



## **CODE OF CONDUCT TEMPLATE FOR COMMUNITY ASSOCIATION MANAGEMENT COMPANIES LICENSED IN VIRGINIA**

### **STANDARDS OF PROFESSIONAL CONDUCT**

**A community association manager employed with our firm must:**

1. Be knowledgeable, act and encourage clients to act in accordance with state and federal laws which relate to community associations. A manager must be knowledgeable of the laws and govern their actions in accordance with those laws.
2. Be knowledgeable, comply and encourage clients to comply with the governing documents. Implement policies and procedures in accordance with the documents. An example would be that if the governing documents prohibit fines for owners in violation of the documents, then the manager should not recommend fining as a method to the client board.
3. Any legal advice should be provided to the association by the association's attorney. This includes drafting of amendments to the documents, and the interpretation of legal language that affects board actions.
4. Always be truthful.
5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager. Disclosure of any possible conflict of interest is the key factor. For example, a manager (individually or through a company) may have financial interest or contractual arrangement with a service contractor, supplier or professional firm which is being considered by that manager's client. Disclosure must be in writing and sufficiently in advance of the selection process to allow full consideration of the possible conflict and any alternatives. The fact that the client may still choose the manager's related entity is not a violation of the Standards, provided ample disclosure was given.
6. Refuse to accept any form of gratuity or other remuneration from individuals or companies that could be viewed as an improper inducement to influence the manager. Our company requires that managers do not accept gifts and/or service-in-kind from vendors and/or contractors of any substantive value. Gifts worth less than \$200 are not viewed as having influence on a manager.
7. Continuing professional education requirements shall be consistent with that manager's professional credentials, if any.
8. Act in a manner consistent with his/her fiduciary duty. A fiduciary duty is defined as a legal or ethical relationship of confidence or trust between two or more parties.

**Code of Conduct for Management Companies  
Template provided by Community Associations Institute (CAI)**

[www.caionline.org](http://www.caionline.org)

9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with the terms and conditions of their contractual agreement and in accordance with local, state and federal laws. While there are many examples of unprofessional behavior, the professional breach must be a material lack of professionalism as opposed to a misunderstanding, difference of opinion, personality conflict or simple human error.
10. Recognize the original records, files and books held by the manager are the property of the management company or Client Association(s) and must be returned at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients and employers.

*This code of conduct is consistent with the national Certified Manager of Community Associations® (CMCA) Standards of Professional Conduct.*