

STUDENT HOUSING ANNUAL REPORT

2025/26



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As stewards of the University, we provide a safe, caring, and welcoming living experience that contributes to student success.



Trent Student Housing respectfully acknowledges that we are on the treaty and traditional territory of the Mississauga Anishnaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about our earth and our relations. May we honour those teachings.

On the cover: Students in Durham residence common area

MESSAGE FROM THE SENIOR DIRECTOR



The 2025–26 academic year was marked by focused progress for Trent Student Housing. Across Peterborough and Durham GTA, we remained committed to supporting students wherever they live, recognizing that stable housing supports wellbeing, belonging, and academic success.

This year, we prioritized improving how students access housing. Changes to the residence application and room selection process – shaped by student and partner feedback – introduced clearer communication, more predictable timelines, and a new lottery based model. These updates reflect a commitment to equity, transparency, and a more student-focused approach.

We also continued to strengthen off campus housing services, supporting more than 1,600 students through advising, education, and resource navigation.

Within residence, we focused on care, community standards, and operational excellence to ensure students experience safe, supportive, and welcoming environments.

Together, we continue to strengthen how housing supports students – on campus, off campus, and beyond.

This work has taken place during a period of transition across the University and speaks to the continued commitment of the team to supporting students and moving forward together.

Jen Coulter, PhD
Senior Director, Trent Student Housing

“I have had the privilege of working with Trent Student Housing for the past three years. Not only has working in housing provided me with the funds to graduate debt-free, but it has also given me a family at the university and countless skills I will carry into my future career as a Registered Nurse. I have been able to focus a lot of my work on health promotion and harm reduction within residence, and this is an invaluable skill that I will be able to carry forward into patient teaching in the healthcare setting.”
– Faith Armstrong, Residence Life & Education Assistant

This report reflects our commitment to transparency and to sharing the impact of our work with the broader campus community.



HIGHLIGHTS THIS YEAR

1,646 STUDENTS IN RESIDENCE

1,600 OFF-CAMPUS STUDENTS SUPPORTED

91% RESIDENT SATISFACTION

95% WOULD RECOMMEND RESIDENCE



Advancing Equitable Access & Transparency

As one of the first ways students engage with the University, the residence application plays an important role in shaping expectations. Feedback in 2024-25 showed the need for clearer timelines, improved communication, and a more transparent and equitable process. In response, Student Housing redesigned key elements of the application experience. Updates for the current cycle include a lottery-based room selection model, simplified payment timing, improved waitlist visibility, and expanded options for upper-year, graduate, and family housing.

These changes make the process easier to understand, more predictable and fairer – helping students start their housing experience with confidence.

Supporting Students Across the Housing Continuum

Off campus housing services remained an important part of Student Housing’s work this year. Over 1,600 students were supported through advising, education, and resource navigation. Support included guidance on leases, tenant rights, budgeting and shared living. Roommate mediation also played a key role, helping to resolve conflicts early and maintain stable living situations.

Emergency housing funding supported 77 students across Peterborough and Durham, providing short-term financial relief during periods of housing instability. **Together, these services help students stay housed and focused on their studies.**

Strengthening Wellbeing and Belonging in Community

Within residence halls, Student Housing strengthened its approach to supporting students through proactive, community-based practices. This included early-term check-ins, routine community walkthroughs and engagement touchpoints, and regular reporting and pattern monitoring to identify concerns early, allowing staff to respond before issues escalated. Collaboration and involvement with the CARE Team ensured that students facing complex challenges received coordinated, timely, and compassionate support, while the Community Care Cupboard provided access to everyday essentials. Alongside formal supports, residence based programming—from study supports and social gatherings to large scale community events—fostered connection and belonging.

Together, these efforts helped ensure that residence remained a place where support is accessible, and students experience a strong sense of community and shared responsibility.



\$46,313 EMERGENCY HOUSING FUNDING

16,387 SERVICE CENTRE INTERACTIONS

\$1.08M INVESTED IN FACILITIES RENEWAL

557 EVENTS DELIVERED

440 RESIDENT SUPPORT MEETINGS



6+ CAMPUS PARTNERS
COLLABORATING ACROSS
CARE, AND CONDUCT



PARTNERSHIPS & CONTINUOUS IMPROVEMENT

Strengthening Collaboration and Service Excellence

Partnerships across campus improved how services worked for students and staff.

The Residence Life & Education team worked closely with Student Affairs and Campus Safety to host a Conduct Clarity Workshop, strengthening alignment in emergency response, conduct, and student support.

Operationally, the Housing Facilities & Operations team collaborated with Food Services, Conference Services, Facilities Management, and Campus Security to extend residence occupancy into May, easing the transition from on campus to off campus living.

Service centre improvements – particularly around key access – reduced wait times and improved consistency.

For students, this resulted in clearer processes, faster service, and a more seamless experience.

Enhancing the Student Experience

In 2025-26, Student Housing focused on strengthening the ways in which living on- and off-campus supports the student experience beyond the classroom.

Working alongside Trent's Colleges and Student Affairs, the team aligned programming, communication, and support across the housing experience.

This work emphasized intentional design over activity volume, ensuring interactions are purposeful and connected with broader institutional goals.

These efforts will come together in Fall 2026, helping students experience clearer connections between where they live, how they engage, and how they succeed.

“I’ve met truly incredible and amazing people here; plus attended so many fun events! The culture in our house has made this a very pleasant experience.”
– Anonymous on the “Proud Don Fridge” in OC B House

375 WELLNESS CHECK
INS COMPLETED



PEOPLE BEHIND THE SUCCESS

Investing in People to Support Student Success

Student Housing’s work is made possible by a dedicated team of professional and student staff whose contributions shape the experience of thousands of students each year. This year’s achievements showcase strong engagement in professional practice, sector leadership, and continuous learning across the department.

Student employee feedback highlights a culture of support, growth, and opportunity, where leadership development and meaningful skill building are part of the everyday experience. Through these roles, student employment continues to play an important part in student success—building confidence, creating connections, and leaving a lasting impact on the Trent experience.

144
TEAM MEMBERS

16 PARTNERS INVOLVED
IN STUDENT STAFF
TRAINING

87% OF STUDENT STAFF ARE SATISFIED
WITH SUPERVISORY SUPPORT



This year, team members’ achievements included:

EDUCATION & CERTIFICATION

- Kate MacIsaac became a certified Mental Health First Aid trainer
- Claudia Henry-Taylor completed her Master of Education degree at Wilfrid Laurier University

RECOGNITION & SERVICE

- Robyn Gundy’s 10 years of service at Trent University reflect deep institutional knowledge and commitment
- Residence Life & Education was awarded the OACUHO Program/Service of the Year Award for the Community Care Cupboard initiative.
- Robert King was recognized as one of the OACUHO Conference’s Top Five Presentations (“Best in Show”) for his conference session
- Jen Coulter was awarded the OACUHO Vision/Innovation Award for leadership and innovation within the housing profession.

LEADERSHIP & SECTOR CONTRIBUTIONS

- Jaimie Dickson was appointed OACUHO Corporate Partner Director
- Robert King was appointed OACUHO President-Elect and Finance Director, in addition to serving as a BIPOC Trailblazers Panelist
- Nicole Sullivan partnered with Trent International to host a Lunch and Learn for provincial colleagues focused on IRCC regulations’ impacts

\$1.5M

INVESTED IN STUDENT STAFF
WAGES AND BENEFITS

“Being part of the Durham SCA team was one of the most meaningful experiences of my career so far. From day one, I felt welcomed and supported by an incredible team that genuinely cares about the community it serves. The role challenged me to grow both professionally and personally and gave me hands-on experience that no classroom could fully replicate. What stood out most was the sense of purpose behind the work. Every day felt like it mattered, whether it was a small interaction or a bigger contribution to our student community.”
– Agilan Gunasekaran, Durham Service Centre Assistant

2025-26 FINANCIAL SUMMARY

Sustaining Housing Through Responsible Stewardship

Student Housing maintained careful financial stewardship while continuing to invest in people, facilities, and core operations that support the student experience. Total revenue for the year was **\$18.5 million**, supporting housing services both on- and off-campus.

Investments included **\$5.07 million** in salaries and benefits, reflecting the people-centred nature of housing operations, and **\$1.08 million** in facilities renewal to maintain safe, functional, and welcoming spaces. Operating expenses totalled **\$5.51 million**, supporting day-to-day service delivery.

University contributions of **\$1.83 million** supported core services, while **\$3.48 million** in facilities management charges and **\$1.53 million** in debt servicing reflect ongoing infrastructure and operational commitments.

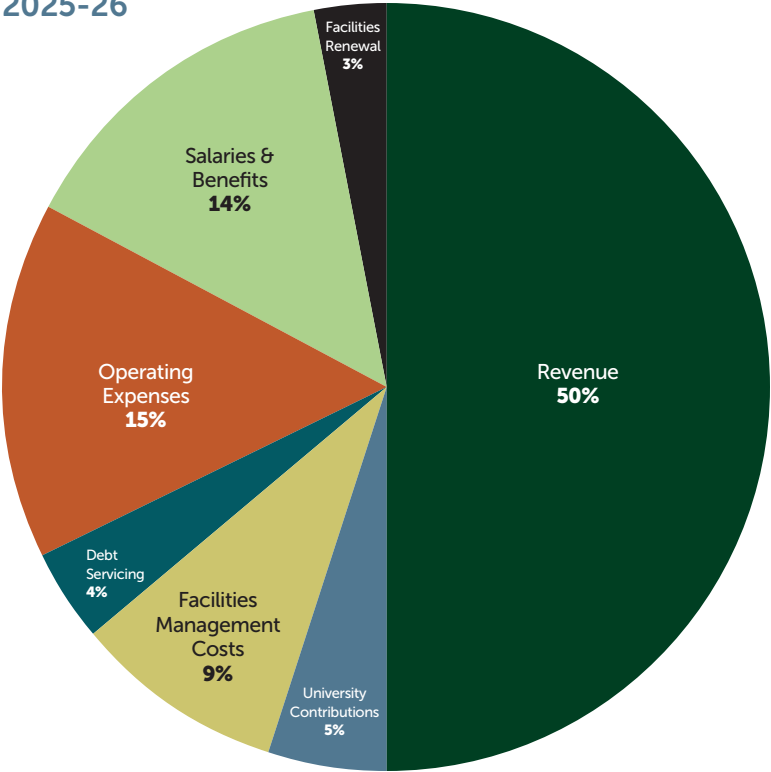
Together, these investments ensure the resources and supports are in place to deliver a consistent, high-quality housing experience.

What This Means for Students

- Safe and well maintained living spaces
- Access to consistent housing support services
- Continued investment in staff
- Reliable housing services year-round

These investments ensure students continue to experience stable, supported living environments.

Financial Snapshot 2025-26



LOOKING AHEAD

Building the Future of Housing & Conference Services

The 2025–26 academic year marked an important period of progress and transition. As Trent University continues to evolve, Housing & Conference Services is positioned to play an increasingly important role in supporting student success, strengthening campus life, and contributing to the University’s long-term sustainability.

Strategic Direction for 2026–27

Housing & Conference Services will focus on advancing student success, operational excellence, and institutional sustainability. Through the integration of Student Housing and Conference Services, the division will strengthen service delivery, improve coordination across teams, and maximize the effective use of campus spaces and resources to better support students, guests, and the University community.

Key Priorities for 2026–27

Upper-Year & Graduate Housing Access

- Expand housing opportunities to support a broader range of student needs.

Application, Communication & Service Systems

- Improve clarity, transparency, accessibility, and the overall user experience.

Student Engagement & Community Development

- Strengthen opportunities for connection, wellbeing, and student success.

Conference Services Growth

- Support revenue generation, community partnerships, and Trent’s institutional profile.

Divisional Integration & Team Coordination

- Enhance governance, decision-making, accountability, and service alignment.

Facilities Renewal & Space Stewardship

- Support long-term planning and investment in safe, welcoming, and sustainable environments.

As we look ahead, we remain committed to delivering safe, caring, and welcoming living experiences that contribute to student success. Through collaboration, innovation, and responsible stewardship, Housing & Conference Services will continue to strengthen the value it provides to students, the University, and the broader community.

“The thing that surprised me about my on-campus housing is how close I became with the people on my floor. There is not a day that goes by without my floor mates checking in on me.” – Anonymous student



HOUSING

trentu.ca/housing

