

Serving the needs of property maintenance professionals...

CODE OF CONDUCT

1. This “Code of Conduct” is an undertaking by each Member of the Property Maintenance and Repair Association to strive for greater uniformity and discipline in the Industry.
2. To promote, to support, to protect and to further the common interests of Clients, Specifying Authorities, Manufacturers, Contractors and Suppliers, for various types of systems, materials and methods.
3. To promote good business practice and to openly display integrity so as to restore respect for and confidence in all maintenance and repair contractors.
4. To specify and/or use only “Listed” specifications on New/Renewal contracts.
5. To specify and/or carry out any New/Renewal contract in accordance with:
 - 5.1 PMRA specifications and procedures (as published from time to time)
 - 5.2 Manufacturer’s Instructions / Product Application Descriptions
 - 5.3 Where there is any deviation from 5.1 to 5.3 above, consult and concur with the Manufacturer/Supplier
6. Differentiate between the following and also include on “Tender Form”:
 - 6.1 New/Renewal work – approved specification – complying with 5.1, carried out in accordance with 5.3 above, and carrying or capable of carrying the Guarantee as “listed”
 - 6.2 Repair only – where any material, system or procedure may be adopted – carrying a maximum Guarantee of 12 (twelve) months
 - 6.3 Maintenance – where any materials (other than a “listed” specification) may be used

If on own previously executed works, where a valid written guarantee exists, and where the unexpired portion of the guarantee exceeds 3 (three) years, a maximum guarantee of three years may be issued.
7. Differentiate between the following:
 - 7.1 Guarantee – a specific period guarantee issued in writing as part of the Contract between the Contractor and the Client
 - 7.2 Life Expectancy – under local conditions – based on experience and past performance
8. Undertake to establish by means of a verbal enquiry to the client whether there is a valid guarantee prior to submitting a quotation on Renewal Works. Ensure that the prospective client is aware of this. Eliminate negative selling generally but specifically the following:
 - 8.1 Derogatory comments or remarks about any PMRA Member or its Products or Systems
 - 8.2 Misrepresentation by any means, either intentionally or in ignorance, including the use of photographs
 - 8.3 Look to our intention. Would we be willing or able to substantiate our claim in the presence of a representative from the “offended” company?

9. Refrain from making any direct approach to the specifying authority or Employer of any PMRA member with a view to changing the specification after an official order has been placed with such PMRA member. Should the occurrence of the above arise during the normal course of business, the first and every reasonable opportunity is to be given that Member (whose original contract it is) to undertake the new changed specification.

10. Remedy – should any PMRA member learn of any deviation from or offence against the foregoing, he may, in the general interest of the PMRA, lodge a “complaint” against the member concerned in writing with any member of the Management Committee, who will raise the matter at the next Management Committee meeting. The PMRA Management Committee will report the complaint to and request a written reply from the “offending” member. Should the “Plaintiff” so further request, the matter may be raised at the following General Meeting where a proposal of “censure” will be voted upon.