



Durham Social Housing Directives

Housing Services Division | Financial Housing Services
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Subject:	STANDARDS – PROPERTY MANAGEMENT
Directive Number:	OPR 2015-03
Date:	April 8, 2015

Purpose

To establish local property management standards.

Background

The *Housing Services Act* allows the service manager to make local standards about property management relating to its Part VII housing projects – including the procurement of, and contracts for, property management services.

General Standards

Housing providers must ensure that their housing projects are well managed, in a satisfactory state of repair and fit for occupancy.

Housing providers will ensure that all staff providing property management services for their housing projects are knowledgeable about:

- the *Housing Services Act* and its regulations
- the transferred housing program under which the housing project operates
- the structure and operation of non-profit housing corporations or non-profit housing co-operatives as it applies to the housing project.

Procurement Process

Housing providers will follow open and competitive practices in retaining property management services.

The housing provider may renew a property management contract at the end of its term without recourse to an open and competitive practice if it:

- is satisfied with the services provided over the course of the previous contract

- has reviewed the provisions of the contract and made any required changes
- has the approval of the Housing Services Division to renew the contract.

Required Contract Provisions

Property management services contracts must be in writing and:

- set out the term of the contract which cannot exceed a term of 5 years
- specifically identify the goods and services to be provided by the property management service
- detail the amount to be paid by the housing provider
- prohibit the property management service from charging additional amounts without re-negotiation of the contract
- allow the housing provider to terminate the contract on 60 days' notice, or on 30 days' notice if termination is for breach of contract, unless the parties to the contract agree to shorter notice periods
- be non-renewable
- be non-assignable.

Best Practices

Housing providers are encouraged to review the performance of property management and compliance with the property management contract annually.

Effective Date

This local standard comes into effect on April 1, 2015.

Legislative Authority

Housing Services Act, s. 75
Ontario Regulation 367/11, s. 100