

UNA Board Update

The UNA Board has been working with staff and external experts to identify priorities for the UNA and develop longer term strategies. The Board is also focused on solutions to address the financial challenges experienced due to a steady decline in revenue over the past few years. The following are some of the recent Board activities and decisions to support these areas.



Strategy Workshop and Business Plan Development

The Board held a strategy workshop to define its vision and direction. As defined by the Board, the UNA's purpose is to "Foster a unique and thriving community by engaging residents and providing services" and the vision is to be "The place where people choose to live". Both of these aspirations are starting points for more discussion with a broader audience. The Board has also identified a

number of priority planning areas that will be incorporated into a Business Plan. These priorities are to develop a Strategic Plan, review and reframe UNA Board committees to improve the way we engage residents, develop a strategy to address funding issues with UBC and the provincial government, complete a bylaw review focused on operational efficiencies, complete a review of Board governance, including roles, responsibilities and skills, and update the UNA's communications plan.

To help move forward quickly on these priorities, the first step will be to develop a Business Plan. An additional purpose of the Business Plan is to help the UNA focus on resident priorities in a sustainable fashion – ensuring that resources are available to handle future priorities.

Staff will be working with a consultant over the summer to identify what needs to be presented to the Board for a planning session to determine how to take the Board's priorities and turn them into an operational plan. The UNA will also be asking residents for input as part of a survey that will be completed this year.

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Review of Board Standing Committees

Work is already underway to address standing committees as one of the priorities identified in the Board's strategy workshop. The UNA plans to create a committee structure that will assist the Board in its decision-making processes. The review of the UNA committee structure will determine which committees should be retained and potential focus areas for new committees. The new committees will be capable of providing the Board with specific expertise and will improve engagement with the community.

Addressing Budget Concerns

The UNA is continuing to take steps to reduce overhead as part of cost reductions. One major change was to downsize the administrative office space, which has significantly reduced overhead costs – about 40% less for rental costs, resulting in savings of about \$50,000 per year.

UNA Community Update:

UNA residents have been asking us to increase our communication and engagement in the community. This Community Update is one of the new tools we're using to provide you with an overview of the work underway on your behalf.

This first update includes information on some of the topics residents have told us are most important to them: UNA Board activities and decisions, engagement and partnerships in the community, and financial management. This update reflects some of the key activities that have been completed over the past several months.



\$50,000

savings per year

The office space relocation took place on January 19, 2018 and we apologize for any disruption or confusion this move may have caused. The UNA has also saved budget on a staff position that has been left vacant thanks to a partnership with UBC. Rather than duplicating effort by having separate booking systems for fields and facilities, this new collaboration has UBC managing the service on behalf of the UNA.

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The 2018/2019 budget has been revised to more accurately reflect our operations and services. Community input was extremely valuable to the project, and we thank you for your participation. For additional information, and to give future feedback, please visit our website at www.myuna.ca, or connect with us on Facebook, Twitter and Instagram.



40%

less for rental costs

Expanded Communication and Engagement

UNA residents have made it clear that increasing communication and engagement with the community is a top priority. The UNA Board has approved a number of measures to support this priority, and several new initiatives are already underway to build partnerships and work with community members to ensure their concerns and priorities are addressed.

Increased Communication Expertise and Outreach

It has become evident that the UNA requires assistance to be more proactive and professional in its communication with the community. To fill this gap, the Board has approved a new Communications Manager position. The recruitment process is underway, and the new Communications Manager is expected to join the organization this summer. This new position will be responsible for providing more regular communication, such as through this Community Update, a refreshed approach to the Annual Report and expanded outreach in the community to engage with residents.

The UNA has also initiated a new UNA Board eBrief to provide highlights about Board decisions and special projects. The eBrief is uploaded to the website and is part of the UNA's weekly e-newsletter.

As part of connecting with community members, the UNA has also re-initiated regular meetings with Strata Councils. This provides direct outreach to share information that affects residents, and to hear back from residents on what they would like from the UNA.

New Options for *The Campus Resident*

Another key decision was to bring back *The Campus Resident*, which has been back in place since early in the new year. As part of managing costs and providing expanded options, the newspaper will now be distributed in print to UNA residents only, and will be available on the UNA website. This transition has significantly lowered printing and mailing expenditures.

UNA Website Improvements

As many residents may have noticed, the UNA has launched a new website with an improved platform that will enable us to do more with the site. The website is a work in progress and will soon feature a community event calendar. This calendar will provide information on UBC and UNA events.

We hope to have the calendar online by early summer. Other site improvements will continue over the next few months with a goal to make the site easy to navigate with regular content updates.

Community Presentations: Land Use

The Strata 101 course, led by two residents, identified a number of topics of interest to the community. It became clear that residents are interested in land use planning on UBC lands and would like to have a better understanding of the process and people involved. UNA worked with UBC to organize an information session that included presentations by Michael White (Associate Vice President of Planning, UBC) and Aubrey Kelly (Chief Executive Officer of UBC Properties Trust). Having these senior executives in the room provided an excellent opportunity for the 70 people in attendance to ask questions, and the UNA received very positive feedback from residents.

An information session on the relationship between UBC, the provincial government and the UNA when it comes to services and decisions affecting the university neighbourhoods is in the planning stages. The information session details will be posted at myuna.ca when finalized.



Building Partnerships and Improving Collaboration

The UNA and UBC jointly recognize the value of working together as partners to collaborate on projects and share information about services and projects that affect university neighbourhoods. This collaborative approach is also providing increased opportunities for UNA Board members, staff and residents to be involved in planning initiatives and capital projects.

1



Stadium Neighbourhood Planning Process

The Stadium Neighbourhood planning process involves a Planning Advisory Committee with representatives from UBC, including staff, faculty and student members, in addition to UNA staff and neighbourhood residents. As part of broader community consultation on the project, there have also been workshops and open houses to inform the community about the project and identify issues and opportunities for consideration in the planning process. In addition to broader engagement led by Campus and Community Planning, the UNA also facilitated meetings with Strata Chairs and Campus Planning staff to answer questions and solicit feedback on the project.

The Campus Planning team will continue to connect with the UNA and broader community throughout the planning process. More information on the Stadium Road Neighbourhood is available here: www.stadiumneighbourhood.ubc.ca. The UNA encourages you to get involved and help shape this future neighbourhood.

2



UBC-UNA Neighbourhood Liaison Committee

This new Liaison Committee was recently established in partnership with the UBC Board of Governors to help strengthen communication between university neighbourhood residents and UBC.

By having regularly scheduled meetings, there are more opportunities to discuss issues, such as financial challenges, and work together to resolve neighbourhood concerns. Staff is working on pulling together financial data over the summer for discussion at the next meeting in the fall.

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3



Quarterly Meetings: UBC and UNA

Every three months, there are scheduled meetings involving the UNA Board and senior staff from UBC and UBC Properties Trust. These meetings are designed to improve communication between UBC and the UNA.

The first meeting was held in April and one of the key agenda items was fraternity noise. This has led to meetings with the Inter-Fraternity Council (IFC) and then with Campus Security to outline the issues that have been raised by residents.

This issue will be discussed further at the next UNA/IFC Committee meeting with a goal to develop an approach to reduce fraternity noise.

Events and Next Steps

The online community calendar is in the works and will provide an easy format for posting events and other activities in university neighbourhoods. In the meantime, here are some of the events to watch for in July and August, as well as planned next steps for UNA initiatives.



Summer Projects

The UNA staff will be using the summer to move forward on the Business Plan considerations for the Board, as well as beginning work on the Communications Plan refresh.

The 2017 Annual Report will be released, and there will be planning work to prepare for some expanded community engagement in the fall.

Recreation program registration for the fall will begin in August.



About the UNA

The University Neighbourhoods Association (UNA) provides municipal-like services to the residents in the UBC neighbourhood communities. It promotes a vibrant, sociable, safe and diverse community at the University of British Columbia (UBC).

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