

Section 15

MHAPCI Service Providers' Bill of Rights **(Adopted by the MHAPCI Board February 18, 2016)**

The Missouri Housing Authorities Property & Casualty, Inc. (MHAPCI) has established standards that service providers may expect. The basic rights that service providers may expect while providing services to MHAPCI include the following:

1. Service providers may expect to be treated consistently with dignity, respect, and professionalism.
2. Service providers should not be expected to provide gifts, perks or other benefits to Board or staff members, or to any person or organization associated with any one or more of them as a condition of doing business with MHAPCI.
3. Service providers may expect fair and equitable treatment in the procurement process.
4. Service providers should expect to have a written service agreement with MHAPCI, specifying all terms and conditions of the contractual relationship.
5. Service providers should only be expected to provide those services as are contained within the scope of their agreement with MHAPCI.
6. Service providers may expect payment in a timely manner for services rendered in accordance with the provisions of their service agreement.