



Directive

Directive: Guidelines for the Procurement of Property Management Services and/or Self-Management Recruiting

Issue Date:	September 26, 2017	Directive No.:	DIR2017-17
Revision Date:	June 24, 2025	Revision No.:	DIR2025-03

Applicable Policy: N/A

Type: N/A

The policies and procedures in this Directive are to be implemented by Housing Providers/Cooperatives funded by the Municipality under the following programs.

Provincial Non-Profit Housing Providers

- | | |
|---|--|
| <input checked="" type="checkbox"/> Gananoque Family Housing | <input checked="" type="checkbox"/> Gananoque Housing Inc. |
| <input checked="" type="checkbox"/> Legion Village 96 Seniors Residence | <input checked="" type="checkbox"/> Twp. of Bastard & South Burgess Housing Corp. |
| <input checked="" type="checkbox"/> Brockville Municipal Non-Profit Housing Corp. | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Pineview |

Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.

Housing Providers with EOM Rent Geared-to-Income Service Agreements

- Athens & District Non-Profit Housing (EOM Service Agreement)
- Gananoque Housing Inc. (EOM Service Agreement)
- Legion Village 96 Seniors Residence (EOM Service Agreement)
- Twp. of Bastard & South Burgess Housing Corp. (EOM Service Agreement)

Other Housing Providers

- Leeds Grenville Housing Department

BACKGROUND

In accordance with the *Housing Services Act, 2011* s. 75, a housing provider shall operate a Part VII housing project in accordance with prescribed provincial requirements and local standards made by the service manager. O. Reg. 367/11 s. 100 prescribes property management,

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including the procurement of, and contracts for property management services as one of the matters for which a service manager may make local standards. A local standard does not apply to the extent that it conflicts with a provincial requirement, unless the provincial requirement provides otherwise.

PURPOSE

This directive includes guidelines and mandatory provisions for the procurement of property management services and for hiring an Administrator or Property Manager (self-management) by the non-profit/co-operative housing provider. It ensures compliance with both provincial and local standards, while promoting effective, transparent, and cost-efficient management of the housing portfolio.

ACTION TO BE TAKEN:

The Board of Directors of the non-profit/co-operative housing corporation is responsible to ensure competent and effective management of the housing portfolio, and it is the Board's decision how best to meet this need. The Board will need to evaluate and decide on the best approach to meet these management needs, which includes whether to hire a property management firm, or engage in self-management (e.g. hiring an Administrator). The way in which the Board chooses to meet this need, the duties of either the property management firm or the Administrator must be clearly defined. As part of good business practice and accountability, the Board of Directors is required to consider the following:

- Assess the advantages and disadvantages of hiring a property management firm versus self-management (employing an Administrator).
- Ensure that the housing portfolio is managed in the most efficient and cost-effective manner within the operating budget.
- Ensure there is a fair, transparent and competitive process for hiring employees for self-management, as required by the Service Manager's Conflict of Interest Directive. See the Guideline for Self-Management Recruiting (Appendix A).
- Ensure that if the Board chooses to hire a property management firm and the contract is anticipated to be over \$14,999, a Request for Proposal process must be followed as required by the Service Manager's Conflict of Interest and Purchasing and Spending Limits Directives. See the Guide to Preparing a Request for Proposal (Appendix B) and the Sample Request for Proposal (Appendix C).
- Ensure that a signed contract is in place which contains the minimum mandatory provisions, if a property management services firm is hired. Refer to Mandatory Provisions (Appendix D) and Sample Property Management Services Contract (Appendix E).

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- There must also be a written contract between the housing provider and any staff person(s) hired (e.g. an Administrator, on-site maintenance, handyman etc.).
- Housing providers should seek legal counsel in the preparation of any contracts to ensure compliance with provincial laws and regulations, as well as to protect the provider’s interests

REFERENCE (Appendices)

- A.....Guideline for Self-Management Recruiting
- B.....Guide to Preparing a Request for Proposals (RFP)
- C.....Sample Request for Proposal
- D.....Mandatory Provisions
- E.....Sample Property Management Services Contract

If you have any questions, please contact the following:

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June 24, 2025

Date