

Code of Ethics

It is the intention of the Property Care Association (PCA) Code of Ethics to uphold and maintain the reputation of the PCA and its members.

Members of the PCA together with employees, partners and associates of member organisations and individual members shall abide by and comply with the PCA Code of Ethics.

The PCA Directors and Officers will impose adherence to the Code of Ethics upon its members with rigor and fairness to maintain the expectation and performance of high standards by its members in the execution of their profession.

PCA members must:

1. Fully comply with all requirements and matters appertaining to insurance as set out in the rules of the PCA.
2. Commit to the continual development of knowledge, skills and understanding in all matters relevant and applicable to their professional activities.
3. Perform all aspects of their work and professional activities in accordance with all relevant Codes of Practice and Codes of Conduct published by the PCA and other bodies relevant and applicable to their work and/or professional activities.
4. Be honest, truthful and clear in all communications with their clients, potential clients and guarantee/warranty beneficiaries.
5. Be fully compliant with all statutory requirements necessary in the execution of their professional activities.
6. In the event of a dispute situation arising with a client, property owner, guarantee/warranty beneficiary or another member of the PCA, fully co-operate with the PCA and its officers to seek a resolution without delay.

PCA members must not:

7. Participate in, instigate, encourage or tolerate any unethical or unprofessional work practice that will bring or have the potential to bring the PCA into disrepute.
8. Instigate, participate in or encourage the deliberate, reckless, or negligent sale of products or services in circumstances where the contract is either misrepresented, or the product or service being suggested or offered is unsuitable or unnecessary for the customer's needs.
9. Mislead, make a false or untrue statement(s) to understate the extent of any defects, repairs or treatment concerning an enquiry or inspection requested by a potential client, property owner or guarantee/warranty beneficiary seeking a professional diagnostic investigation and guidance.

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10. Overstate, exaggerate or create any work, treatment, installation or procedure concerning an enquiry or inspection requested by a potential client, property owner or guarantee/warranty beneficiary seeking a professional diagnostic investigation and guidance.
11. Make, publish or distribute any derogatory or demeaning remarks, statements, comments or comparisons in respect of personnel, materials, equipment or work practices of any other company or organisation.
12. Offer or provide, either directly or indirectly, any form of reward, gift or inducement to any person or organisation to perform unsatisfactory work or service of any type.
13. With the exception of normal business networking, marketing promotions and a moderate seasonal token of appreciation, offer or provide, either directly or indirectly, any form of reward or inducement of any kind to any person or organisation in order to unduly influence that person or organisation to introduce, recommend or accept services or products provided and offered by the PCA member.
14. Unnecessarily delay the completion of work, correspondence or provision of any service.
15. Following an enquiry from a client or property owner, unnecessarily delay, put off or ignore the investigation of alleged defective workmanship, a complaint, or a guarantee/warranty claim.
16. Unnecessarily delay, put off or ignore attending to the execution and completion of any work or the provision of any service deemed necessary in connection with a justified claim in respect of defective workmanship, a complaint, or a guarantee/warranty claim
17. Advertise, market, display or broadcast their services or products in a manner that is not clear, accurate, or correctly descriptive of the products or services being offered or provided.
18. Advertise, market, display or broadcast their business, products or services in a manner that is not accurate, legal, decent, truthful and honest.
19. Instigate, participate in or contribute to any forum, blog or other means of electronic or social media in a manner that brings the PCA and/or its members into disrepute.

Professional courtesy

20. PCA members, their staff and associates must, at all times, extend a professional courtesy towards fellow members, other professionals and officers of the PCA.
21. In the event of a PCA member being asked to inspect or comment upon any work or service carried out or performed by a fellow member or fellow professional, be it orally or in writing, they should act in strict accordance with PCA guidelines addressing such matters that are in place at that time.