



## *Code of Conduct*

*As members of the Australian Resident Accommodation Managers' Association (ARAMA), we recognise the significance of professional conduct and our responsibility to clients, fellow members and unit owners. We:*

**Conduct** our professional activities by not knowingly doing harm in respect to our clients and the general public.

**Pledge** our efforts to ensure that all members operate honestly and competently and in adherence to all applicable laws and regulations.

**Act** at all times with integrity in our dealings with clients, fellow members of the Association and with the general public.

**Understand** the manager is responsible to the owner for the tenants' quiet enjoyment by maintaining the property in good tenable repair and complying with health and safety standards.

**Provide** a superior standard of service to guests.

**Understand** the laws in relation to the letting and management of apartment buildings.

**Pledge** to uphold the highest professional standards in the work of all members including:

- ~ meeting contractual and agreed obligations
- ~ engaging in honest advertising practices without misleading information
- ~ providing fair pricing related to season and availability
- ~ providing clear information concerning style and quality of accommodation
- ~ not seeking to manipulate or take advantage of situations for personal gain that will result in unfair deprivation or damage to others
- ~ treating clients and fellow members fairly.

**Ensure** that all accommodation offered is fitting with the standard advertised. This includes ensuring:

- ~ all upkeeping functions are performed to ensure accommodation is clean and well maintained
- ~ any problems with upkeep which may arise are dealt with immediately
- ~ any false or misleading statements about the accommodation are avoided
- ~ consistent and regular checks of security and safety standards are maintained
- ~ provisions of a high standard of care in dealing with noise levels and provisions of guest privacy.