



## **The Greener Horizons' Code of Practice**

By signing up to Greener Horizons, you are agreeing to comply with the following rules:

1. To abide by the Greener Horizons Constitution.
2. To pay an annual membership fee which will permit access to the members area of the website and allow attendance at group meetings.
3. To always work in a professional manner and in accordance with these Rules set out by any relevant Accreditation or Certification Scheme. Pay particular attention to accuracy of data collection and data entry when the EPC is created.
4. In addition to your Accreditation or Certification Scheme's requirement for you to keep abreast of updates to EPC, recommendations and RDSAP methodology, you must maintain an up-to-date knowledge of your local area.
5. To respond to enquiries promptly and keep clients informed of any changes to appointments. In any event, you will endeavour to keep changes to a minimum.
6. To carry out inspections and produce reports within three working days of the inspection.
7. To dress appropriately when attending inspections. No jeans or trainers to be worn and no unsightly tattoos or piercings to be visible.
8. To conduct yourself in a professional manner, being punctual and being polite to clients, fellow property professionals and all third parties with whom you come in to contact in the course of your work.
9. Not to use the name 'Greener Horizons' in a defamatory way.
10. Not to use Greener Horizons name or logo in any media without prior knowledge of the Chairperson or group.
11. Any issues raised at meetings must not be discussed with anyone outside of Greener Horizons without the prior consent of the Chairperson or group, this includes the distribution of minutes.
12. Failure to comply with any of these rules may result in the temporary or permanent withdrawal of membership.
13. Appeals against withdrawal of membership must be made to the Chairperson.