

Got Ethics!?

Creating and Maintaining Healthy Boundaries in the Workplace

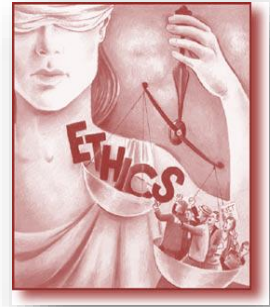


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Ethics Defined



- Derived from the Greek word ethos which refers to one's “character”.
- At its simplest, ethics is a system of moral principles.

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Ethics Defined



- Set of guidelines for conduct.
- Although they are not laws or rules, a violation may lead to legal ramifications or negative consequences.

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Decision-Making



- ✓ Affects how people make decisions and lead their lives.
- Helps us navigate the gray area between absolute right and morally wrong.

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Code of Ethics

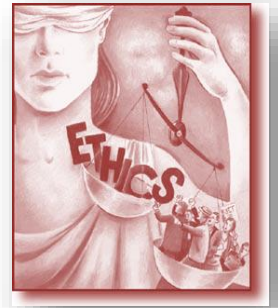


- ✓ Standards that governs the conduct of members of a profession.
- ✓ ASSC, IREM, NARPM.

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Simply Stated



Set of principles relating to right and wrong conduct.



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Principles of Ethics

- Autonomy
- Beneficence
- Non-Maleficence
- Veracity
- Justice
- Respect
- Professionalism
- Role Fidelity



Autonomy

- Greek word “autos-nomos” meaning self-rule or self-determination.
- Refers to the capacity of a rational individual to make an informed and un-coerced decision.

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Autonomy

Residents have a right to self-determination, even if at times, you do not agree with their decisions or choices.

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Beneficence

Obligation that we engage in actions that promotes well-being and serves the best interests of the residents you serve.

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Non-Maleficence

- *First, Do No Harm!*
- Obligation that we act in ways that do not inflict or cause avoidable or intentional harm.



Veracity

- Principle of truth telling, grounded in respect for the residents you serve.
- Basic expectation that we are honest in all of our interactions.

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Justice

- Requires that we act in ways that treat all residents equitably and distribute benefits and burdens fairly.
- What we do for one resident, we must be willing to do for all residents.

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Respect

Refers to the concept that we afford and treat all residents with respect and that all residents deserve the right to fully exercise their autonomy.

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Professionalism

Code of ethics and standards of practice for a particular profession that are typically agreed upon and maintained through widely recognized professional associations.
(AASC, NARPM, IREM)

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Role Fidelity

Faithful devotion to duty which entails specific loyalties associated with a particular professional designation.

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The Importance

- As housing professionals, you carry out many functions of helping people so that the mission and goals of your agency can be accomplished.
- Regardless of your profession or the field of work you belong to, ethics will always be an important part of your work.

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The Importance

- Success is dependent on how housing professionals deal with challenging situations.
- When dealt with ethically, the chances are positive for growth and development.

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The Importance

- Guides your behaviors and ensures you complete your work with honesty and integrity.
- Helps you to adhere to our Agency's policies & procedures.
- Safeguards you and your employer's reputation.



The Importance

- Housing professionals work with a diverse and vulnerable group of individuals with a variety of needs who may also present with poor or unhealthy boundaries.
- You will encounter dilemmas which will create ethical and boundary issues and concerns.

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When Do We Use Ethics?

- ✓ On a daily-basis
- ✓ When determining the best practices in meeting the needs of your residents.
- ✓ When you are unsure of how to proceed or struggling with a dilemma.

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Dilemma Defined

A situation that requires a choice between options that are or seem equally unfavorable or mutually exclusive.

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Boundaries Defined

The rules that define the limits of professional behavior.

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A Dividing Line

Distinguishing between two things

Okay _____ ***Not Okay***

right/wrong, good/bad,
appropriate/inappropriate,
may not always be crystal clear

The line that separates the You
from the Residents you serve.

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Our Ethics and Morals are Influenced by our Values

① Personal Morals and values

② Professional and Organizational Values

③ Cultural and Family Values

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Our Ethical Orientation is Shaped by our Life Experiences

④Your ethical orientation evolves as you continue in your career.

④With each ethical dilemma you encounter, there are lessons to be learned.



Personal Boundaries

Guidelines, rules or limits that a person creates to identify reasonable, safe, and permissible ways for other people to behave towards them.

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Personal Boundaries

Built out of a mix of conclusions, beliefs, opinions, attitudes, past experiences and social learning.

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Rigid Boundaries

- Avoiding intimacy and close relationships at all costs.
- Unlikely to ask for help.
- Few or no close relationships.



Rigid Boundaries

- Overly protective of personal information.
- Difficulty saying no to the requests of others.
- Keeps others at a distance to avoid the possibility of rejection.



Porous Boundaries

- Over shares personal information.
- Dependent on the opinions of others.
- Overly involved with other's problems. (Rescuer vs. Helper)



Porous Boundaries

- Accepting abuse or disrespect.
- Fears rejection if they don't comply with others.
- Wants to be liked by, and please everyone.



Healthy Boundaries

- Self-awareness, knows their values.
- Gives themselves permission to set boundaries.
- Communicates boundaries clearly.



Healthy Boundaries

- Values their own and other people's opinions.
- Prepares for boundary violations.
- Brings up boundary violations right away.



Healthy Boundaries

- Doesn't compromise values to please others.
- Shares personal information in an appropriate way.
- Cognizant of their feelings.



Healthy Boundaries

- Accepts when other say no.
- Doesn't feel guilty when they say no to others.
- Seeks out support and not afraid to ask for assistance.

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Healthy Boundaries

- Speaks up when treated poorly.
- Makes self-care a priority
- Practices work/life balance.



Benefits of Promoting Healthy Boundaries

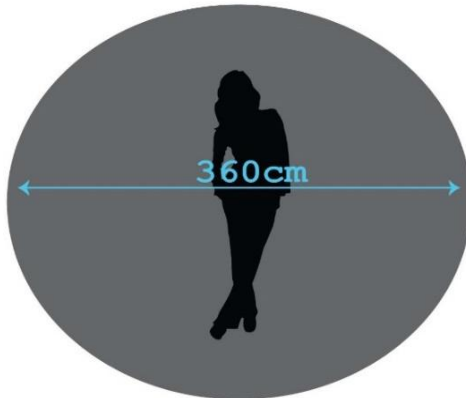
- Empowers individuals to make healthy choices and take responsibility for themselves.
- Positive, productive, and safe work environment.



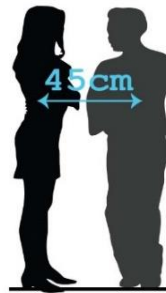
Benefits

- Promotes rapport in a mutually sharing and trusting relationships.
- Protects physical and emotional space from intrusion.

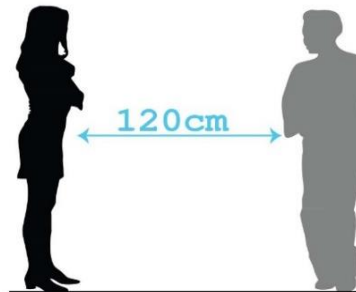




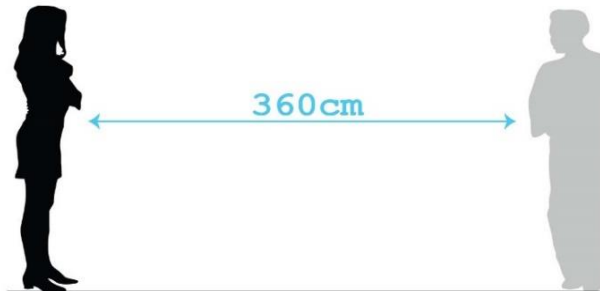
Personal Space



Intimate Zone



Friend Zone



Social Zone

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Professional Boundaries

Helps employees understand their individual roles and responsibilities.

Discourages inappropriate behavior by setting rules of conduct within the workplace.

Professional Boundaries

Sets behavioral limits and rules regarding workplace interactions between employees, residents, vendors and other stakeholders.

Codes of conduct define what behavior is appropriate on the job and what behavior is inappropriate and unacceptable.

Professional Boundaries

Allows the workplace to function adequately, increases productivity, and contributes to staff retention.

Happy Employees = Happy Residents

Helps employers develop policies and procedures for responding to, and addressing, workers who engage in unprofessional behavior.

Consequences of an Unhealthy Work Environment

- It's just plain stressful.
- Creates a tense or charged work environment.
- Affects staff morale and team cohesiveness.



Consequences

- Contributes to compassion fatigue and burnout.
- Potential for splitting on teams.
- Loss of credentials, licensing, funding, etc.



Consequences

- May lead to acts of unethically behavior.
- May compromised reputation for employer and the employee.
- May cause physical and emotional trauma.



Consequences

- Reduces organization's effectiveness and productivity.
- High turn-over. (Staff retention)
- Risk management: lawsuits and criminal prosecution.

Importance of Maintaining Professional Boundaries

- Provides a clear understanding of roles and responsibilities.
- Reduces anxiety as roles, responsibilities and expectations are clear.



Importance

- Provides a safe atmosphere where housing providers and residents they serve are mutually respected.
- Clearly establishes expectations which allows for safe connections and interactions with residents.

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Importance

- Minimizes risk management and liability for the employee and the agency.
- Being friendly, not friends.
- Reduces the risk of exploitation and acts of abuse.

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Power Differential

There is an inherent power differential and imbalance in the relationship between the Housing Professional and the residents they serve.

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Power Differential

Maintaining healthy boundaries helps the Housing Professional control this power differential and promotes safe connections with the residents while meeting their needs.

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Examples of Power Differential Relationships

- Parent/Child
- Teacher/Student
- Supervisor/Employee
- Therapist/Client



Examples of Power Differential Relationships

- ✓ Doctor/Patient
- ✓ Housing Professional/Resident
- ✓ Police/Citizen
- ✓ Clergy/Parishioner



Power Differential

The responsibility for maintaining healthy boundaries is the responsibility of the Housing Professional even if the residents they serve doesn't ask for or want the boundaries.

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Acts of Abuse

Any misuse of power, betrayal of trust and respect, or inappropriate intimacy between the Housing Professional and the residents they serve that could reasonably be expected to cause physical, emotional, sexual, or financial harm and neglect.

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How are Boundary Violation Decisions Made?

Depends on many variables, including:

- Title and position
- Experience, expertise, education and skills
- Length of time in the profession

How are Boundary Violation Decisions Made?

- Location of the work
- Agency's risk tolerance
- Organizational culture and values



Addressing Boundary Violations

- Consult with Human Resources (HR) and your Employee Handbook
- Follow your Agency's Policies and Procedures
- You may need to consult an attorney.
- Reach out to your EAP



How are Professional Boundaries Established and Enforced?

- ®By Federal, State, local laws
Examples: Criminal, Civil Rights, Fair Housing and Tenant and Landlord Laws
- ®By licensing and accreditation bodies. (HUD, NAHRO, LITHC)
- ®National Associations and Affiliations

Warning Signs

- Offering assistance outside of your role and job responsibilities.
- Thinking about your residents when away from work.
- Making inappropriate requests.



Warning Signs

- Sharing work concerns or venting about other residents or team members with residents.
- Keeping secrets with residents.
- Developing physical attraction or engaging in an intimate relationship with residents.



Warning Signs

- Engaging in inappropriate physical touching.
- Providing residents with special attention or treatment.
- Denying boundary violation when brought to their attention.



Warning Signs

- Giving or receiving expensive or valuable gifts.
- Socializing with residents outside of work.
- Referring to residents as a friends.



Tips for Maintaining Healthy Professional Boundaries

- ① First Do No Harm. (Benevolence)
- ② Always act in the best interest of the resident.
- ③ Request and participate in training, ask questions (Knowledge)
- ④ Ask for assistance & support. (Supervision)



Tips for Maintaining Healthy Professional Boundaries

- ① Do the best YOU can.
(Competence)
- ② What you do for one, you do for all. (Justice/Fairness)
- ③ Operate within the bounds of your educational training and expertise

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Tips for Maintaining Healthy Professional Boundaries

- ① Establish clear agreements and expectations with your residents right from the beginning.
- ② Clarify your roles & responsibilities frequently.
- ③ Address all boundary violations and warning signs early.



Behaviors That Weaken Boundaries

- Pushing yourself beyond your limits.
- Working long hours, no time off.
- Insufficient sleep. (6-8)
- Lack of social support network.



Behaviors That Weaken Boundaries

- Concealing your true feelings.
- Lack of Work/Life balance.
- Doing too much for others while neglecting your own needs.

Commitment to Resident

Informed Consent

- Disclosure with valid consent (ROI)
- Third party consent
- Legal considerations
 - Imminent danger
 - Illegal activity
 - Lease violations



Issues that may be shared with Property Management

On a Need-to-Know Basis

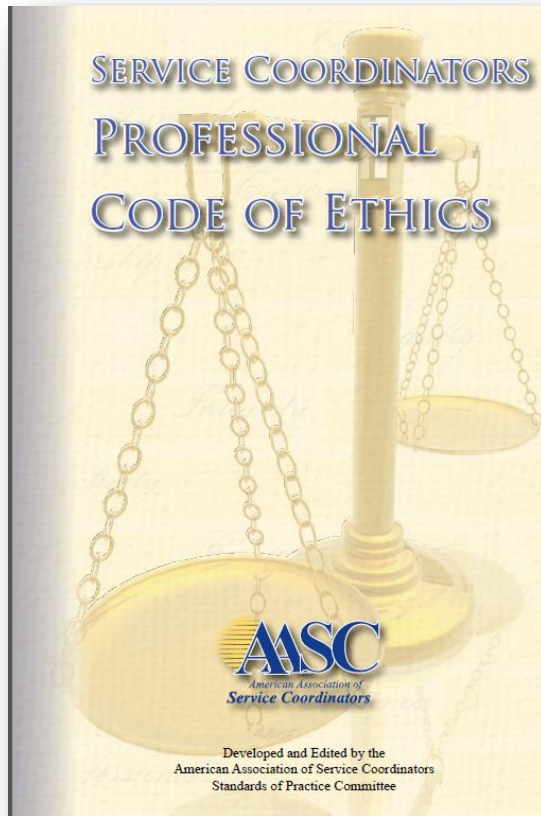
- Illegal Activity
(Federal Law prevails)
- Abuse of self or others
- Lease violations
- Services and referrals rendered



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When in doubt, Refer to your Profession's Code of Ethics



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Ethical Issues SCs May Face

- Request to conduct property management duties, e.g., serving lease violation notices, collecting rent, lease enforcement, etc.
- Request to run errands, or to provide personal care or housekeeping duties
- Request to transport residents in personal vehicles

Ethical Issues SCs May Face

- Witness residents engage in illegal activity or living in an unsafe environment.
- Asked to engage in activities clearly outside the scope and bounds of the position and expertise.



Ethical Issues SCs May Face

- Giving or loaning money to or accepting money from residents.
- Handling resident's finances.
(access to checking account, checkbook, etc.)
- Engaging in inappropriate or intimate relationships with residents.



Ethical Issues SCs May Face

- Sexual or intimate relationships with any of your residents, their relatives or close friends are unethical and inappropriate.
- If you find yourself developing romantic feelings toward your resident and decide to engage in an intimate relationship report it to your supervisor and HR.

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Gifts

- Whether it's the holidays, a special occasion, or some other milestone, your resident may try to thank you for your hard work by giving you a gift.
- These situations are much more complicated than they seem because there are cultural, societal, and relationship factors to consider on top of the bond you and your resident share.



Gifts

- Giving of gifts may be an expectation under certain circumstances or within some cultures.
- There may be situations when refusing a gift may be difficult, impolite or appear to be culturally insensitive.
- You may not want to refuse a small token gift and cause offense. Be cautious of acceptance of particularly gifts of money or expensive items.

Gifts

- Rejecting the gift may taint the rapport you've built, perhaps over several years, or leave the resident feeling like you are personally rejecting him/her.
- Part of our job is to serve as role-models by maintaining healthy and appropriate boundaries in professional relationships. (integrity)



Gifts

- Family members may offer gifts to employees as a “thank-you.”
- You can always respond “Your thanks is enough I am just doing my job.”
- Openly declared all gifts received to ensure transparency.



Giving Residents Gifts

Employees should not give gifts to residents as the residents may feel obligated to give something in return or interpret the gift as an indicator of a personal relationship.

Legal Ramifications

- Former or current residents could be harmed due to your privileged knowledge.
- You may lose your job or be prosecuted.
- You may compromise your reputation, jeopardize your credentials, violate your code of ethics, and negatively impact your professional affiliations.

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Legal Ramifications

- Acts of sexual misconduct that are witnessed are reportable to local law enforcement authorities depending on the state. (Mandatory reporter laws/APS/CPS)
- Housing professional who fail to exercise “due diligent care” in fulfilling their professional responsibilities can be found guilty of civil liability.

Legal Ramifications

- Disclosing the resident's protected health information violates the privacy provisions of the Health Insurance Portability and Accountability Act (HIPAA).
- Allegations of sexual misconduct can be difficult to defend.
- Negligence may be found if the wrong committed results in an injury or damages.

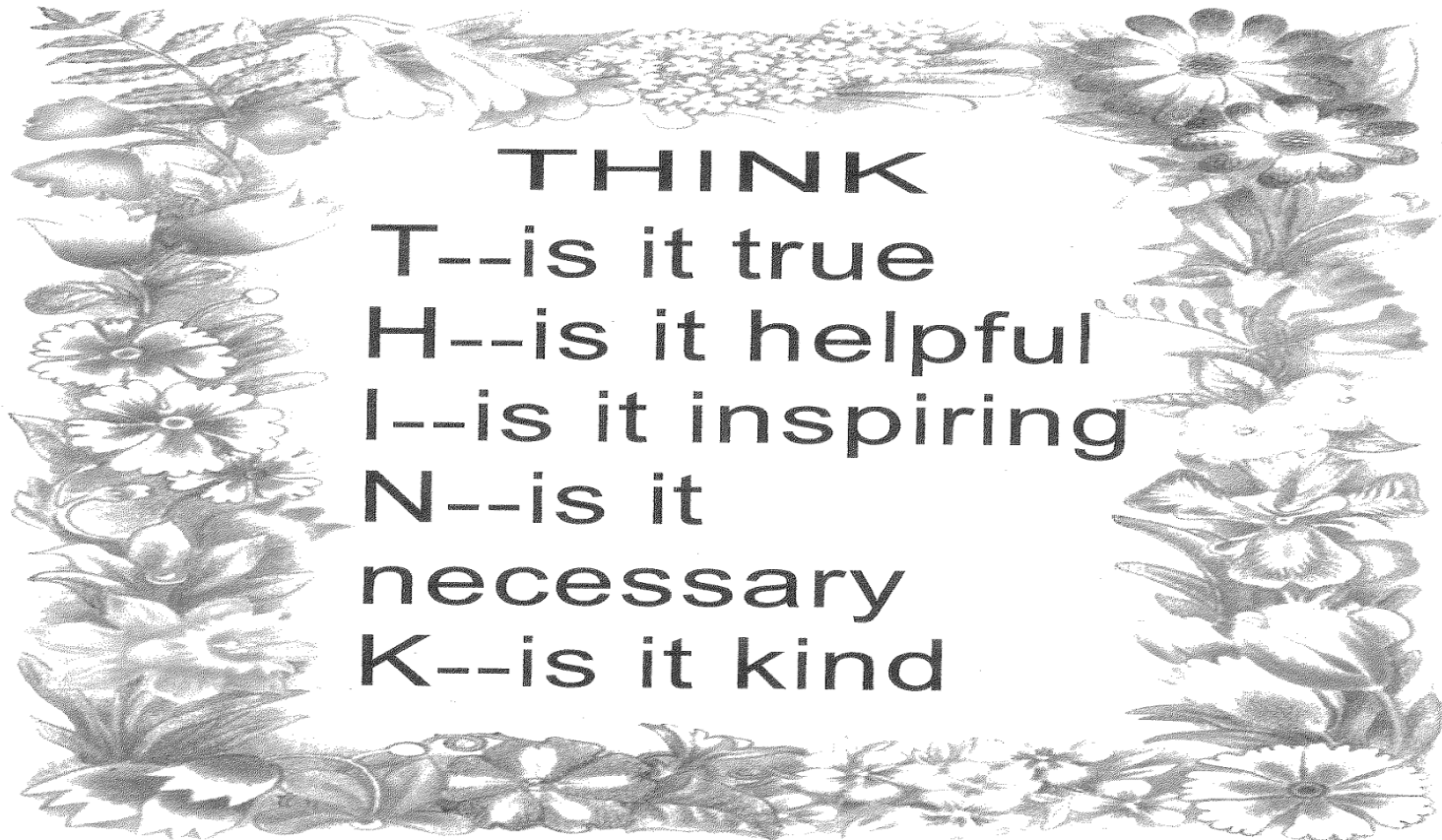
The Use the “ETHIC” Model

- ® **E** = Examine your own personal and professional values
- ® **T** = Think about possible violation of any Laws and Ethics
- ® **H** = Hypothesize Actions (pros & cons)
- ® **I** = Identify Winners & Losers (win-win)
- ® **C** = Consult With Others (supervisor/mentor)

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When Providing Feedback, THINK.....



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Cultivate Friendships Outside of Work

- One of the best ways to maintain professional boundaries is to have a clear line between your professional life and your social life.
- Keep in touch with old friends from high school, college or your previous employment.



Participate in Activities You Enjoy

- Hobbies: having something regularly scheduled outside of work will help you maintain professional boundaries while also reducing stress in your daily life.
- If you enjoy reading, watching movies, taking photos, painting, acting in community theater plays, singing in a local choir, etc. then make these activities a robust part of your social life.

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Seek Support

- Our work can take a huge toll on our mental and physical health.
- Talk therapy or speaking with a trusted individual can help us feel more balanced, provide emotional support and improve overall health.
- Employee Assistance Program (EAP)



Supervision and Consultation

- Consult with your supervisor to determine appropriate professional boundaries in challenging situations.
- Maintain an ongoing dialogue with your supervisor about your workload.
- Consult with your supervisor about challenging residents and any issues and concerns.
- Its Ok to ask for help.



Toolbox of Support

- Set aside time for extra sleep.
- Attend a peer support group.
- Watch a funny movie/comedy show.
- Go for a walk with your dog.



Toolbox of Support

- Get some fresh air, spend time in nature, go take a hike.
- Write in a journal.
- Volunteer for your favorite organization or help someone else.
- Use a mantra

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Resources

- HUD Management/Agent Handbook:
www.hud.gov/offices/hsg/mfh/scp/proguidance.cfm
- HIPAA Information
www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html
- Privacy Act:
www.usdoj.gov/oip/privstat.htm

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Professional Code of Ethics



Every day, service coordinators serve thousands of families, seniors and persons with disabilities nationwide. AASC developed the [Professional Code of Ethics](#) handbook to further its goal of establishing the highest ethical conduct for all service coordinators.

For more documents and links to resources that can help you serve your residents, see our [Useful Links](#) page.

My Profile

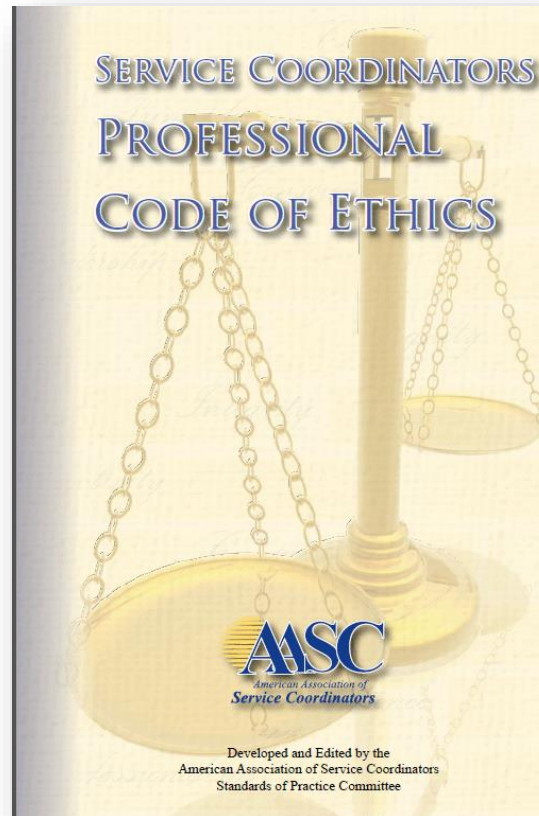
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AASC Code of Ethics



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Attention Members: Log in to pay your dues today

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- Credentials
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INSTITUTE OF REAL ESTATE MANAGEMENT

CODE OF PROFESSIONAL ETHICS

Introduction

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its Members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among CERTIFIED PROPERTY MANAGER® Members, CPM® Candidates, ACCREDITED RESIDENTIAL MANAGER® Members, ACCREDITED COMMERCIAL MANAGER Members, Associate Members, and other Members, national and international professional real estate associations and organizations, and clients, employers, and the public.

The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, Members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

IREM® Member Pledge

I pledge myself to the advancement of professional real estate management through the mutual efforts of Members of the Institute of Real Estate Management and by any other proper means available to me.

I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute.

I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow Members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management.

I pledge myself to place honesty, integrity, and industriousness above all else and to pursue my gainful efforts with diligent study and ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level.

I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, Statement of Policies, and this Code of Professional Ethics.

Article 1. Loyalty to Client, Firm, and/or Employer

A CERTIFIED PROPERTY MANAGER®, CPM® Candidate, ACCREDITED RESIDENTIAL MANAGER®, ACCREDITED COMMERCIAL MANAGER or Associate Member (hereinafter referred to as MEMBER) shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the MEMBER is affiliated. A MEMBER shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A MEMBER shall not engage in any activity, that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.

Article 2. Confidentiality

A MEMBER shall not disclose to a third party any confidential or proprietary information which would be injurious or damaging to a client concerning the client's business or personal affairs without the client's prior written consent, unless such disclosure is required or compelled by applicable laws and regulations.

Article 3. Accounting and Reporting

Pursuant to the terms of the management agreement, a MEMBER shall use reasonable efforts to provide accurate, auditable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A MEMBER shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A MEMBER shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

Article 4. Protection of Funds

A MEMBER shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client, but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A MEMBER shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

Article 5. Relations with Other Members of the Profession

A MEMBER shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of Members of the Institute of Real Estate Management. A MEMBER shall truthfully represent material facts in their professional activities. A MEMBER shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

Article 6. Contracts

Any written contract between a MEMBER and a client shall be in clear and understandable terms, and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the MEMBER.

Article 7. Conflict of Interest

A MEMBER shall not represent personal or business interests divergent from or conflicting with those of the client or employer and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer or firm, unless the client or employer is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

Article 8. Managing the Assets of the Client

A Member shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect it against all reasonably foreseeable contingencies and losses.

Article 9. Duty to Former Clients and Former

Firms or Employers

All obligations and duties of a MEMBER to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A MEMBER shall act in a professional manner when, for whatever reason, relationships are terminated between a MEMBER and a client and firm or employer. Nothing in this section, however, shall be construed to cause a MEMBER to breach obligations and duties to current clients and firm or employer.

Article 10. Compliance with Laws and Regulations

A MEMBER shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

Article 11. Equal Opportunity

A MEMBER shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, familial status, national origin, age, sexual orientation, gender identity, or handicap and shall comply with all applicable laws and regulations regarding equal opportunity.

Article 12. Duty to Tenants and Others

A MEMBER shall competently manage the property of the client with due regard for the rights, responsibilities, and benefits of the tenants or residents and others lawfully on the property. A MEMBER shall not engage in any conduct that is in conscious disregard for the safety and health of those persons lawfully on the premises of the client's property.

Article 13. Duty to Report Violations

Each MEMBER has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another MEMBER may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Institute of Real Estate Management's Bylaws and Statement of Policies.

Article 14. Enforcement

The interpretation of compliance with this Code is the responsibility of the ethics boards of the Institute of Real Estate Management. Any violation by a MEMBER of the obligations of this Code and any disciplinary action for violation of any portion of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and Statement of Policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected MEMBER and without recourse to the Institute, its officers, Governing Councilors, Members, employees, or agents.

Effective January 1, 2017

Subscribed to by: _____

Date: _____



Institute of Real Estate Management





National Association of Residential Property Managers

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2017 National Convention and Trade



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National Association of Residential Property Managers

**CODE OF ETHICS
AND
STANDARDS OF PROFESSIONALISM
FOR
THE NATIONAL ASSOCIATION OF RESIDENTIAL PROPERTY MANAGERS**

INTRODUCTION: The National Association of Residential Property Managers ("NARPM®") promotes a high standard of business ethics, professionalism, and fair housing practices. All property managers who are members of NARPM® must abide by the following Code of Ethics and Standards of Professionalism (the "Code").

DEFINITIONS: Capitalized terms throughout the Code shall have the following meanings:

"Client" means any person the Property Manager has a disclosed working relationship.

"Firm" refers to a Property Manager's employer or broker.

"Property Manager" means a property manager who is a member of NARPM®.

"Tenant" means an individual or entity that rents and/or occupies property managed by the Property Manager.

"Written" or "in writing" means communication in the form of a record and includes both hard copy and electronic forms.

Article 1: RESPONSIBILITY TO PROTECT THE PUBLIC

The Property Manager shall protect the public against fraud, misrepresentation, and unethical practices in property management.

STANDARDS OF PROFESSIONALISM

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