

CODE OF CONDUCT

- 60 [a] Members shall diligently act in the best interests of their Clients.
- 60 [b] Members shall act in a highly ethical manner to the benefit of Clients, residents, and the profession as a whole.
- 60 [c] Members shall consider the effect of any action on behalf of Clients, on the property management industry as a whole, particularly in the matter of rent increases and major renovations, before taking action.
- 60 [d] Members shall use their best efforts to be fully informed regarding the federal, provincial and municipal laws, rule and regulations pertaining to the types of property under management.
- 60 [e] Members shall conduct their business in strict accordance with the Strata Property Act and/or the Residential Tenancy Act, whichever is applicable, and all other applicable legislation.
- 60 [f] Members shall provide their Clients with a contract specifying the duties and obligations undertaken by the Member on behalf of the Client and the fees to be charged for the performance of such duties and obligations.
- 60 [g] A Member shall not seek information about a competitor's transaction to be used for the purpose of obtaining a contract or for the purpose of interfering with a contractual agreement.
- 60 [h] Members shall supply their Clients with accurate records regarding the finances and maintenance of property at intervals agreed upon by the Client. These records shall be transferred to another property manager upon request by a Client.
- 60 [i] Adequate safekeeping measures shall be taken to protect a Client's funds, including, but not limited to, a separate bank account, insurance against loss or misappropriation, double signatories.
- 60 [j] Members shall preserve the confidentiality of their Clients' affairs, not divulging information concerning the affairs of their Clients or employer without their consent, unless required to do so by law.
- 60 [k] Members shall not engage in false or misleading advertising, particularly advertising which:
 - 60 [k] i Creates an unjustified expectation of favourable results;
 - 60 [k] ii Implies the ability to influence the application of various rules and regulations to properties by official bodies;
 - 60 [k] iii Consists of endorsements or Client testimonials;
 - 61 [k] iv Makes comparisons with other Members;
 - 60 [k] v Contain undue praise of one's own abilities.
- 60 [l] Members shall not criticise the actions of another Member to the general public. If an opinion is sought, it shall be rendered with strict professional integrity and courtesy.
- 60 [m] Concerns shall be reported to the Conduct Review Committee to deal with.
- 60 [n] Members alleged to be in violation of the Code of Conduct will be heard by a Conduct Review Committee comprised of industry peers.
- 60 [o] Disciplinary action recommended by the Committee and approved by the Board will be binding on the Member.
- 60 [p] Associate Members agree to be bound by the spirit of this Code of Conduct and will submit to the jurisdiction of a duly constituted Conduct Review Committee, if requested by the Board of Directors.