

Good real estate management

Ethical guidelines for real estate management

A real estate management enterprise must:

- Work carefully and in accordance with the client's interests
- Tell about its services and pricing unambiguously
- Work transparently in the client's acquisitions and use a network of partners to the client's benefit
- Work impartially
- Promote transparency and have a positive attitude towards communications
- Follow secrecy in terms of confidential information and must not misuse information received
- To the best of its ability, make sure that the client knows the ethical guidelines for real estate management
- Only accept assignments which conform to its own abilities and resources
- Acknowledge its responsibilities, obligations and influence
- Know the legislation and standards governing its business
- Take care of the maintenance and improvement of its professional competence
- Maintain and improve the appreciation of real estate management
- Respect other players engaged in real estate management, and compete fairly
- Be committed to fighting grey economy
- Promote efficient use of energy and materials.

In this context, a real estate management enterprise means the enterprise and all its employees. A real estate management enterprise must make sure that the entire personnel know these ethical guidelines and that the personnel are committed to them.

The ethical guidelines for real estate management have been drawn up to serve as a basis for well-functioning co-operation in real estate management.

The Association for Real Estate Manager Authorisation ISA, the Finnish Real Estate Management Federation and the Finnish Real Estate Federation have accepted these ethical guidelines to be followed in the entire real estate management business. Membership in the above organisations supports adherence to these ethical guidelines. These ethical guidelines replace the earlier guideline "Hyvä Isännöintitapa (HIT)".

ISA-authorized real estate management enterprises and member companies of the Real Estate Management Federation are committed to the ethical guidelines for real estate management and to the related supervision and disciplinary procedures. As indication of this, the relevant enterprises carry the ISA sign or sign "Isännöintiliiton jäsenyritys".

