

Code of Conduct

The Home Performance Advisor training programme is a pathway for practitioners to become highly competent and effective advisors. Certification helps New Zealanders know who to trust for high quality, independent, personalised advice to help them improve the performance of their homes and their quality of life. It also allows qualified advisors to demonstrate their competency and professional standards. To be certified, a Home Performance Advisor must comply with the following Code of Conduct. A breach of this Code may result in a loss of certification.

Principles

A Home Performance Advisor must:

1. Be honest and transparent in all communications with their clients, and act in an ethical manner at all times,
2. Act with sensitivity and respect when entering a client's home, and be non-judgmental about their living conditions and lifestyle,
3. Empower clients to make decisions that are in the clients best interests,
4. Offer recommendations that are advice-led rather than sales-led, and
5. Declare any possible (i.e. real or perceived) conflicts of interest to a client at their first meeting. This includes, but is not limited to, possible conflicts that may arise through the provision of goods or service and by referring clients on to other services.

Protocols

A Home Performance Advisor must comply with the following protocols when providing advice:

1. Advice will be given to the client, and recommendations made based on:
 - a. An assessment of the house informed by a comprehensive understanding of the science of home performance, best practice and a consultation with the occupants¹;
 - b. Diagnosis of the underlying cause or causes of problems in the house and identification of actions to address the cause(s);
 - c. Prioritised recommended actions to address the underlying causes of the problems in the first instance², which meet the needs of the client and their personal circumstances³;
2. Ensure that the client understands, in simple terms, the causes of the problems identified and how the recommended solutions will alleviate the problem;
3. Provide information about subsidies or other support that may be appropriate, and refer clients on to other services as required;
4. Take reasonable care with regards to personal safety and the safety of clients when undertaking any work related to the provision of advice. This includes complying with all applicable laws, regulations and Healthy & Safety policies of their employer.
5. Clients must be made aware how to access more information about the HPA programme, provide feedback or make a complaint, if requested.

All certified Home Performance Advisors have signed a declaration committing to this Code of Conduct.

¹An assessment may be provided in the home or by other appropriate means, such as over the telephone, but must include a comprehensive assessment of the house and clients in question.

²Recommendations should follow a hierarchy whereby they address the underlying causes of a problem in the first instance and manage or mitigate where that is not possible

³This should take into account what the client can afford and the client's personal preferences or needs.