

1 **POLICIES AND PROCEDURES**
2 **FOR**
3 **NORTHERN ARIZONA ASSOCIATION OF REALTORS®, INC.**
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5 **I - MEMBERSHIP**

6 A Application/Application fees:

- 7 1 All prospective new members shall file an application along with the appropriate fees with the
8 Northern Arizona Association of REALTORS® (NAAR). Every applicant approved for primary
9 membership to NAAR must attend the NAAR provided Orientation program. In the event the
10 applicant (member) fails to attend the Orientation program within 120 days of application (or
11 alternatively, the date that provisional membership was granted), the applicant must appear
12 before the Board of Directors at their next scheduled meeting, for consideration and/or
13 suspension. Suspension by the NAAR will result in the loss of all MLS privileges, until the
14 Orientation program requirement is fulfilled.
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16 2 The application fee for members hired for office administrative purposes only will be waived. In
17 the event member engages in the practice of real estate, the application fee will become due and
18 payable within five (5) days
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20 B All applications for membership shall be retained for (1) year following state of inactive status.
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22 **II - NAAR DUES AND FEES**

23 A There shall be no refund of NAAR dues paid.
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25 B Fees for Association functions and classes shall be paid in advance. Late or at-door registration will
26 reflect an additional fee of fifty percent (50%) of the early registration fee and will be on a space
27 available basis. Unless notification of cancellation is received one week prior to the event, there will
28 be no refunds of fees paid.

29 C A late fee in the amount of \$35 will be assessed for all unpaid NAAR dues received more than five
30 (5) days after due date.
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32 D A check returned for non-payment will be charged \$35.00 plus bank charges. In the event a second
33 check is returned, within the same calendar year, the member will be required to pay for fees,
34 merchandise, classes, etc. with a money order or credit card for a period of one (1) year.
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36 E NAAR reserves the right to bill members who have registered but do not attend NAAR functions.
37 Refer to Article X, Section 4 of the NAAR Bylaws.
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39 **III - BOARD OF DIRECTORS**

40 Board of Directors meetings are held on the third Wednesday of each month and at such other times and
41 location as scheduled by the President. Board of Directors shall be in conformance with Article XII, Section 3
42 of the NAAR Bylaws.
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44 A Prior approval must be given by the President or Executive Officer (or in absence of the President, the
45 President-Elect) for anyone wishing to appear before the Board of Directors or the Membership.
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47 B The Executive Committee of the Board of Directors shall consist of the current President, President-
48 Elect, Vice President, Past President, MLS Chair and Treasurer. Except as limited by law and the
49 NAAR Bylaws, the Executive Committee shall exercise the powers and authority of the Board of

50 Directors when the Board of Directors is not in session. All actions of the Executive Committee shall
51 be reported to the Board of Directors at its succeeding meeting.

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54 **IV – CONFLICT OF INTEREST POLICY**

55 Members and employees of NAAR’s decision making bodies, includes, but not limited to the Board of
56 Directors, Executive Committee, MLS Committee and other committees (hereinafter “Committee/Director
57 Members), shall not use their position with NAAR to further their private interests. Committee/Director
58 Members should avoid placing themselves in situations where their personal interests may conflict with the
59 interests of NAAR and should at all times avoid the appearance of conflict of interest. NAAR duties should
60 be performed in good faith and for the benefit of NAAR.

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62 **V – CONFIDENTIALITY**

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

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69 **VI - RESPONSIBILITIES OF BOARD OF DIRECTORS**

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71 1. Serve as a voting member on the NAAR Board of Directors;
72 2. Establish dues and fees;
73 3. Establish governing policies;
74 4. Approve recommended amendments to the bylaws;
75 5. Act on committee recommendations;
76 6. Attend all Board of Directors meetings each month and special meetings as required;
77 7. Approve non-budgeted expenditures of the Association (day to day operations are predetermined in
78 the budget and subject to the Executive Officer’s discretion);
79 8. Approve annual budget;
80 9. Attend Annual Installation;
81 10. Attend Annual Board of Directors Retreat;
82 11. Attend and participate in Association functions as much as possible including Community Service
83 and RAPAC events;
84 12. Promote and attend education opportunities;
85 13. Promote unity of the Board of Directors and the Association Membership;
86 14. Identifies and recruits new board and committee leadership to strengthen the Association;
87 15. Serve on assigned task force or committee, and serve as liaison to membership.

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89 **VII – Responsibilities of Officers and Committee Chairs**

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91 A. President

92 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies & Procedures, the
93 President is responsible for and has commensurate authority:

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95 1. Presides at all meetings of the Board of Directors and Executive Committee;
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97 2. Sets the agenda for Board of Directors and Executive Committee meetings;
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99 3. Select recipient of President’s Award;

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- 101 4. Serves on the Executive Committee;
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- 103 5. To represent the Association in contact with the public, governmental entities, the members,
- 104 all other REALTOR® Boards and Associations, allied organizations and the media. *The*
- 105 *President (or President-Elect in the absence of the President) shall be the only person to*
- 106 *speak on behalf of NAAR. The President may appoint other members to speak on behalf of*
- 107 *NAAR;*
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- 109 6. To supervise the activities of the Executive Officer in accordance with the Executive
- 110 Officers' job description;
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- 112 7. Preside over annual written performance review of the Executive Officer along with the
- 113 Executive Committee;
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- 115 8. Provides general supervision, direction and control of the business of NAAR, including, but
- 116 not limited to, countersignature of promissory notes, contracts, and other evidence of
- 117 indebtedness of NAAR, and the authority to sign checks of NAAR;
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- 119 9. To ensure, in coordination with the Executive Officer, that policies and programs which will
- 120 further the goals and objectives of the Association are planned, formulated and presented to
- 121 the Board of Directors;
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- 123 10. To serve as official host of the Association at its ~~social~~ events;
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- 125 11. To serve as ex-officio member on all standing committees,;
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- 127 12. To appoint chairmen of the Events, Government Affairs, and Public Relations Committees
- 128 and task forces, and to outline their purpose and duties,;
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- 130 13. To attend as Presiding Officer of NAAR and all official business meetings of the Arizona
- 131 Association of REALTORS® (AAR) as the NAAR voting delegate;
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- 133 14. Attends the Annual REALTOR® Conference & Expo and the National Association of
- 134 REALTORS® (NAR) Legislative meeting as the NAAR voting delegate.
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137 B. President-Elect

138 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies & Procedures, the

139 President-Elect is responsible for and has commensurate authority:

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- 141 1. In absence of the President, assume the responsibilities of the President, and when so acting
- 142 is subject to all the same restrictions;
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- 144 2. Performs duties as from time to time may be requested by the President or by the Board of
- 145 Directors;
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- 147 3. Chair Community Outreach Committee;
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- 149 4. Serves on the Executive and Budget Committees;

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5. To attend all official business meetings at the Annual Convention of AAR, NAR Annual REALTOR® Conference & Expo and NAR Legislative Meetings in Washington, D.C;
6. To have signature authority on NAAR checking and savings accounts;
7. Serve as Chair of NAAR Bylaw review Task Force. The Association Bylaws and Policies & Procedures are reviewed annually and any changes or corrections are submitted to the Board of Directors for review. All such amendments will be governed by Article XVII of the NAAR Bylaws.

C. Vice President

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

1. Serve on the Executive and Budget Committees;
2. Liaison to the Public Relations Committee;
3. In absence of the President-Elect, assume the responsibilities of the President-Elect;
4. Attend the Annual Convention of AAR and NAR Annual REALTOR® Conference & Expo.

D. Treasurer

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

1. Oversees NAAR financial operations;
2. Supervises the collection and reporting of all income and expenditures and establishes proper account procedures for the handling of NAAR funds in banks approved by the Board of Directors;
3. Serves as an available counter signatory, if needed, for promissory notes, order for the payment of money, and other evidence of indebtedness of NAAR;
4. Presides over Budget Committee meeting;
5. Reports on the financial condition of NAAR at meetings of the Board of Directors and the Executive Committee and at other times when called upon by the President;
6. Helps to formulate goals and ideas for the financial benefit of NAAR;
7. Reviews financial viability of NAAR along with others to strengthen its position currently and in The future;
8. Serves on the Executive Committee and performs duties as from time to time may be requested by the President or by the Board of Directors;
9. Serve as liaison on the Events Committee.

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E. Treasurer-Elect

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

1. To serve as a member of the Budget Committee;
2. In the absence of the Treasurer, assume the responsibilities of the Treasurer;
3. Performs duties as from time to time may be requested by the President or by the Board of Directors.

F. Directors

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

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

G. Past President

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

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

H. MLS Committee Chair

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

1. Supervise the conduct of the MLS and outline & maintain compliance of the MLS Rules and Regulation;
2. Be knowledgeable of the NAR Policies governing Multiple Listing Services, and review annual the MLS Rules & Regulations and recommend to the Board of Directors changes;
3. Provide a receptive communication network for sharing of problems, concerns and operating procedures of the MLS and its members. Study and recommend to the Board of Directors ways and means of improving the services of the MLS.

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I. Community Outreach Chair

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

1. Plan and oversee meetings;
1. In conjunction with the Events Committee, coordinate four community events;
2. Issue press releases, advertisement, and promotions prior to event;
3. Assist in planning four (4) ‘meaningful’ consumer engagement activities annually through community outreach Engage our membership.

J. Committee Chairs

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

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

VIII - ASSOCIATION OFFICE

- 1 Hours for the Association Office will be 8 am – 5 pm. Variation in hours will be determined by the Executive Officer with approval by the President.
- 2 NAAR will follow Holiday Schedule set by AAR
- 3 The office staff will be supervised by the Executive Officer.
- 4 A petty cash fund in the amount of \$100.00 shall be maintained by the Executive Officer.

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IX- BUDGET/MONIES

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

X - POLITICAL ENDORSEMENT AND/OR CONTRIBUTIONS

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

XI - APPROVED TRAVEL POLICIES AND REIMBURSEMENTS

- A 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) Up to \$50 per day for meals for in-state travel and \$75 per day for out-of-state travel.
 - c) Up to \$25.00 per day for airport/event parking.
 - 2 **Reimbursement Policy does not cover the following without prior approval for the Executive Officer:**
 - a) Spouse expenses (or significant other)
 - b) Alcohol
 - c) Rental Cars
 - d) Valet parking
- B 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 involved must be coach fare and ticket purchased 14 days in advance), early registration and room expense **MUST** be accompanied by an expense form and paid receipts.

- 348 C The President is reimbursed 100% for lodging, 100% for ticketed functions attended (i.e., special
349 breakfasts, lunches, or dinners for Leadership).
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- 351 D The Association shall, subject to the approved travel policies, reimburse the President, President-
352 Elect, Vice President and Executive Officer for attendance at the Annual NAR Conference & Expo.
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- 354 E The Association shall, subject to the approved travel policies, reimburse the President, President-
355 Elect, and the Executive Officer for attendance at the NAR Legislative Meetings.
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- 357 F The Association shall, subject to the approved travel policies, reimburse all Board of Director
358 members or an approved representative of a standing committee for attendance at AAR state
359 functions.
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- 361 **G** Subject to approval, early registration fee to the NAR Conference & Expo will be reimbursed by
362 NAAR for board members attending the National Convention. If board member fails to attend or
363 cancel AFTER the NAR cancellation deadline, no reimbursement will be issued. **NO**
364 **EXCEPTIONS!** Airfare to attend the NAR Convention will be reimbursed up to \$400
365 **NOTE: Reimbursement for the AAR Leadership conference will be for incoming and returning**
366 **board members ONLY.**
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- 368 H. The Association shall, subject to the approved travel policies, reimburse members attending hearings
369 while serving on the Statewide Professional Standards and Grievance Committees.
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- 371 I. At the discretion of the Board of Directors, any other member of the Association shall attend any
372 functions, meetings, or seminars deemed necessary. Reimbursement shall be based on approved
373 travel policies.
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375 **XII - APPOINTED NAAR ATTORNEY AND CPA**

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

- 388 A. The NAAR is a signatory to the AAR Statewide Professional Standards Enforcement Agreement.
389 The purpose of this Agreement is to create statewide professional standards enforcement procedures
390 providing for the establishment of a Grievance Committee and a Professional Standards Committee
391 comprised of members from each signatory Association for enforcement of the Code of Ethics,
392 including the mediation of disputes and the conduct of arbitration hearings, involving members of the
393 signatory Associations to ensure impartial and unbiased hearing panels for the conduct of hearings on
394 a basis designed to provide this service and meet the responsibilities of the signatory Associations on
395 an efficient and effective basis to better serve their members. Each local signatory Association shall
396 submit all ethics complaints and arbitration requests to AAR for processing under this Agreement.

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B. The Executive Officer will act as liaison between the Complainant, and the AAR Statewide Professional Standards Committee.

C. The Association will provide mediation as a preliminary, voluntary alternative to arbitration.

D. Dispute Resolution System Mediation Provider:

The NAAR has contracts with attorneys to mediate disputes involving the NAR Home Buyer Home Seller Dispute Resolution System (DRS). Use of these contract providers is optional. The Executive Officer will forward the list of names, brochures, and information on DRS to callers as appropriate. All paperwork, set fees, and mediation are processed by the attorneys

XIV – POLITICAL SPEAKER POLICY

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

XV - MERGERS/NEW OFFICES

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

XVI – PRIVACY AND SECURITY POLICY

A. We recognize the importance of protecting the personal information that you provide to NAAR. We maintain the following privacy policy:

A. We gather the following types of information needed to process your transactions, fulfill your requests, and maintain our membership records:

- Contact information you provide (i.e. personal and business addresses, phone and fax numbers, firm affiliations, and NRDS number).
- Information you volunteer, via application or surveys (i.e. education, designations, and affiliations with other organizations).

B. We use this information to:

- Notify you of updates.
- Notify you of upcoming events and programs.
- Track usage of our sites.

C. NAAR does not share, sell, or trade e-mail addresses to non-NAAR members, but may provide you with on-line informational or marketing messages.

D. Credit information that you and credit authorizer provide when you make payments by credit card or electronic check for products, dues or other services via the REALTORS® Electronic Commerce Network (E-Commerce Network) will only be used to process the transactions you request. This information will be provided to and maintained by reputable credit reporting databases, but will never be sold, shared or provided to other third parties.

- 445 E. We utilize an Opt-Out policy for sending online notifications regarding services, products and
446 programs. You may change your Communication Preference by sending an email to.
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448 F. You may edit your personal contact information by contacting us at (928) 779-4303 or
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