

# **New York Self Storage Association, Inc.**

## **CODE OF ETHICS**

This Code of Ethics establishes and promotes the highest standards of professional service and ethical business conduct among the members of the Association in all their dealings with their self service storage customers, their colleagues in the Industry and the general public.

### **ARTICLE I**

**A member** shall deal fairly and honestly with all of his/her customers and treat them with professionalism and courtesy.

### **ARTICLE II**

**A member** shall operate his/her self storage business within accepted principles of professional business conduct and in compliance with the laws of the State of New York.

### **ARTICLE III**

**A member** and all of the member's employees shall conduct his/her professional life in accordance with the interests of the improvement of the Association and the Industry at large.

### **ARTICLE IV**

**A member** shall not engage in any practice which tends to compromise the integrity of the Association or the self service storage industry or is in violation of any process of government.

### **ARTICLE V**

**A member** shall carry out the spirit as well as the letter of his/her written Occupancy Agreement which is provided to all customers in the process of renting self storage space.

### **ARTICLE VI**

**A member** shall not intentionally communicate false or misleading information and shall adhere strictly to truth in advertising and marketing his/her self storage property.

### **ARTICLE VII**

**A member** shall not intentionally injure the professional reputation or business of another member or competitor.

### **ARTICLE VIII**

**A member** shall treat his/her employees as professionals and compensate them fairly for his/her labor and seek to enlist the employee's best efforts in service to all customers.

### **ARTICLE IX**

**A member** pledges to adhere to these Articles of the Code of Ethics and proudly display the same to customers and employees as a testament of his/her commitment to these principles.

**A customer who believes that he/she has not been treated in accordance with this Code may register a formal complaint with the New York Self Storage Association, Inc. at 120 Washington Avenue, Albany, New York 12210 (Tel.: 518-462-3333).**