

Maintaining High Ethical Standards

CMCAs' Commitment to Following Strict Standards of Professional Conduct

By John Ganoe, CAE
CAMICB Executive Director

An important – yet often overlooked – component of CAMICB's Credentialing Program requires a Certified Manager of Community Associations (CMCA) to adhere to a high standard of ethical conduct. This means Certificants must comply with the 10 CMCA Standards of Professional Conduct, which govern their professional activities.

These Standards of Professional Conduct, detailed at www.camicb.org/standards, range from understanding laws applicable to community association management, to being knowledgeable on association policies and procedures, to carrying out fiduciary responsibilities, and participating in continuing education coursework. A violation of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA certification by CAMICB. Abiding by these Standards of Professional Conduct help protect consumers and associations that hire or contract with community association managers.

“When a community association manager earns the CMCA, they're pledging to uphold a strict code of professional conduct which is critical to the profession,” said Ron Perl, Esq., a Partner at Hill Wallack LLP, who leads the firm's community association practice group. “This is more than understanding the many facets of community association management and troubleshooting challenging situations, it brings about accountability, responsibility and trust to the individuals the profession serves.”

Enforcing the Standards of Professional Conduct

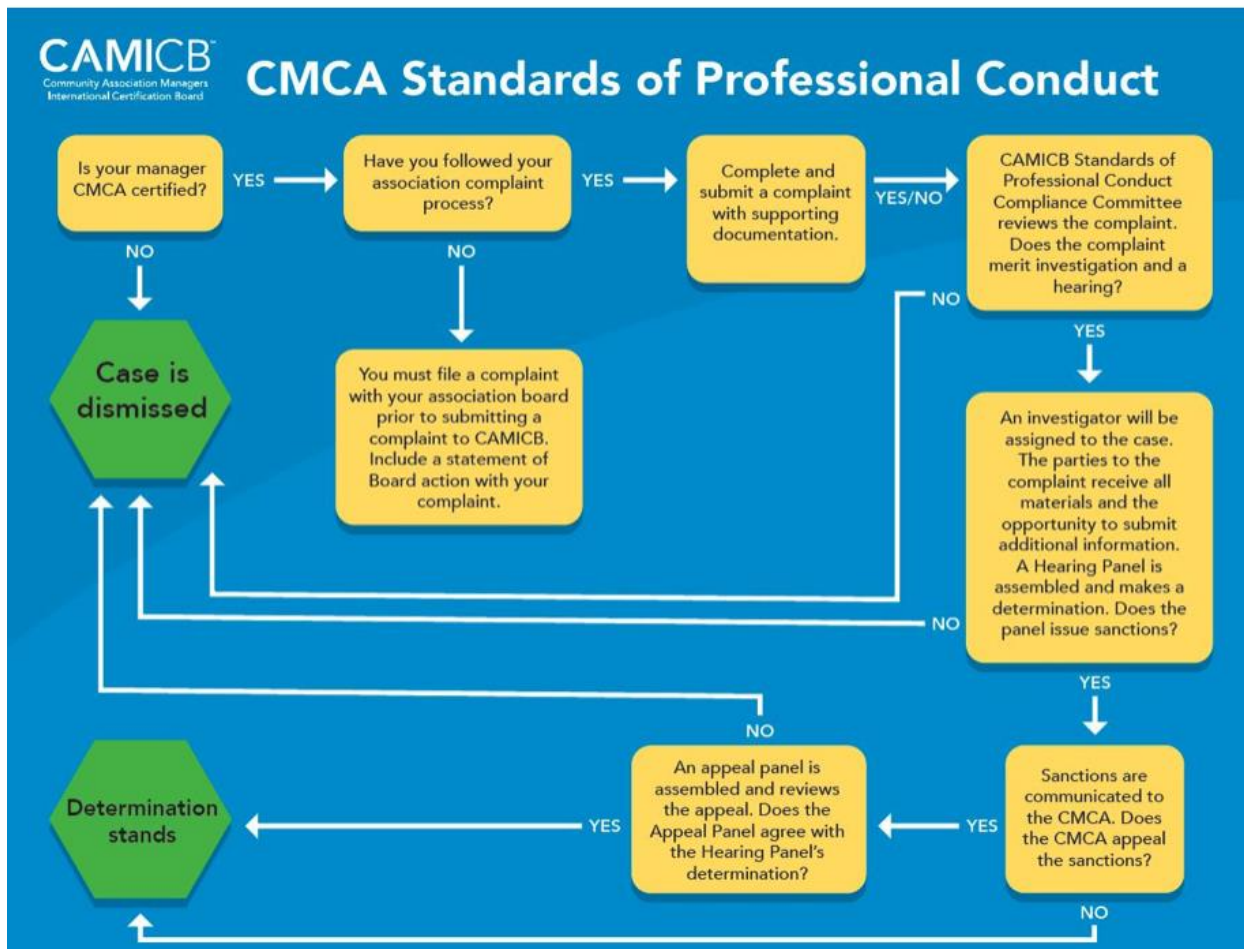
In order to maintain and enhance the credibility of the CMCA Certification Program, the CAMICB Board of Commissioners adopted strict procedures that allow consumers and others to bring complaints concerning CMCAs to the Board.

The CAMICB Chair of the Board appoints members of the Standards of Professional Conduct Compliance Committee which oversees the process and procedures for enforcing the Standards of Professional Conduct. Once a complaint – received in writing – is deemed valid and actionable by the Committee, it will be brought before a Review Panel for investigation and a determination of whether there has been a violation of the Standards. If the Review Panel determines a violation has occurred, an appropriate sanction will be imposed. This process, including the internal investigation, hearing, and timeline of activities, is clearly detailed in the Procedures for Enforcement of the Standards of Professional Conduct document available on the CAMICB website.

The grounds for sanctions under these Procedures range from conviction of a felony, to gross negligence or willful misconduct in the performance of professional services, to fraud or misrepresentation and, where applicable, loss of state license required to practice community association management.

“These Standards of Professional Conduct are the foundation of the CMCA credentialing program,” added Marilyn Brainard, a public interest member of the CAMICB Board of Commissioners. “We take them very seriously and are proud of the work our colleagues and managers do to uphold them.”

More information, including a set of Frequently Asked Questions, a list of the 10 clearly outlined Standards of Professional Conduct, complaint form and other pertinent documents can be found at <https://www.camicb.org/for-cmcas/standards-of-professional-conduct>.



CAMICB was established in 1995 to develop and administer the CMCA program. CAMICB insists on high ethical standards for community association managers because it not only strengthens the CMCA program, but protects consumers and associations that hire community association managers.