

CODE OF PROFESSIONALISM AND ETHICAL BUSINESS PRACTICES

This Code aims at informing all customers of the principles to which professional property managers as Members of the Institute of Housing Management are committed.

Three main areas of responsibility are inherent in our industry and form the cornerstones of this Code:

1. **A Property Manager's Responsibility to the Profession and to Colleagues:**

The credibility and integrity of the Institute and its Members remains with the ability of its Members to maintain a high level of competence and shall:

- Act in a fair, honest manner.
- Respect the views of the other property management professionals in a fair, considerate, professional, and equitable manner.
- Comply with any reasonable request of the Institute for information.
- Co-operate and support the Institute in pursuit of its objectives.
- Contribute time and information to the development of students beginning a career in property management, as well as to other professionals, and related colleagues.
- Not commit any act of discrimination or harassment.

2. **A Property Manager's Responsibility to the Clients and Employers:**

A member must act with due diligence and competent performance in pursuit of the clients' and employers' best interests and shall:

- Work with integrity and professionalism.
- Work within the members professional competence.
- Respect the clients or employers right to confidentiality.
- Exercise independent professional judgment on behalf of clients and employers.
- Conduct themselves in compliance with all legislative and governing statutes.
- Ensure full disclosure to the clients or employers of possible conflict of interest arising from a members' private and professional activities.
- Reject any financial or other inducements that could influence or affect professional opportunities.

3. **A Property Manager's Responsibility to the Public:**

A member must always act with respect and acknowledgement of the public interest and shall:

- Have special concern for the consequences of present and future actions.
- Perform their professional duties in a manner that respects the needs, values, and aspirations of the public at large.

