

## GUIDELINES FOR GOOD NEIGHBOURLY CONDUCT

The SPLM brings together furnished rental professionals who are committed to contributing to the tranquillity of the buildings in which they manage furnished rental apartments, by respecting the following principles:

### 1. Information for renters:

Before or during check-in, the agent undertakes to provide his/her clients with information including, at least:

- Habits and customs
- The specificities of each building, particularly the need to:
  - Respect the neighbours and maintain the best possible relations with the building's residents (politeness and discretion)
  - Respect the common areas, and not make noise while carrying luggage in the stairwell, or by banging the front door, or running on the stairs
  - Respect notices and building rules on display in the building
  - Notify clients if there is a *gardien* whom they may contact
  - Point out where the rubbish bins are kept.
- How to behave in the apartment in order to limit noise, notably:
  - Note the usual hours when residents expect peace and quiet (especially before 7h and after 22h) and not to make noise in the apartment that might disturb the neighbours (loud music, banging doors, speaking out loud by open windows, banging on the floor, walking in high heels...)
  - Not to undertake any professional activity or receive members of the public in the apartment
  - Not to hold parties or noisy meetings

### 2. Dissemination of information:

- The agent undertakes to distribute this charter and render it binding by displaying it on the agent's website or in the apartment, and by giving each client, before or at check-in, a copy of a document encouraging them to respect the rules of good neighbourliness.
- The information communicated to the client will be at least that noted in paragraph 1. The agent may add to that in order to encourage the renter to refrain from any behaviour that might disturb the residents of the building. The document will be made available in French and English, at least.

### 3. Dealing with claims or complaints:

- The agent undertakes to display his contact details in the apartment so that the renter can communicate them to anyone who asks for those details.
- The agent undertakes to put in place a clear procedure for dealing with claims or complaints.
- The agent undertakes to search for a solution to resolve all conflicts arising from the rental of the furnished apartment that he/she manages. He/she undertakes notably to respond to any apartment owner or management company (*syndic*) representative who contacts him/her.
- As such, the agent undertakes to be the main point of contact for any third party. He/she will take care of contacting the apartment owner and assist him/her in searching for a solution or response to any claims or demands.