



## I. DEFINITIONS.

- A. The term "Member" includes all persons duly accepted by the Rental Protection Agency® as stated in membership guidelines.
- B. The term "Approval" refers to the process of verifying and confirming claims represented by the member.
- C. The term "Landlord" includes all persons with access to master keys.

## II. STANDARDS OF CONDUCT.

### A. Members shall:

- (1) Abide by the provisions set by the Rental Protection Agency® including all applicable federal, state and municipal laws and regulations.
- (2) Maintain a clean criminal record, free of serious offenses. Report all criminal allegations to the RPA within 48 Hrs of offense. *(regardless of guilt)*
- (3) Act with Professionalism, Courtesy, Proficiency, and Honesty.
- (4) Recognize that, in all transactions in which a Member participates, the RPA's established reputation of Trust, and Ethics will only be maintained if each Member's conduct reflects the standards set within and does so with proper regard to all persons involved in such transactions.
- (5) Provide a safe and enjoyable living environment. Disclose all known conditions that may impact the safety or enjoyment of such individuals.
- (6) Offer lease agreements that are fair to all parties involved, explain conditions, and provide a copy prior to move-in. Renters are to have a clear understanding of their obligations. Make no implied or verbal arrangement that is contrary to a written contract, unless a signed addendum is included.
- (7) Respond to complaints, repair calls, or other issues in a timely manner. Provide emergency contact information.
- (8) Display membership signage in a manner that is appropriate and that reflects the quality image of the RPA.
- (9) Ensure that all staff members adhere to the standards set within. Any individual with access to master keys **MUST** not be a convicted felon or sex offender. It is your responsibility to verify criminal history of any individual with full access to rental units.
- (10) Be fully responsible for personal actions and the actions of other staff. The RPA is not responsible for any actions made by you or your staff.

### B. Members shall not:

- (1) Discriminate or be a part of any plan to deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status or national origin.
- (2) Knowingly or recklessly make misleading statements, deceive intentionally, cause undue stress, act in force, or act in a threatening manner.
- (3) Be affiliated with any party or activity that is illegal, unethical, or corrupt.