



Residential Engineering Services, LLC

Certified Structural Evaluator, (C.S.E.)

Code of Ethics

All Residential Engineering Services, LLC (R.E.S.) Certified Structural Evaluators shall, to the best of their ability, abide by the minimum standards established by Residential Engineering Services, LLC for the repair of foundations and basement problems.

II. All R.E.S. Certified Structural Evaluators shall take out the required permits in any municipality where repairs are completed.

III. All R.E.S. Certified Structural Evaluators shall employ the services of a qualified consultant when the scope of needed repairs is outside of their knowledge or expertise.

IV. All R.E.S. Certified Structural Evaluators shall in plain language describe the repairs guaranteed and the extent of the guarantee. No guarantee shall, in any way, mislead the customer. If the guarantee is limited to the correction of seepage only, the guarantee shall specify that limitation and shall make it clear that the structural repairs are not guaranteed unless structural repair has been performed. If any structural repairs are not guaranteed it shall so state.

V. No R.E.S. Certified Structural Evaluators shall use scare tactics or high pressure sales techniques in an attempt to sell basement or foundation repair work.

VI. No R.E.S. Certified Structural Evaluators shall initiate a foundation repair contract with the intent of selling additional work after the repair has started. This does not prohibit a member from advising customers of additional defects needing correction after the repair has commenced, if those defects were not anticipated at the time the initial contract was entered into.

VII. No R.E.S. Certified Structural Evaluators who has been hired merely to do an inspection shall deliberately understate the necessary repairs in order to assist a realtor, home owner, or agent in the selling of a house. Any Certified Structural Evaluator who does inspections, shall in their report, indicate who hired them.

VIII. No R.E.S. Certified Structural Evaluators shall pay any realtor or third party a referral fee



for referring a customer without full disclosure.

IX. R.E.S. Certified Structural Evaluators shall be allowed to compare different techniques for foundation repair, pricing and guaranties.

X. No R.E.S. Certified Structural Evaluators shall slander other members or other foundation repair contractors.

XI. No R.E.S. Certified Structural Evaluators, in an attempt to sell services, shall make any reference to lawsuits, Better Business Bureau complaints, Consumer Protection complaints, past customer complaints, or past deficiencies in workmanship with regard to other members.

XII. No R.E.S. Certified Structural Evaluators shall ignore phone calls or complaints with customers. If the contractor reaches a point where the contractor no longer feels any obligation to the customer and will not perform any more work or service, the contractor shall write the customer a letter to that effect.

XIII. All R.E.S. Certified Structural Evaluators shall acquire or have access to all of the proper structural evaluation tools as described in the C.S.E. Reference Manual- including, but not limited to, a Zip-Level® precision elevation altimeter.

ENFORCEMENT

If any R.E.S. Certified Structural Evaluator is reported to Residential Engineering Services, LLC as having violated any of the above Code of Ethics, the Board of Directors, or designated committee, shall have a hearing with regard to the matter. The Board shall hear from both the complainant and the contractor complained against. If the Board determines that there has been a violation of the Code of Ethics, the Board shall send a written notice to the contractor who has violated the Code of Ethics of the Board's findings. If the member shall have had two (2) complaints within a three (3) year period, or three (3) complaints within a five (5) period, wherein the Board has made a determination that the complaints are valid, the contractor will lose their R.E.S. Certification.

Company: _____

Name (Printed): _____

Signature: _____

Date: _____