

CODE OF ETHICS

Purpose

The purpose of the code is to inspire and promote high standards among PIA members through defining good and ethical behaviour in the provision of rental accommodation to tenants.

Tenant relationships

1. Tenants shall be treated with respect, in a business like manner with the landlord as a service provider.
2. A rental property should be treated as the tenant's home and regard will be given for the tenant's peace, comfort and privacy.
3. Members should be aware of what government assistance may be available to their tenants in relation to their tenancy, and assist them if requested.

Professional behaviour

4. Dishonesty, deception or misrepresentation shall not be used in any activities involving members' property business activities.
5. When asked to supply a reference for a tenant, members will supply true and accurate information in order to assist the tenant and fellow rental property providers.
6. Members will provide the premises in a high state of cleanliness at the start of each tenancy and act promptly to investigate & remedy any reasonable request by a tenant, maintaining the premises in a comfortably liveable standard consistent with the age and character of the premise.
7. Members will monitor the rental market and take a responsible approach to setting rental prices by

considering market rent levels and any other specific or unique conditions of the property.

Discrimination

8. In both advertising and tenant selection, members will choose the most appropriate applicant and will not discriminate against anyone on the basis of gender, marital status, religious belief, ethnicity, disability (physical or psychiatric), illness, age, political opinion, employment status, family status, or sexual orientation.

Confidentiality

9. A tenant's privacy will be protected and credit histories will not be obtained without the prospective tenant's written authority.

Community

10. Members shall have regard to the neighbours of their rental properties and will take all reasonable steps available to them to protect neighbours peace, comfort and privacy from the member's tenants.

Compliance

11. Members should keep themselves informed on & comply with all requirements in respect of buildings, health, and safety under any enactment so far as they apply to the premises, with particular regard to the Residential Tenancies Act 1986.