

CODE OF ETHICS

All members shall undertake to:

1. Manage their properties so as to provide a safe and comfortable residence for their tenants and maintain the property in a manner consistent with the *Residential Tenancies Act*.
2. Comply with all federal, provincial, and municipal laws and regulations as they apply to their business and the residential rental industry and in adherence to the bylaws of this Association.
3. Act fairly and promptly in dealing with any complaints, concerns, or problems brought to their attention and to be guided by the *Residential Tenancies Act*.
4. Participating in providing an exchange of information with other SKLA members for the benefit of good landlord/tenant relations being mindful of the need for the protection of personal information.
5. Seek to maintain a cooperative relationship with fellow members and:
 - a. not publicly criticize any other member;
 - b. not express an opinion of another Member's management style or property condition unless requested in a professional capacity;
 - c. AND such an opinion will be given in writing with strict adherence to professional courtesy and integrity.
6. Conduct their business in a professional manner that will serve to enhance the image of the industry, this Association, and its members.
7. Strive to manage their property in a manner consistent with a responsibility to conserve natural resources and the environment.

If members are found to have violated this code, the Residential Tenancies Act, or the bylaws of the Association, they may be suspended from the Association following a formal investigation by the Discipline Committee.