

“Professional Standards for the New NARPM Manager”

It has been well over 10 years since the current Code of Ethics was developed and later incorporated with the Standards of Professionalism. It was the intent of the two documents to work side by side as a guidebook on how to conduct ourselves and what a NARPM manager is required to do to align one’s conduct with the code. The two must work hand in hand since it is not always enough to just say you shouldn’t do something but specifically what it is you need to avoid and what preventative policies you have in place.

Over the years these standards have become a large part of the NARPM Ethics class and its requirement of all members continues to align our association on the right path to excellence. It is always a positive experience when we stop and think what the right thing is to do before taking actions based on emotion, reaction, or anger. Property Managers are often pushed to the wall with disgruntled owners and tenants and it is within this frustration that complaints often occur against our members. When the dust settles and tempers calm often a simple “I’m sorry” will keep most complaints from happening.

The new revised complaint process always begins with a fee of \$100 being paid by the disgruntled party and having the on line complaint form filled out. The incident must have occurred within 180 days of the complaint being filed. NARPM then asks the person filling out the complaint form to cite the specific Code of Ethics article that they feel has been violated by the member. Headquarters immediately alerts the committee chair who then assigns two members of the committee to review the complaint. If their review determines there may be a violation requiring additional investigation the chair will along with the Executive Director require the member to provide a written response to the complaint. A new committee will be assigned to the complaint consisting of two members of the professional standards committee and one member from the state the complaint was filed in.

If a complaint is found to be valid the member can appeal the ruling or the ruling of the committee will stand. Options taken may be a reprimand, probation, or suspension of membership. In some cases professional designations may be removed. Once the violation is determined to be final, the \$100 is refunded to the original complaining party. There are further appeal processes both parties can take if they feel the decision to be unfair. NARPM does everything possible to find amicable settlements to complaints between parties before the complaint process begins. As chair of this committee over the past two years, it is always my goal to see members settle complaints without the need of the formal complaint process.

Mark H. Kreditor, MPM is broker/president of Get There First, CRMC a Dallas based property management company servicing over 1500 properties in the Dallas/Ft. Worth market. He is the chairman of the Professional Standards committee for NARPM and a past president of the association. He is an active member of the Greater Dallas chapter of NARPM.