

Code of Ethics



Condo management companies and condo managers licensed by the Condominium Management Regulatory Authority of Ontario (CMRAO) have an obligation to protect the interest of the public and their clients.

The Code of Ethics is the set of rules that establishes a standard of good practice, governs the way condo managers behave, and promotes professionalism, reliability and quality of service.

Effective February 1, 2018, licensees are required to abide by a code of ethics developed and approved by the Ministry of Government and Consumer Services (MGCS) in consultation with public stakeholders.

Professionalism

Records Management

- A licensee must ensure that forms and documents that are used in the course of providing condo management services are current.
- A licensee must make and keep all records that are required to reasonably provide condo management services.



Licensee Obligations

- A condo manager must not cause their employing condo management company to contravene the code of ethics.
- A licensee must not make misrepresentations about the type of, class of, or conditions on their licence to any person.

Financial Responsibility

- A licensee must be financially responsible when providing condo management services.

Confidentiality

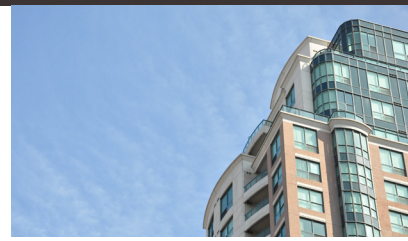
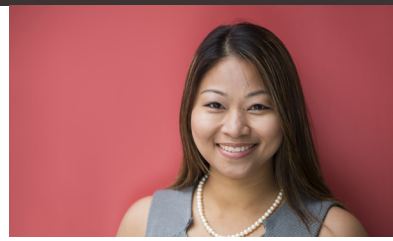
- A licensee must not disclose any confidential information to a third party without prior written consent of the person to whom the information relates (except as required or authorized by law).

Error, Misrepresentation and Fraud

- A licensee must use their best efforts to prevent error, misrepresentation, fraud or any unethical practice in the course of providing condo management services.

Fees and Compensation

- A licensee must not indicate to any person that compensation or costs are fixed or approved by the CMRAO, Registrar or any government authority.



Behaviour

Fairness, Honesty and Integrity

- A licensee must treat every person fairly, honestly and with integrity when offering or providing condo management services.

Conscientious and Competent Service

- A licensee must endeavour to treat all persons equally, without discrimination or harassment, and to provide reasonable accommodation for persons with disabilities when providing condo management services.

Unprofessional Conduct

- A licensee must not engage in any act or omission that would be reasonably regarded as disgraceful, dishonourable, unprofessional or unbecoming a licensee.

Accepting gifts

- A licensee must not accept a gift from any person or entity if the gift could reasonably be regarded to influence the licensee when providing condo management services.

Quality of Service

Engaging and Informing the Client

- A licensee must keep a client condo corporation informed in a timely manner of all significant steps the licensee takes in the course of providing condo management services. If applicable, the licensee must also keep a client condo corporation informed about the condition of the property and the condo corporation's assets.

Best Interests

- A licensee must promote and protect the best interests of their client condo corporations.

Services from Others

- If a licensee is unable to provide services to a condo corporation with reasonable knowledge, skill, judgement and competence or is not authorized by law to provide those services, then that licensee must not provide services to the condo corporation, must advise the condo corporation to obtain services from another person, and must not discourage a condo corporation from seeking a particular kind of service.

Through effective regulation, the CMRAO protects consumers, strengthens the condo management profession and gives condo owners confidence in the people and companies who manage their important investment.

For more information about the code of ethics, please visit www.cmrao.ca.



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