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**POLICIES AND PROCEDUES
FOR
NORTHERN ARIZONA ASSOCIATION OF REALTORS®, INC.**

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I – MEMBERSHIP

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A. Application/Application fees:

1. All prospective new members shall file an application along with the appropriate fees with the Northern Arizona Association of REALTOR® (NAAR). Every applicant approved for primary membership to NAAR must attend the NAAR provided Orientation class. In the event the applicant (member) fails to attend the Orientation class within 120 day of application (or alternatively, the date the provisional membership was granted), the applicant must appear before the Board of Directors at their next scheduled meeting, for consideration and/or suspension. Suspension by the NAAR will result in the loss of all MLS privileges, until the Orientation class requirement is fulfilled.
2. The application fee for members hired for office administrative purposes only will be waived. In the event member engages in the practice of real estate, the application fee will become due payable within give (5) days.

- B. All applications for membership shall be retained for (1) year following state of inactive status.

II – NAAR DUES AND FEES

- A. There shall be no refund of NAAR dues paid
- B. A late fee in the amount of \$35 will be assessed for all unpaid NAAR dues received more than five (5) days after the due date.
- C. A check returned for non-payment will be charged \$35 plus bank charges. In the event a second check is returned, within the same calendar year, the member will be required to pay for fees, merchandise, classes, etc. with certified funds or credit card for a period of one (1) year.

III – FUNCTIONS

- A. Fees for association functions and classes shall be paid in advance. Late or at-door registration will reflect an additional fee of fifty percent (50%) of the early registration fee and will be on a space available basis. Unless notified of cancellation (writing or verbal to NAAR staff) is received 3-5 calendar days prior to the event, there will be no refunds of paid fees.
- B. NAAR reserves the right to bill member who have registered but do not attend NAAR functions. Please refer to Article X, section 4 of the NAAR Bylaws.

45 **IV – BOARD OF DIRECTORS**

46 Board of Directors meetings are held on the third Wednesday of each month and at such other
47 times and locations as scheduled by the President. Board of Directors shall be in conformance
48 with Article XII, Section 3 of the NAAR Bylaws.

- 49 A. Prior notification must be given by the President or Executive Officer (or in absence
50 of the President, the President-Elect) for anyone wishing to appear before the Board
51 of Directors or the Membership.
- 52 B. The Executive Committee of the Board of Directors shall consist of the current
53 President, President-Elect, Vice President, Past President, and Treasurer. Except as
54 limited by the law and the NAAR Bylaws, the Executive Committee shall exercise the
55 powers and authority of the Board of Directors when the Board of Directors is not in
56 session. All action of the Executive Committee shall be reported to the Board of
57 Directors as its succeeding meeting.

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59 **V – CONFLICT OF INTEREST POLICY**

60 Members and employees of NAAR’s decision making bodies, including, but not limited to the
61 Board of Directors, Executive Committee, MLS Committee and other committees (hereinafter
62 “Committees/Director Members), shall not use their position with NAAR to further their private
63 interests may conflict with the interest of NAAR and should at all times avoid appearance of
64 conflict of interest. NAAR duties should be performed in good faith and for the benefit of NAAR.
65 **NAAR will not promote or advertise the business(es) of any REALTOR® member. (8/2018)**

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67 **VI – CONFIDENTIALITY**

68 The Board of Directors of NAAR shall keep confidential any and all information relating to
69 discussions at its meetings, including any and all materials, e.g., correspondences, reports, etc.,
70 unless compelled by legal process to disclose such information, or as otherwise agreed by the
71 Board of Directors.

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73 **VII – RESPONSIBILITY OF BOARD OF DIRECTORS**

- 74 1. Serve as a voting member on the NAAR Board of Directors;
75 2. Establish dues and fees;
76 3. Establish governing policies;
77 4. Approve recommended amendments to the bylaws;
78 5. Act on committee recommendations;
79 6. Attend all Board of Directors meeting each month and special meeting as
80 required;
81 7. Approve non-budgeted expenditures of the Association (day to day operations
82 are predetermined in the budget and subject to the Executive Officer’s
83 discretion);
84 8. Approve annual budget;
85 9. Attend Annual Installation
86 10. Attend Annual Board of Directors Retreat
87 11. Attend and participate in Association functions as much as possible including
88 Community Service and RAPAC events;

- 89 12. Promote and attend education opportunities
90 13. Promote unity of the Board of Directors and the Association Membership;
91 14. Identify and recruit new board committee leadership to strengthen the
92 Association;
93 15. Serve on assigned task force or committee, and serve as liaison to
94 membership
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96 **VIII – RESPONSIBILITIES OF OFFICERS AND COMMITTEE CHAIRS**

97 *A. President*

98 **RESPONSIBILITY:** Within the limits of the NAAR Bylaws and Policies &
99 Procedures, the President is responsible for and has commensurate authority:

- 100 1. Presides at all the meetings of the Board of Directors and Executive
101 Committee;
102 2. Sets the agenda for the Board of Directors and Executive Committee
103 meetings;
104 3. Selects recipient of President’s Award;
105 4. Serves on the Executive Committee;
106 5. Represents the Association in contact with the public, governmental
107 entities, the members, all the REATOR® Board and Associations, allied
108 organizations and the media. The President (or President-Elect in the
109 absence of the President) shall be the only person to speak on behalf of
110 NAAR. The President may appoint other member to speak on behalf of
111 NAAR;
112 6. Supervises the activities of the Executive Office in accordance with the
113 Executive Office job description;
114 7. Presides over annual written performance review of the Executive Officer
115 along with the Executive Committee;
116 8. Provides general supervision, direction and control of the business of
117 NAAR, including, but not limited to countersignature of promissory notes
118 contracts, and other evidence of indebtedness of NAAR, and the authority
119 to sign check of NAAR;
120 9. Ensures, in coordination with the Executive Officer, that policies and
121 programs which will further the goals and objectives of the Association
122 are planned, formulated and presented to the Board of Directors;
123 10. Serves as official host of the Association at its events;
124 11. Serves as ex-officio members on all standing committees;
125 12. Attend a Presiding Officer of NAAR and all official business meetings of
126 the Arizona Association of REALTORS® (AAR) as the NAAR voting
127 delegate;
128 13. Attends the Annual REALTOR® Conference & Expo and the National
129 Association of REALORS® (NAR) Legislative meeting as the NAAR
130 voting delegate.
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133 *B. President-Elect*

134 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
135 Procedures, the President-Elect is responsible for and has commensurate
136 authority:

- 137 1. In absence of the President, assumes the responsibilities of the
138 President, and when so acting is subject to all the same restrictions;
- 139 2. Performs duties as from time to time may be requested by the President
140 or by the Board of Directors;
- 141 3. Serves on the Executive and Budgeting Committees;
- 142 4. Attends all official business meetings at the Annual Convention of AAR,
143 NAR Annual REALTOR® Conference & Expo and NAR Legislative
144 Meetings in Washington D.C.;
- 145 5. Has signature authority on NAAR checking and savings accounts;
- 146 6. Appoints chairmen of Events, Government Affairs, Community Outreach,
147 Communications, Education and Nomination Committees and task forces
148 and outlines their purpose and duties.
- 149 7. Serves as Chair of NAAR Bylaw review Task Force, The Association
150 Bylaws and Policies & Procedures are reviewed annually and any
151 changes or corrections are submitted to the Board of Directors for review.
152 All such amendments will be governed by Article XVII of the NAAR
153 Bylaws;
- 154 8. Serves on Nomination Committee

155 *C. Vice President*

156 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
157 Procedures, the President-Elect is responsible for and has commensurate
158 authority

- 159 1. Serves on the Executive and Budget Committees;
- 160 2. Serves as liaison to the Communications Committee;
- 161 3. In absence of the President-Elect, assumes the responsibilities of the
162 President-Elect;
- 163 4. Attends the Annual Convention of AAR and NAR Annual REALTOR®
164 Conference & Expo.
- 165 5. Conduct monthly check-in with committee chairs prior to board of
166 directors meetings and provide monthly updates, if any.

167 *D. Treasurer*

168 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
169 Procedures, the Treasurer is responsible for and has commensurate authority:

- 170 1. Oversees NAAR financial operations;
- 171 2. Supervises the collection and reporting of all income and expenditures
172 and establishes proper account procedures for the handling of NAAR
173 funds in banks approved by the Board of Directors;

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- 177 3. Serves as an available counter signatory, if needed, for promissory notes,
178 orders for the payment of money, and other evidence of indebtedness of
179 NAAR;
180 4. Presides over Budget Committee meeting;
181 5. Reports on the financial condition of NAAR at meetings of the Board of
182 Directors and the Executive Committee and at other times when called
183 upon by the President;
184 6. Helps to formulate goals and ideas for the financial benefit of NAAR;
185 7. Reviews financial viability of NAAR along with others to strengthen its
186 position currently and in the future;
187 8. Serves on the Executive Committee and performs duties as from time to
188 time may be requested by the President or the Board of Directors;
189 9. Serves as liaison on the Events Committee.

190 *E. Treasurer-Elect*

191 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
192 Procedures, the Treasurer-Elect is responsible for and has commensurate
193 authority:

- 194 1. Serves as a member of the Budget Committee;
195 2. In the absence of the Treasurer, assumes the responsibilities of the
196 Treasurer;
197 3. Performs duties as from time to time may be requested by the President
198 or by the Board of Directors.

199 *F. Directors*

200 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies
201 & Procedures, the Directors are responsible for and have commensurate
202 authority:

- 203 1. Perform such other duties or tasks as may be assigned by the President;
204 2. Assist the officers in providing oversight on NAAR's future direction in
205 meeting the goals of the organization and membership growth

206 *G. Past President*

207 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies
208 & Procedures, the Board of Directors are responsible for and have
209 commensurate authority:

- 210 1. Serves as NAAR voting delegate at AAR Annual Convention;
211 2. Performs duties as from time to time may be requested by the
212 President or by the Board of Directors;
213 3. Serves as RAPAC Chair and select Co-Chair.

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220 H. *MLS Committee Chair*

221 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
222 Procedures, the MLS Chair has commensurate authority:

- 223 1. Supervises the conduct of the MLS and outline & maintain compliance
224 of the MLS Rules and Regulation;
- 225 2. Is knowledgeable of the NAR Policies governing Multiple Listing
226 Services, and reviews annually the MLS Rules & Regulations and
227 recommend to the Board of Directors changes;
- 228 3. Provides a receptive communication network for sharing of
229 problems, concerns and operating procedures of the MLS and its
230 members. Studies and recommend to the Board of Directors ways
231 and means of improving the services of the MLS.

232 I. *Community Outreach Chair*

233 **RESPONSIBILITIES:** The Community Outreach Committee will provide
234 greater exposure for and enhance the image of the REALTOR® and
235 Affiliate members, by being the Voice of Real Estate in Northern Arizona

- 236 1. Plans and oversee meetings;
- 237 2. In conjunction with the Events Committee, coordinates four community
238 events;
- 239 3. Issues press releases, advertisement, and promotions prior to event;
- 240 4. Assists in planning four (4) 'meaningful' consumer engagement
241 activities annually through Community Outreach Engage our
242 membership.

243 J. *Nomination Committee*

244 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
245 Procedures, the Committee Chair is responsible for and has commensurate
246 authority:

- 247 1. Shall meet no later than May to begin identifying potential
248 candidates for open board positions;
- 249 2. Determines interview questions for potential nominees.
250 Interviews will be conducted at the discretion of the committee. If
251 interviews are to be conducted, they shall commence prior to
252 July 1st;
- 253 3. Committee Chair will be responsible for ensuring nominees are
254 aware and understand responsibilities and role of position
255 nominated for prior to interviews;
- 256 4. Committee will select at least one candidate for the following
257 positions: Vice-President, MLS Chair-Elect, Treasurer-Elect, two 2-
258 year Directors, Affiliate Director, and any vacancies that may exist.
259 Candidates shall be selected so that no more than two agents per
260 brokerage serves on the board *UNLESS* there are not enough
261 candidates to fill vacancies.

262 K. *Committee Chair*

263 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies &
264 Procedures, the Committee Chair is responsible for and has commensurate
265 authority:

- 266 1. Plan and oversee meetings;
- 267 2. Assign tasks to committee/task force members;
- 268 3. Seek outcomes for the greater good of NAAR;
- 269 4. Monitor the group's progress, and communicate with staff members
270 assigned to the committee or task force, and the Board of Directors;
- 271 5. Resolve conflicts among members of the group;
- 272 6. Arrange for the committee or task force to evaluate its work at the end
273 of each program year the completion of its task --- to determine
274 whether it accomplished its goals and what worked a and what didn't
275 work;
- 276 7. Serve as the liaison between the committee or task force and the
277 Board of Directors and the Executive Officer;
- 278 8. To prepare chair-elects for the eventual succession of the chair;

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280 **IX – ASSOCIATION OFFICE**

- 281 A. Hours for the Association Office will be 8:30 am-5 pm. Variation in hours will be
282 determined by the Executive Officer with approval by the President.
- 283 B. NAAR will follow Holiday Schedule set by AAR
- 284 C. The office staff will be supervised by the Executive Office
- 285 D. A petty cash fund in the amount of \$100.00 shall be maintained by the Executive
286 Officer.

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288 **X – BUDGET/MONIES**

- 289 A. The preliminary budget for the next calendar year shall be reviewed by the Budget
290 Committee within two weeks following the installation of new officers. The Budget
291 Committee shall be comprised of the ***President, President-Elect, Vice President,***
292 ***Treasurer, Treasurer-Elect, Past President, and Committee Chairs.***
- 293 B. After formulation and no later than the regular January Board of Directors meeting,
294 the budget shall be presented to the Board of Directors for approval. Copies of the
295 budget shall be available at the Association Office for any member requesting it.
- 296 C. The President, President-Elect, Treasurer, and Executive Officer shall be authorized
297 to collect and disburse funds under the limits and provisions provided in the NAAR
298 Bylaws.
- 299 D. Signature of one of the authorized Officers and the signature of the Executive Officer
300 is required in all transactions over \$1000.
- 301 E. Monies spent for gifts and/or flowers for achievements, illness, death, etc. of members
302 and their immediate families only and shall not exceed \$200.00 per occasion.

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XI – POLITICAL ENDORSMENT AND/OR CONTRIBUTIONS

All contributions and support of political candidates must be approved by the Board of Directors prior to funding or endorsement.

XII – APPROVED TRAVEL POLICIES AND REIMBURSEMENTS

Approval by the Board of Directors is required for any reimbursement ***not included in travel policies***. After approval by the Board of Directors, reimbursement will be made upon submission of expense form, with **receipts AND a written report of activities (items)** that effect the Association. All reimbursement requests must be submitted to the Executive Officer ***within 30 days***. No advance payments will be made.

1. Approved travel expenses shall be:
 - a) Mileage rate at current federal rate for in-state travel (for driver only) per Association mileage chart.
 - b) Food Per Diem of \$50 for in-state travel and \$100 for out-of-state travel.
 - c) Up to \$25.00 per day for airport/event parking
 - d) Reimbursement for ground transpiration will be reimbursed per receipts

2. Act of Nature
Any board member traveling on behalf of the association shall be reimbursed up to \$100 for additional expenses.

3. Reimbursement Policy does not cover the following ***without prior approval*** from the Executive Officer:

- Spouse expenses (Significant other)
 - Alcohol
 - Rental Car
 - Valet parking
- a) Car-pooling and room sharing is encouraged if more than one individual is attending the same function. Reimbursement for room charges to be 100% of the “hosting” hotel room rate for the function. In addition, any reimbursement for travel (air fare must be coach fair and ticket purchased 14 days in advance), early registration and room expense **MUST** be accompanied by an expense form and paid receipts
 - b) The President is reimbursed 100% for lodging 100% for ticketed functions attended (i.e., special breakfasts, lunches, or dinners for leadership).
 - c) The Association shall, subject to the approval travel policies, reimburse the President, President-Elect, and Executive Officer for attendance for the Annual NAR Conference & Expo.

- 347 d) The Association shall, subject to the approved travel policies, reimburse
348 the President, President- Elect, and the Executive Officer for attendance
349 at the NAR Legislative Meetings.
- 350 e) The Association shall, subject to the approved travel policies, reimburse
351 all Board of Director members (or an approved representative of a
352 standing committee), for attendance at AAR state functions. Education
353 Chair will be reimbursed for attendance to the AAR State Convention.
354 (8/18)
- 355 f) Subject to approval, early registration fee to the NAR Conference & Expo
356 will be reimbursed by NAAR for board members attending the National
357 Convention. If board member fails to attend or cancels AFTER the NAR
358 cancellation deadline, no reimbursement will be issued. **NO EXCEPTIONS!**
359 Airfare to attend the NAR Convention will be reimbursed up to \$400
360 **NOTE: Reimbursement for the AAR Leadership conference will be**
361 **for incoming and returning board members ONLY.**
- 362 g) The Association shall, subject to the approved travel policies, reimburse
363 members attending hearings while serving on the Statewide Professional
364 Standards and Grievance Committees.
- 365 h) At the discretion of the Board of Directors, any other member of the
366 Association shall attend any state or national functions, meetings, or
367 seminars deemed necessary. Reimbursement shall be based on
368 approved travel policies.

XIII – APPOINTED NAAR ATTORNEY AND CPA

- 371 A. The Board of Directors, at their discretion, shall appoint an Association attorney who
372 will be informed of Bylaws, Policies and Procedures, Professional Standards and all
373 other pertinent information concerning Association activities. The Board of Directors
374 will evaluate the attorney on an annual basis at the March meeting. Access to the
375 attorney will be through the President or President-Elect. The attorney will be
376 employed on an as needed basis.
- 377 B. An accounting firm shall be selected by the Board of Directors at their discretion, to
378 handle all financial and accounting matters of NAAR, which are not normally handled
379 "in house." The Board of Directors will evaluate the accounting firm on an annual
380 basis at the March meeting. Access to the accounting firm will be through the
381 President or Treasurer of NAAR.

XIV - HARASSMENT

384 Any member, Officer, Director or employee of the Association may be reprimanded placed on
385 probation, suspended or expelled for harassment of an Association or MLS employee or
386 Association Officer or Director after an investigation in accordance with the procedures of the
387 association. As used in this Section, harassment means any verbal or physical conduct
388 including threatening or obscene language, unwelcome sexual advances, Cyberbullying,
389 stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to
390 do the same, or any other conduct with the purpose or effect of unreasonably interfering with an

391 individual's work environment. The decision of the appropriate disciplinary action to be taken
392 shall be made by the investigatory team comprised of the President, President-elect and one
393 member of the Board of Directors selected by the highest ranking President-elect and one
394 member of the Board of Directors selected by the highest ranking **Disciplinary action may**
395 **include any sanction authorized in the association's Code of Ethics and Arbitration**
396 **Manual.** If the complaint names the President or President-Elect, they may not participate in the
397 proceedings and shall be replaced by the Immediate Past President or, alternatively, by another
398 member of the Board of Directors selected by the highest ranking officer not named in the
399 complaint. **Note: Suggested procedures for processing complaints of harassment are**
400 **available online at:**
401 <http://www.REALTOR.org/mempolweb.nsf/pages/HarassmentProcedure?OpenDocument>.

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403 **XV – POLITICAL SPEAKER POLICY**

404 No speaker who is running for political office shall be allowed to speak to the General
405 Membership unless that speaker has been pre-approved by the President and/or President-
406 Elect.

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408 **XVI – MERGERS/NEW OFFICES**

409 Any existing office changing owners and/or Designated Brokers shall notify NAAR in writing
410 **within 24 hours.** An Authorization to Transfer Listings Form must be completed and submitted
411 to NAAR for each listing being transferred to the new owner and/or Designated Broker.

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413 **XVII – PRIVACY AND SECURITY POLICY**

- 414 A. We recognize the importance of protecting the personal information that you provide
415 to NAAR. We maintain the following privacy policy:
- 416 B. We gather the following types of information needed to process your transactions,
417 fulfill your requests, and maintain our membership records:
- 418 a) Contact information you provide (i.e. personal and business addresses, phone
419 and fax numbers, firm affiliations, and NRDS number).
- 420 b) Information you volunteer, via application or surveys (i.e. education,
421 designations, and affiliations with other organizations).
- 422 C. We use this information to:
- 423 a) Notify you of updates
- 424 b) Notify you of upcoming events and programs
- 425 c) Track usage of our sites
- 426 D. NAAR does not share, sell, or trade e-mail addresses to non-NAAR members, but
427 may provide you with on-line informational or marketing messages.
- 428 E. Credit information that you and credit authorizer provide when you make payments
429 by credit card or electronic check for products, dues or other services via the
430 REALTORS® Electronic Commerce Network (E-Commerce Network) will only be
431 used to process the transactions you request. This information will be provided to
432 and maintained by reputable credit reporting databases, but will never be sold,
433 shared or provided to other third parties.

434 F. We utilize an Opt-Out policy for sending online notifications regarding services,
435 products and programs. You may change your Communication Preference by
436 sending an email to naarflags@nazrealtor.com
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438 G. You may edit your personal contact information by contacting us at (928) 779-4303
439 or naarflag@nazrealtor.com
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441 **XVIII – ANTI-TRUST COMPLIANCE**

442 A. The Northern Arizona Association of Realtors has not and will not establish or
443 maintain fixed or recommend commission rates. Commissions are a matter of
444 negotiation between the parties (the principal and the broker) and NAAR will
445 not interfere in those negotiations or inhibit in any way the freedom of the
446 parties to negotiate with bylaw provisions, recommended schedules, or
447 sanctions imposed on members.

448 B. We utilize an Opt-Out policy for sending online notifications regarding services,
449 products and programs. You may change your Communication Preference by
450 sending an email to naarflag@nazrealtor.com

451 C. You may edit your personal contact information by contacting us at (928) 779-4303
452 or naarflag@nazrealtor.com