

### SISV-APFM Accredited Managing Agents (Registered) Scheme

#### CODE OF CONDUCT

##### Introduction

The Rules contained in this Code of Conduct form an integral part of the conditions of SISV-APFM Accredited Managing Agents (Registered) Scheme. In applying for accreditation each applicant agrees to be bound by them.

##### Purpose

The Code of Conduct aims to achieve and promote the highest standards of conduct by members in order that the image and professional status of strata managers may be improved and advanced. These Rules are also aimed at protecting the public against unethical practices and provide a means of regulation against any member who fails to honour them.

The term “member” in the Rules denotes accredited firms and their accredited employees having obtained accreditation under the SISV-APFM AMA (R) Scheme. In the case of firms, it also denotes - where appropriate- all partners and directors, who are key management staff of the firms being accredited. The term “Association” refers to either SISV or APFM.

##### Rule 1 Duty to abstain from dishonesty etc.

No member shall do any act which:

- a) involves dishonesty, dishonourable, or deceitful behaviour, or which is unfair to members of the public; or
- b) in any way brings the Association and /or its members into disrepute.

**Note:** This is to provide for disciplinary action to be taken against any member whose behaviour may adversely affect the public or the Association, including fellow members, but which is not covered under any other more specific Rule. It is not designed to restrict members from competitive business transactions or limit in any way the freedom or rights of the member. It is aimed only to protect the integrity of the Association and other members within it, and the general public.

##### Rule 2 Duty not to seek or conduct business using improper means

A member shall not use any oppressive or improper methods to gain or transact business; or use any method that involves dishonesty, deceit or misrepresentation.

**Note:** It is considered oppressive to seek or conduct business by methods that take an unfair advantage of a client’s age, condition, infirmity, ignorance, or bereavement, or by any course of action that amounts to harassment. Likewise, members are not permitted to use any form of cheating or deceit in seeking or conducting business.

### **Rule 3 Duty regarding a conflict of interests**

A member shall disclose to his client or prospective client any existing conflict of interest, or any circumstance that may involve a conflict of interest, in his dealings with his clients, or their associates.

### **Rule 4 Duty to confidentiality**

Any member shall at all times respect the confidentiality of the Association, its business or its members, and his/her clients.

**Note:** Members are reminded that they have a duty to respect the confidentiality of the members within the Association and the accreditation scheme, the nature of the business, and any details or discussions held formally or informally at meetings or otherwise. This Rule also prohibits the publication of any information, given verbally or in writing, by any individual member or by the Association or accreditation scheme as a whole, without first having sought and obtained written permission from the Association.

### **Rule 5 General duty to be familiar with legislation and conduct business within current and future legislation**

A member shall make himself familiar with all current legislations and codes of practice and changes affecting the same regarding and relating to the management of strata developments in his capacity as a managing agent and, in his dealings with clients and other agencies.

**Note:** This Rule applies to those laws and Acts and legislation that are relevant to the member's business and conduct but which may not be specified in any preceding or following Rule. It should be noted that references to compliance with laws and legislation do not extend to contractual matters.

### **Rule 6 General duty to attain good standards of practice**

A member will at all times aim to achieve good standards of practice in his capacity as a strata manager. This will involve maintaining a professional and courteous approach to clients, and members of the public, and conducting himself in such a manner so as to encourage respect amongst all members of society.

**Note:** This Rule is intended to promote and improve the existing public image and status of strata managers under the SISV-APFM AMA Scheme.

### **Rule 7 Duty not to misdescribe membership and/or accreditation**

No member shall misdescribe his class of membership or category of accreditation. No member shall display or publish or disclose in any form in public that he is a member of the Association, or a particular class of member of the Association, or a particular category of accreditation, if he is not such a member, or holds such an accreditation, or is in suspension of membership/accreditation.

**Note:** This Rule applies to any form of disclosure or publication, including the printing and use of headed stationery, advertising, and during the procedure for application or the renewal of membership. As suspension from membership or accreditation means that the member loses his rights to privileges it is important, however inconvenient, that stationery, etc. does not display the suspended members as if he were a member.

**Rule 8 Duty to abide by the aims and rules and codes of the Association or/and AMA Scheme**

Every member shall, in the conduct of his business or practice as a strata manager or any other associated business, conform to the Aims of the Association and/or accreditation scheme, together with these Rules and any other Rules and Regulations made from time to time by the Association. A member who agrees to subscribe to any Code of Conduct or Practice published by the Association or/and accreditation scheme will use their best endeavours to comply with the provisions of that Code.