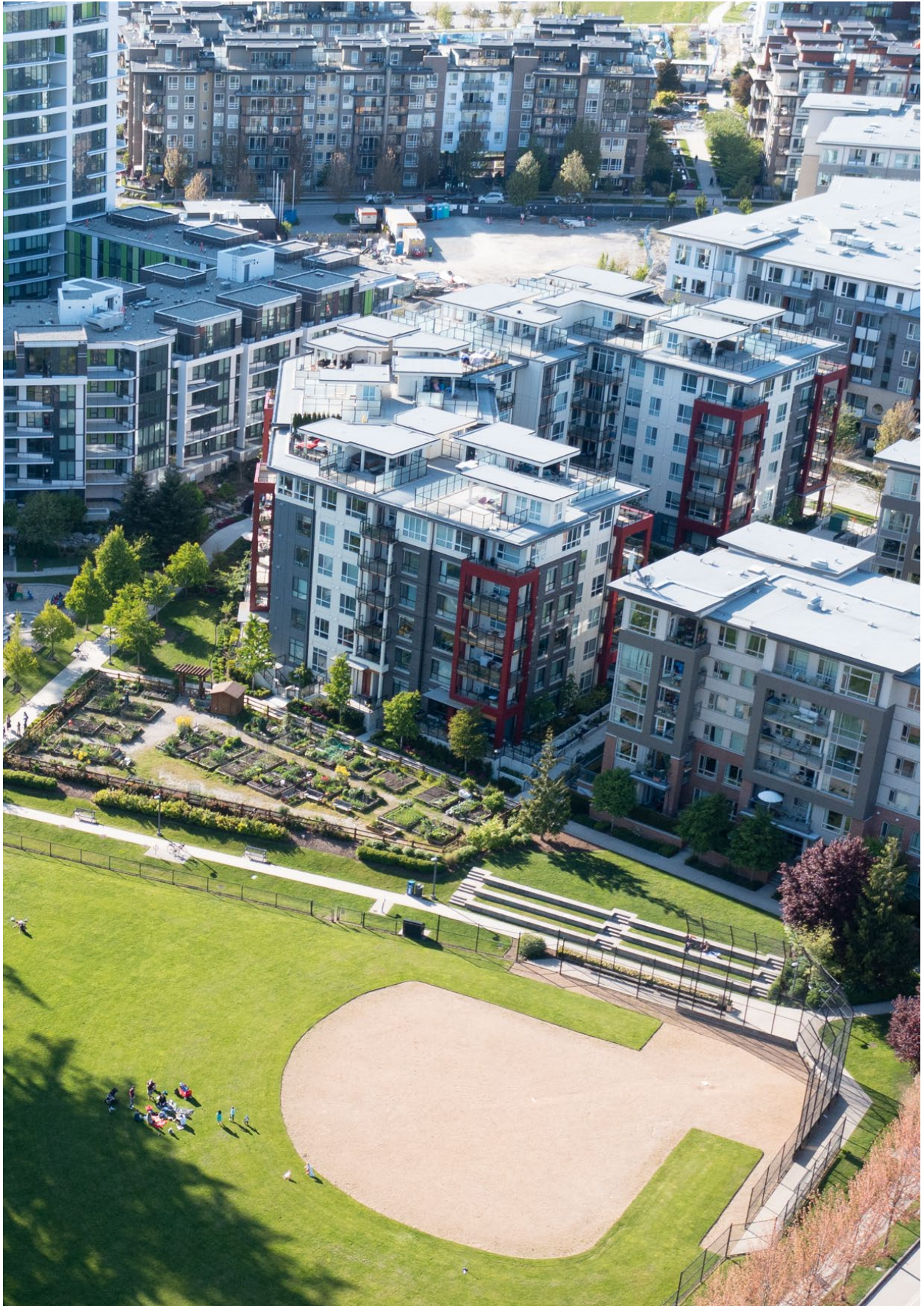
- Create a UNA resourcing strategy to identify the staffing, workplace and operational resources needed to provide services to the growing community, and to meet the UNA's evolving responsibilities under the 2024 *Neighbours Agreement*.
- Promote continuity and stability in the organization through staff succession and progression planning initiatives.
- Explore the potential for the UNA to participate in the University's staff housing program, and in other similar programs aimed at facilitating recruitment and retention.





UNA DEPARTMENTS





ADMINISTRATION DEPARTMENT

The Administration Department supports the day-to-day operations of the UNA by managing organizational planning and progress reporting, assisting in the development of corporate policies, maintaining the UNA's records management program, and liaising with external stakeholders. It also supports the Board and its committees by preparing reports, meeting minutes, and other official documents, providing strategic advice, and tracking progress on the Board's projects. Additionally, the Administration Department coordinates the UNA's elections and general meetings.

Department Accomplishments 2025-2026

- Led the Board's strategic planning process, including the community survey, Board and senior staff workshops, and work with external consultants.
- Supported the launch of the Board Governance Review, including development of committee terms of reference and project scope.
- Established and advanced administrative policies related to privacy breaches and employee privacy.
- Supported the implementation of the new Human Resources Management System and the rollout of Board-approved wage and salary bands.
- Supported implementation of the *2024 Neighbours Agreement*, infrastructure repair funding and discussions with UBC regarding neighbourhood parking regulation.
- Supported planning and development of the UNA Dog Park.
- Supported development of new childcare capacity with UBC and the YMCA, including participation in a steering committee.
- Strengthened coordination with UBC and community partners on shared priorities and neighbourhood issues.

Upcoming Initiatives

- Continue the Board Governance Review, including consideration and implementation of recommendations arising from the review.
- Continue the review and modernization of UNA policies, with updated policies brought forward to the Governance and Human Resources Committee and Board for consideration.
- Continue work with UBC and other partners on implementation of the *2024 Neighbours Agreement*, including infrastructure and capital funding and the Neighbours Fund Infrastructure and Capital Reserve.
- Continue advocacy and discussions with UBC and the Province of B.C. regarding parking regulation in UNA neighbourhoods.
- Continue discussions with UBC on longer-term UNA space requirements as staffing and operational needs evolve.
- Support ongoing community representation and participation in the development of Campus of Care initiatives, as well as other major UBC planning initiatives affecting UNA residents.

OPERATIONS DEPARTMENT

The Operations Department is responsible for managing and delivering municipal-like services in the UNA's public areas, like landscaping, park maintenance, and enforcement of on-street parking. The department also develops strategies for the maintenance and replacement of infrastructure within the UNA jurisdiction.

Sustainability is a big part of the UNA's work. The Operations Department coordinates practical sustainability initiatives in the neighbourhoods, like managing the community recycling centre (Green Depot) and overseeing the community garden program. They also work closely with UBC Campus Planning and the UNA Board of Directors to develop and roll out the Neighbourhoods Climate Adaptation Policy (NCAP), which promotes climate adaptation strategies in the community.

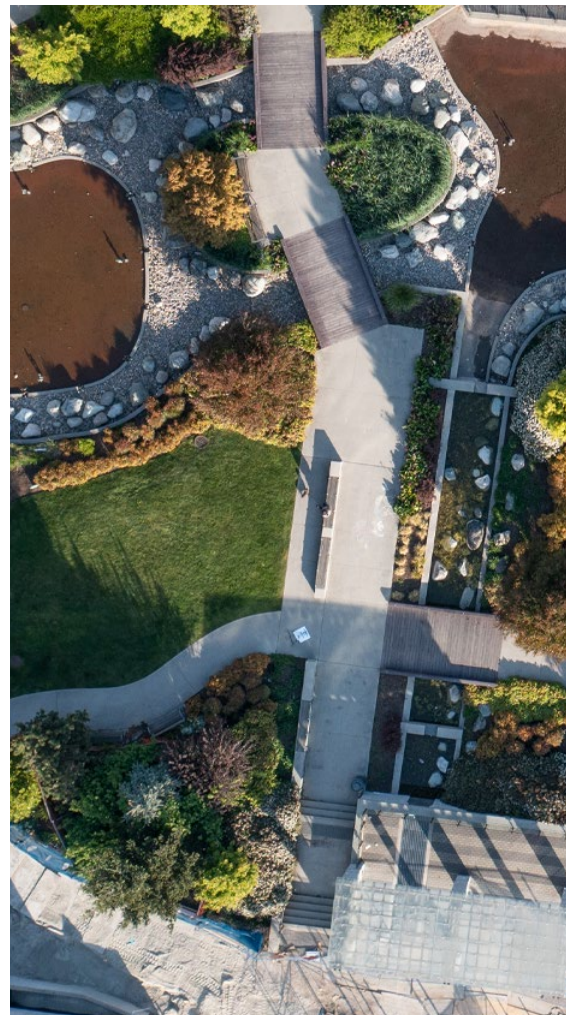
The department also takes care of licensed facilities, including Wesbrook Community Centre, the Old Barn Community Centre, and the UNA Main Office. This includes everything from maintaining computers, managing user accounts, and overseeing the UNA Xplor membership system to handling software licenses, managing servers, folder permissions, local networks, cloud infrastructure, and offering tech support to all UNA staff.

Department Accomplishments 2025-2026

- Led the new UNA Dog Park project through permitting, construction and opening preparations.
- Completed and advanced sidewalk and pathway repairs in Hampton Place, Hawthorn Place, Chancellor Place and other neighbourhood locations.
- Completed community garden plot repairs and resurfacing and advanced planning for improvements at Rhodowood Community Garden.
- Completed four UBC SEEDS sustainability projects focused on building cooling and tree shade, neighbourhood shade mapping, and share, reuse and repair opportunities in the UNA community.
- Advanced the development of the *UNA Tree Risk Management Protocol* and supporting tree inventory work.
- Completed seasonal lawn repair, reseeding and landscaping improvements throughout UNA neighbourhoods.
- Partnered with BC Hydro and UBC to install three new direct current (DC) fast electric vehicle chargers (featuring six ports) on Ross Drive.
- Developed and advanced a 15-minute loading zone pilot in Wesbrook Place to address congestion and safety concerns.
- Advanced the Wesbrook Pathway Enhancement project, including plans to replace gravel sections with asphalt.
- Continued coordination with UBC on road and sidewalk responsibilities, infrastructure repair funding and implementation of the *2024 Neighbours Agreement*.
- Advanced IT and equipment lifecycle replacement and improvements to internal service systems.

Upcoming Initiatives

- Continue implementation of the *UNA Tree Risk Management Protocol*, including the public *Tree Inventory Dashboard*, neighbourhood replanting planning and long-term management of the urban tree canopy.
- Advance the *Emerald Ash Borer Management Strategy*, including development of a long-term community canopy plan and a resident engagement framework for future tree replacement.
- Continue implementation of the Hampton Place replanting plan, including coordination with UBC, resident communications, on-site signage and integration with the Tree Inventory and Tree Management webpages.
- Continue delivery of road, sidewalk and public-realm improvements, including remaining road-marking work, pavement maintenance and coordination with UBC Properties Trust on pedestrian and traffic-safety projects.
- Complete the Hampton Place roundabout asphalt repair (completed Summer 2026).
- Continue implementation of the *Neighbourhood Climate Action Plan*, including community climate-emergency preparedness resources and sustainability initiatives.
- Continue enhancements to the Green Depot, including improved signage, operating procedures and measures to address illegal dumping and inappropriate disposal.
- Continue expanding community-based share, reuse and repair initiatives, building on sustainability projects such as the Community Toy Box.
- Continue modernization of internal IT systems, digital forms and cybersecurity practices to improve efficiency, security and cross-departmental workflows.



RECREATION DEPARTMENT

The Recreation Department helps keep the community healthy by organizing and offering a wide range of recreation and wellness programs for people of all ages and abilities. They also take care of managing and maintaining the UNA's two recreation centres, Wesbrook Community Centre and the Old Barn Community Centre.

They focus on a variety of areas for UNA residents, including community events, volunteer opportunities, youth and teen programs, inclusion services, senior activities, park programming, birthday parties, weddings, community meetings, multicultural programs, and mental health initiatives. Their goal is to maximize resources in the community to decrease the barriers many families and individuals face in accessing parks and recreation services.

The department is also responsible for booking, managing and maintaining the UNA's three outdoor fields: the UNA Community Field (in partnership with the Vancouver School Board), Collings Field at Nobel Park (in partnership with UBC Athletics, hosting the UBC Thunderbirds Women's Softball Team) and Jim Taylor Park.

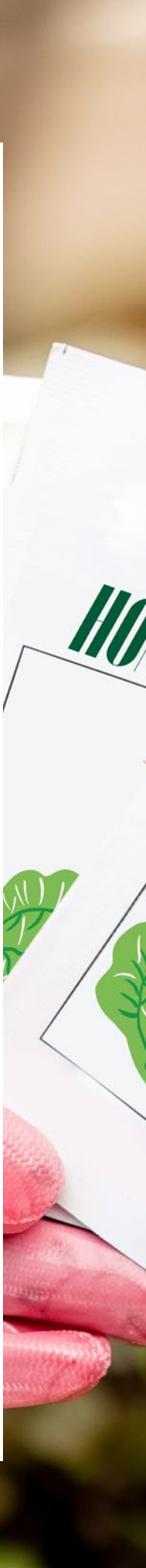
Department Accomplishments 2025-2026

- Continued growth in recreation programs, fitness, drop-ins, community events and front desk services.
- Engaged more than 500 unique participants through newcomer-focused events and programs early in the fiscal year.
- Expanded programming for older adults through initiatives including Senior Choir, Healthy Aging, Soups & Social, and Tai Chi, along with partnerships such as BC Brain Wellness.
- Expanded youth programming in areas including public speaking, chess, environmental learning, Mandarin, creative activities and leadership development.
- Delivered Neighbours Day with 1000+ participants and 82 volunteers, representing the strongest turnout on record.
- Expanded adult social programming through the Night Shift series and explored additional cost-recovery opportunities.
- Responded to strong demand for UNA Cards, parking permits, program registrations and new client accounts.
- Invested in staff development through participation in the BCRPA Symposium and Xplor system refresher training.
- Strengthened community partnerships, volunteer engagement and culturally responsive programming.

Upcoming Initiatives

- Continue reviewing and expanding youth, teen and tween recreation services, with a focus on identifying service gaps, opportunities for new programming and effective use of limited facility space.
- Continue expanding healthy aging and seniors programming, including partnerships, dementia-inclusive services, Trishaw rides and transportation education initiatives.

- Continue development of newcomer programming, building on strong participation in workshops, social activities and community orientation programs.
- Continue implementation and refinement of Vome, the UNA's new volunteer-management system, including volunteer onboarding, scheduling, shift management and training.
- Continue developing youth leadership and volunteer opportunities, including Leaders-in-Training and youth-led community programming.
- Explore opportunities to improve facility utilization and rental revenue, particularly where competing program and rental demands limit available space.
- Continue strengthening staff training, operating procedures and service consistency, including front desk procedures, emergency response, conflict resolution and customer service.
- Continue developing partnerships with community organizations to broaden accessible, inclusive and culturally responsive recreation opportunities.



COMMUNICATIONS DEPARTMENT

The Communications Department plays a pivotal role in ensuring clear, consistent, and effective communication both internally and externally within the organization. Its primary function is to oversee all aspects of communication, ensuring that messaging is aligned with the organization's values and goals, and is accessible to diverse audiences.

Internally, the department focuses on keeping staff informed through regular updates, newsletters, and other internal communications. It also ensures all staff members are aware of the organization's activities and initiatives.

Externally, the team oversees the updating of the organization's website, ensuring information is current, user-friendly, and accessible. The team is also responsible for the branding and marketing of the organization's services and events, promoting recreation programs and community initiatives to increase public participation and awareness. They are also in charge of sharing information on road works and construction and other things that may impact the community within and around areas of the UNA's jurisdiction. The team also maintains the organization's social media presence, creating engaging content, responding to public inquiries, and running campaigns that inform and involve the community.

The Communications Team is also instrumental in organizing community consultations and working closely with UBC partners and other stakeholders to ensure information sharing. The team is also responsible for media relations, serving as the liaison between the organization and various media outlets.

By maintaining open channels of communication, the department plays a crucial role in fostering transparency, community trust, and engagement.

Department Accomplishments 2025-2026

- Redesigned key areas of the UNA website, including an expanded homepage and Recreation section covering programs, fitness, camps, drop-ins, rentals, hours, locations and policies.
- Expanded the online Drop-In Calendar to include all drop-in opportunities (not only sports) with improved filtering.
- Launched an address-verification tool in partnership with Operations to help residents confirm eligibility for UNA membership, the UNA Card and related services.
- Implemented a new social media strategy following the addition of a dedicated part-time Social Media Specialist, with greater emphasis on Instagram, consistent content and paid advertising.
- Achieved record social media results, including 138,000 Instagram views, 26,000 accounts reached and more than 1,000 link clicks in December 2025, setting a high benchmark.
- Completed a two-part communications planning process to improve workflows, annual planning, project tracking, metrics and accountability.

- Produced seasonal Program Guides and extensive promotional materials, including approximately 150 promotional pieces every season.
- Supported promotion and communications for the 2025 Annual General Meeting, including registration, presentations, reports, interpretation, event logistics and post-event review.
- Supported the Finance Department in developing a comprehensive communications package for the 2026–2027 Budget Consultation and supported the Budget Open House.
- Continued coordination with UBC on communications affecting UNA residents.
- Continue development of the communications metrics dashboard to strengthen performance measurement and reporting.
- Continue enhancing seasonal recreation marketing, using coordinated planning between Communications and Recreation and targeted promotional campaigns across print, digital and social channels.
- Expand the use of video content for social media, community storytelling and organizational communications using the department's new video-production equipment.
- Continue strengthening coordination with UBC Campus + Community Planning and UBC Properties Trust communications teams on events, construction, traffic, closures and other information affecting residents.

Upcoming Initiatives

- Continue a broad program of UNA website improvements, including the Tree Inventory Dashboard landing page, UNA Guidebook content, a near-live UNA Field Schedule, Events Calendar improvements and the UNA Help page.
- Complete and launch the Tree Inventory communications project, including a public-facing dashboard, dedicated landing page and video highlighting the work undertaken with UBC students.
- Continue implementing improvements to Communications Department workflows, including automated request forms, project-management tracking and collaborative task management with other departments.

FINANCE DEPARTMENT

The Finance Department is a cornerstone of the UNA's operations, ensuring financial stability and transparency across all functions. It is responsible for all financial functions, including accounts payable and receivable, payroll, budgeting, asset control, financial planning and analysis, financial reporting, and administrative services. Additionally, the department oversees expenditures through the annual budget process.

Dedicated to maintaining robust financial management practices, the Finance Department ensures compliance with regulatory standards and supports the UNA's mission and strategic priorities through prudent financial stewardship. They strive to communicate the UNA's financial narrative clearly and to uphold financial transparency to the public.

Department Accomplishments 2025-2026

- Implemented a new payroll system in collaboration with IT, including the successful migration of payroll data and processes.
- Completed 2024–2025 fiscal year-end activities and supported the implementation and ongoing monitoring of the 2025–2026 operating budget.
- Maintained regular financial oversight and provided quarterly financial reporting throughout the fiscal year.
- Developed the 2026–2027 budget through departmental submissions, management review, Finance and Audit Committee review and Board approval.
- Expanded public engagement in the budget process through a Budget Open House and supporting information materials.
- Provided regular financial reporting and analysis to support management and Board decision-making.
- Completed annual payroll review and reporting requirements, including administration of director stipends.

- Coordinated 2025–2026 fiscal year-end preparation and planning for the annual audit.

Upcoming Initiatives

- Complete the 2025–2026 year-end close and annual financial audit, including preparation of financial statements and coordination with the external auditor.
- Continue implementation and monitoring of the 2026–2027 operating and capital budgets, including financial reporting to management, the Finance and Audit Committee and Board.
- Begin development of the 2027–2028 budget, building on the expanded budget planning and public engagement processes introduced in recent years.
- Continue working with UBC on financial matters arising from the *2024 Neighbours Agreement*, including infrastructure and capital reserve funding.
- Continue streamlining internal Finance processes in collaboration with Operations Department and other departments.

QUICK FACTS



328,000+

Views on the
UNA Website



2,302

Followers on
Facebook & Instagram



10,185

Subscribers to
UNA Newsletters



439

Customer Service
Tickets Resolved



320

Municipal
Tickets Resolved



445

Internal IT
Tickets Resolved



1,684

Parking Permits
Issued



1,956

Total Hours of Operation
for the Green Depot



32,146

Kilos of Waste Diverted
at the Green Depot



12,116

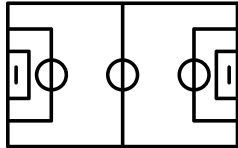
Total Users of
the Green Depot



11,040

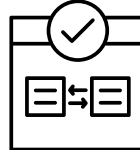
Litres of Dog
Waste Collected

QUICK FACTS



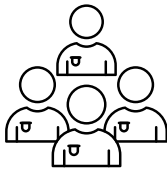
2,628

*Hours of Bookings and
Community Time on UNA Fields*



166

*Community Bookings
Across all Facilities*



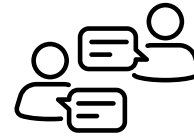
21,745

Program Enrollment



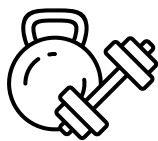
796

Recreation Programs



5,742

New UNA Accounts



2,172

*Patrons Used the
Fitness Centre*



2,815

Volunteer Engagement



179

*Health and Wellness
Programs Offered*

AUDITED FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION

Year Ended March 31, 2026

The University Neighbourhoods Association's audited financial statements have been prepared with fair presentation in accordance with the Canadian accounting standards for not-for-profit organizations. Please refer to the UNA website for detailed notes accompanying the financial statements.

	2026	2025
ASSETS		
Current assets		
Cash	\$ 2,445,414	\$ 1,550,708
Term deposits (Note 4)	1,521,500	1,660,194
Accounts receivable	131,343	172,291
Prepaid expenses	130,162	152,013
	4,228,419	3,535,206
Capital assets (Note 5)	1,000,268	772,441
	\$ 5,228,687	\$ 4,307,647
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities (Note 6)	\$ 478,168	\$ 378,084
Deferred revenue (Note 7)	518,543	523,830
	996,711	901,914
Deferred contributions (Note 8)	225,675	120,468
Deferred capital contributions (Note 9)	\$ 122,222	\$ 144,445
	\$ 1,344,608	\$ 1,166,827
NET ASSETS		
Invested in capital assets	878,046	627,996
Internally restricted (Note 10)	1,634,675	1,402,063
Unrestricted fund	1,371,358	1,110,761
	3,884,079	3,140,820
	\$ 5,228,687	\$ 4,307,647

Commitments (Note 12)

Contingent liability (Note 14)

The accompanying notes form an integral part of these financial statements. They are available online at myuna.ca/finance.

STATEMENT OF REVENUES AND EXPENDITURES | Year Ended March 31, 2026

	2026	2025
REVENUE		
Community centres	\$ 1,444,917	\$ 1,378,576
Neighbours' levy (Note 11)	6,240,417	5,270,971
Other revenue	1,133,435	1,260,630
	8,818,769	7,910,177
COMMUNITY SERVICES		
Communication	129,445	111,671
Community access	96,200	89,700
Community centre		
Direct operating costs	639,473	671,536
Programming	993,234	874,034
Salaries and benefits	1,409,075	1,244,105
Community support	104,601	75,451
General and administrative	601,050	463,182
General meetings	8,702	37,490
Salaries and wages (Note 13)	1,817,814	1,716,064
Sustainability	83,458	52,327
	5,883,052	5,335,560
MUNICIPAL SERVICES		
Common area maintenance	1,669,559	1,724,786
Direct operating costs	174,784	128,809
Insurance	152,838	212,566
	1,997,181	2,066,161
Excess of revenue over expenditures before other income (expenses)	\$ 938,536	\$ 508,456
OTHER EXPENSES (INCOME)		
Amortization of capital assets	219,782	234,303
Amortization of deferred capital contributions	(22,222)	(22,222)
Loss (gain) on disposal of capital assets	(2,283)	12,901
	195,277	224,982
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR	\$ 743,259	\$ 283,474

The accompanying notes form an integral part of these financial statements. They are available online at myuna.ca/finance.

STATEMENT OF CHANGES IN NET ASSETS

Year Ended March 31, 2026

	INVESTED IN CAPITAL ASSETS		INTERNALLY RESTRICTED (NOTE 10)		UNRESTRICTED	2026	2025
Net assets - beginning of year	\$	627,996	\$	1,402,063	\$ 1,110,761	\$ 3,140,820	\$ 2,857,346
Excess (deficit) of revenue over expenditures		(195,276)		-	938,535	743,259	283,474
Fund transfer		447,609		-	(447,609)	-	-
Reallocation of funds		(2,283)		232,612	(230,329)	-	-
Net assets - end of year	\$	878,046	\$	1,634,675	\$ 1,371,358	\$ 3,884,079	\$ 3,140,820

The accompanying notes form an integral part of these financial statements. They are available online at myuna.ca/finance.

STATEMENT OF CASH FLOWS

Year Ended March 31, 2026

	2026	2025
OPERATING ACTIVITIES		
Excess of revenue over expenditures for the year	\$ 743,259	\$ 283,474
Items not affecting cash:		
Amortization of capital assets	219,782	234,303
Amortization of deferred capital contributions	(22,222)	(22,222)
Loss on disposal of capital assets	(2,283)	12,901
	938,536	508,456
Changes in non-cash working capital:		
Accounts receivable	40,948	39,296
Prepaid expenses	21,851	(79,104)
Accounts payable and accrued liabilities	100,083	(148,377)
Deferred revenue	(5,287)	47,519
	157,595	(140,666)
Cash flow from operating activities	1,096,131	367,790
INVESTING ACTIVITIES		
Purchase of capital assets	(447,609)	(206,074)
Proceeds on disposal of capital assets	2,283	-
Cash flow used by investing activities	(445,326)	(206,074)
FINANCING ACTIVITIES		
Deferred contributions	105,207	(315,191)
Redemption (purchase) of term deposits	138,694	(753,949)
Cash flow from (used by) financing activities	243,901	(1,069,140)
INCREASE (DECREASE) IN CASH	894,706	(907,424)
Cash - beginning of year	1,550,708	2,458,132
Cash - end of year	\$ 2,445,414	\$ 1,550,708

The accompanying notes form an integral part of these financial statements. They are available online at myuna.ca/finance.





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