



VOLUNTARY PROFESSIONAL STANDARDS OF PRACTICE FOR MANUFACTURED HOME COMMUNITIES

- ◆ Promote open communication with residents.
- ◆ Enforce all agreements concerning relations between the management and residents in a fair, consistent, and professional way.
- ◆ Be committed to promoting excellent resident relations and exhibit that commitment through policies and practices.
- ◆ Provide written agreements to residents including all fees, charges, assessments, rules and other regulations.
- ◆ Contribute constructively to the public image of manufactured home community living.
- ◆ Commit to employ and develop the highest caliber personnel.
- ◆ Be truthful in all advertising statements and promote the positive aspects of manufactured home community living.
- ◆ Support in principle and practice equal opportunity for all and comply with Fair Housing laws.
- ◆ Respect the authority vested in me by others to act on their behalf and at all times, and strive to live up to the agreements and expectations of those with whom I do business.
- ◆ Strive toward providing the highest quality maintenance and neighborhood environment within my manufactured home community.
- ◆ Strive to participate in the civic and philanthropic affairs surrounding my manufactured home community.
- ◆ Promote ACM standards, MHI's Community of Distinction program and industry educational goals.