



# Notice No: 20-01

Revising NRH Notice 13-08 & 15-04

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## APPLICABLE TO:

<input checked="" type="checkbox"/>	Municipal & Private Non Profit
<input checked="" type="checkbox"/>	Co-operative
<input type="checkbox"/>	Federal Non Profit
<input type="checkbox"/>	OCHAP/CSHP
<input type="checkbox"/>	Rent Supplement

## DATE:

<input checked="" type="checkbox"/>	Mandatory
<input type="checkbox"/>	For Information

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**SUBJECT: Property Management Tendering - Updated Housing Provider Requirements**

## BACKGROUND

The Housing Services Act (HSA) gives Service Managers the option to develop a local rule related to housing provider property management tendering requirements. On April 30, 2013, NRH issued Notice #13-08 which included NRH's local rule related to housing providers' Property Management Tendering Requirements and Request for Exemption Policy.

Currently a housing provider may request an exemption to the mandatory 3-year property management tendering process six (6) months prior to the end of the existing property management contract. Provided the housing provider met certain standards as set out by Niagara Regional Housing and approved they were able to forgo the tender process for the upcoming 3 year period.

Housing providers were required to request an exemption each time they wanted to be exempted from the mandatory 3-year property management tendering process with no restriction on the number of exemption requests that could be submitted.

NRH has reevaluated the Request for Exemption Policy and determined changes are required to the local rule to ensure open and competitive practices in retaining firms to provide property management services for housing communities.

## Policy Change

The process for requesting an exemption will not change as per the requirements of NRH Notice #13-08 however, the number of times a housing provider can request an exemption from tendering from property management services has been changed.

Effective immediately a housing provider may submit **one** Request for Exemption from property management tendering for a maximum 3 year period and must tender for property management services for the following 3 year period. Following this 6 year period another property management Request for Exemption can be submitted.

Example:

- Request for Exemption submitted to NRH and approved for the period of January 1, 2020 to December 31, 2022.
- Housing provider is then required to tender for the period of January 1, 2023 to December 31, 2025.
- Request for Exemption can be submitted to NRH for the period of January 1, 2026 to December 31, 2028.
- Housing provider is required to tender for the next 3 year period, etc.

A provider can submit a Request for Exemption for tendering of property management services every **other** 3 year property management term.

For exemption requests, NRH reviews several areas of the housing provider operations. One of the areas reviewed is the management/staff costs of the housing provider which included management fees, administrative and/or maintenance salaries/wages/benefits, bookkeeping, and cleaning. The total costs were required to fall within an NRH established standard, based on a per unit cost. Overall administration costs will still be reviewed however there will no longer be an established per unit standard.

### **Non-Compliance**

A housing provider who is determined to be in non-compliance of this local policy, NRH may consider remedies as allowed under the HSA.

### **Housing Provider's Role**

Housing Providers are directed to:

1. Review the local rule
2. Provide a copy of the local rule to the housing provider board of directors and ensure they review and understand
3. Ensure that all staff responsible for the administration and management of the social housing program to which this Notice applies, is familiar with this local rule as established.

### **Service Manager's Role**

NRH will monitor compliance with this Notice through the Operational Reviews.

If you have any questions or concerns regarding this notice, please contact your Housing Administrator at (905) 682-9201.

(Original signed by Donna Woiceshyn)

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Donna Woiceshyn, Chief Executive Officer

Attachments: Appendix "A" – Revised Request for Exemption – Property Management Tendering