



Ethics

Guide to the CMRAO Code of Ethics

Condominium 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 condominium managers behave, and promotes professionalism, reliability, and quality of service.

PROFESSIONALISM

Records Management

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

Financial Responsibility

- A licensee must be financially responsible when providing condominium 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 condominium 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.



Licensee Obligations

A Condominium manager must not cause their employing condominium 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.

BEHAVIOUR

Fairness, Honesty, and Integrity

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

Conscientious and Competent Service

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

Accepting Gifts

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

QUALITY OF SERVICE

Engaging and Informing the Client

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

Best Interests

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

Services from Others

- If a licensee is unable to provide services to a condominium 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 condominium corporation, must advise the condominium corporation to obtain services from another person, and must not discourage a condominium corporation from seeking a particular kind of service.



Condominium Management
Regulatory Authority of Ontario



**Meeting Standards.
Creating Trust.
Building Confidence.**

Through effective regulation, the CMRAO protects consumers, strengthens the condominium management profession, and gives condominium 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**