
Subject: Property Management Standards

Date: April 01, 2019
Replaces: September 30, 2013

Applicable to The policy and procedures contained in this document apply to the following:

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| <input checked="" type="checkbox"/> Co-operatives | <input type="checkbox"/> Peel Access to Housing (PATH) |
| <input type="checkbox"/> Federal Non-Profit | <input type="checkbox"/> Rent Supplement* |
| <input checked="" type="checkbox"/> Municipal & Private Non-Profit | <small>*incl. former OCHAP/CSHP</small> |
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Content This document contains the following:

Legislation
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Legislation [Housing Services Act \(HSA\), 2011, s. 75\(2\)](#)
[O. Reg. 367/11, s. 100](#)

Background Prior to January 1, 2012, property management requirements for housing providers subject to the [Social Housing Reform Act \(SHRA\), 2000](#) were prescribed under [O. Reg. 339/01 s. 8](#).

Effective January 1, 2012, property management requirements (including the procurement of contracts for property management services) are subject to local rule at the discretion of the Service Manager as there are no prescribed requirements under the [HSA](#).

Sector Organizations Housing providers are encouraged to contact their sector organizations for additional resources:

- [Ontario Non-Profit Housing Association \(ONPHA\)](#)
- [Co-operative Housing Federation \(CHF\) of Canada, Ontario Region](#) – Asset Management Services

**Policy
Rationale**

Peel’s policy is reflective of the feedback received from housing providers and stakeholders during Peel’s HSA Local Rules consultation process, which included:

- general satisfaction with the status quo (i.e. SHRA requirements)
- minimal interest in developing a property management policy specific for their project (which is an option under the HSA)
- a desire for the ability to extend a property management contract for two (2) years as this option will:
 1. save providers time and costs associated with tendering
 2. maintain service continuity for a longer duration of time
 3. create less frequent disruption and change for residents

Peel’s Policy

With flexibility under the current [HSA](#) to implement local property management standards, Peel has adopted the standards prescribed under [O. Reg. 339/01, s. 8](#) of the [SHRA](#).

Important Information
<ul style="list-style-type: none"> • Fees accrued for services that are not included in a contract and/or outside of the provider’s allocated operating budget will not be reimbursed by the Service Manager. • Housing providers are encouraged to contact and seek assistance from their sector organizations as well as obtain legal advice when drafting or finalizing any contracts to avoid unforeseen expenses. • Should a circumstance arise where the housing provider is not able to obtain a level of property management service at a reasonable cost, it is advisable for the housing provider to contact their Housing Programs Specialist to explore appropriate options.

Property Management Standards

Housing providers in Peel subject to the [HSA](#) are required to adhere to the following property management standards:

1. Establish and follow open and competitive practices in:
 - a) hiring its employees (considering collective bargaining agreement provisions if applicable)
 - b) procuring property management services

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2. Have a written contract for property management services that satisfies the following requirements:
 - a) original contract is not renewable
 - b) original contract is non-assignable
 - c) maximum term of original contract is three (3) years
 - d) includes an 'option to extend' for an extension to be valid (see Extension Requirements below for details)
 - e) allows for termination by the housing provider on 60 days written notice any time during the term of the contract
 - f) allows for termination by the housing provider on 30 days written notice if the termination is for breach of the contract (exceptions are permitted if all parties agree to shorter notice periods)
 - g) specifically identifies and describes the nature of the goods and services provided under the contract and the consideration to be paid by the housing provider

Examples of services and additional fees that may or may not be included in the contract are as follows:

- office supplies or photo copying services
 - cheques
 - unit inspections
 - maintenance including snow removal
 - community development (must provide specific details of services offered)
 - if paralegal services are available, provide the fee schedule
 - etc.
- h) includes a clause that the corporation providing property management services agrees to give the housing provider notice of any changes in control of the corporation

Extension Requirements

For the extension to be deemed valid, the following requirements must be met:

1. the 'option to extend' must be included in the original contract
2. all parties must agree to extend the term in writing
3. term of extension cannot exceed two (2) years
4. maximum limit of one (1) consecutive extension
5. extension terms that are less than two (2) years or terminated before the two (2) year timeframe cannot be re-extended, resumed or renewed
6. allows for termination on 60 days written notice to all parties any time during the agreed extension term

Questions

If you have any questions, please contact your Housing Specialist.