

1 POLICIES AND PROCEDUES
2 FOR
3 NORTHERN ARIZONA ASSOCIATION OF REALTORS®, INC.
4

5 **I – MEMBERSHIP**

6 A. Application/Application fees:

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

- 26 A. There shall be no refund of NAAR dues or MLS fees paid
27 B. A late fee in the amount of \$35 will be assessed for all unpaid NAAR dues received
28 more than five (5) days after the due date.
29 C. A check returned for non-payment will be charged \$35 plus bank charges. In the event a
30 second check is returned, within the same calendar year, the member will be required to
31 pay for fees, merchandise, classes, etc. with certified funds or credit card for a period of
32 one (1) year.
33 D. An applicant shall pay an application fee of \$225.00 and registration fee of \$200.00 with
34 such fees to accompany the application. ***Fees will be charged for applicants inactive***
35 ***with NAAR for one (1) year or longer.***
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38 **III – FUNCTIONS**

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

50 Board of Directors meetings are held on the third Wednesday of each month and at such other
51 times and locations as scheduled by the President. Board of Directors shall be in conformance
52 with Article XII, Section 3 of the NAAR Bylaws.
53

- 54 A. Prior notification must be given to the President or Executive Officer (or in absence of
55 the President, the President-Elect) for anyone wishing to appear before the Board of
56 Directors or the Membership.
57
- 58 B. The Executive Committee of the Board of Directors shall consist of the current President,
59 President-Elect, Vice President, Past President, and Treasurer. Except as limited by the
60 law and the NAAR Bylaws, the Executive Committee shall exercise the powers and
61 authority of the Board of Directors when the Board of Directors is not in session. All
62 action of the Executive Committee shall be reported to the Board of Directors as its
63 succeeding meeting.
64

65 **V – CONFLICT OF INTEREST POLICY**

66 Members and employees of NAAR’s decision making bodies, including, but not limited to the
67 Board of Directors, Executive Committee, MLS Committee and other committees (hereinafter
68 “Committees/Director Members), shall not use their position with NAAR to further their private
69 interests may conflict with the interest of NAAR and should at all times avoid appearance of
70 conflict of interest. NAAR duties should be performed in good faith and for the benefit of NAAR.
71 **NAAR will not promote or advertise the business(es) of any REALTOR® member. (8/2018)**
72

73 **VI – CONFIDENTIALITY**

74 The Board of Directors of NAAR shall keep confidential any and all information relating to
75 discussions at its meetings, including any and all materials, e.g., correspondences, reports, etc.,
76 unless compelled by legal process to disclose such information, or as otherwise agreed by the
77 Board of Directors.
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79 **VII – RESPONSIBILITY OF BOARD OF DIRECTORS**

80 **RESPONSIBILITY:** Within the limits of the NAAR Bylaws and Policies & Procedures, the
81 President is responsible for and has commensurate authority:
82

- 83 1. Serve as a voting member on the NAAR Board of Directors;
- 84 2. Establish dues and fees;
- 85 3. Establish governing policies;
- 86 4. Approve recommended amendments to the bylaws;
- 87 5. Act on committee recommendations;
- 88 6. Attend all Board of Directors meeting each month and special meeting as required;

- 89 7. Approve non-budgeted expenditures of the Association (day to day operations are
- 90 predetermined in the budget and subject to the Executive Officer's discretion);
- 91 8. Approve annual budget;
- 92 9. Attend Annual Installation
- 93 10. Attend Annual Board of Directors Retreat
- 94 11. Attend and participate in Association functions as much as possible including
- 95 Community Service and RAPAC events;
- 96 12. Promote and attend education opportunities
- 97 13. Promote unity of the Board of Directors and the Association Membership;
- 98 14. Identify and recruit new board committee leadership to strengthen the Association;
- 99 15. Serve on assigned task force or committee, and serve as liaison to membership

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101 **VIII – RESPONSIBILITIES OF OFFICERS AND COMMITTEE CHAIRS**

102 *A. President*

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

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

133 13. Attends the Annual REALTOR® Conference & Expo and the National
134 Association of REALORS® (NAR) Legislative meeting as the NAAR
135 voting delegate.
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137 *B. President-Elect*

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

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

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160 *C. Vice President*

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

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

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177 *D. Treasurer*

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

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

197
198 *E. Treasurer-Elect*

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

- 202 1. Serves as a member of the Budget Committee;
- 203 2. In the absence of the Treasurer, assumes the responsibilities of the
204 Treasurer;
- 205 3. Performs duties as from time to time may be requested by the President
206 or by the Board of Directors.

207 *F. Directors*

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

- 211 1. Perform such other duties or tasks as may be assigned by the President;
- 212 2. Assist the officers in providing oversight on NAAR's future direction in
213 meeting the goals of the organization and membership growth
214

215 *G. Past President*

216 **RESPONSIBILITIES:** Within the limits of the NAAR Bylaws and Policies
217 & Procedures, the Board of Directors are responsible for and have
218 commensurate authority:
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- 220 1. Serves as NAAR voting delegate at AAR Annual Convention;
221 2. Performs duties as from time to time may be requested by the President
222 or by the Board of Directors;

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224 *H. MLS Committee Chair*

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

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

237
238 *I. Community Outreach Chair*

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

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

249 *J. Nomination Task Force*

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

- 253 1. Shall meet no later than May to begin identifying potential
254 candidates for open board positions;
255 2. Determines interview questions for potential nominees.
256 Interviews will be conducted at the discretion of the committee. If
257 interviews are to be conducted, they shall commence prior to
258 July 1st;
259 3. Chair will be responsible for ensuring nominees are aware and
260 understand responsibilities and role of position nominated for
261 prior to interviews;

262 4. Task Force will select at least one candidate for the following
263 positions: Vice-President, MLS Chair-Elect, Treasurer-Elect, two 2-
264 year Directors, Affiliate Director, and any vacancies that may exist.
265 Candidates shall be selected so that no more than two agents per
266 brokerage serves on the board *UNLESS* there are not enough
267 candidates to fill vacancies.

268 *K. Committee Chair*

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

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

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286 **IX – ASSOCIATION OFFICE**

- 287 1. Hours for the Association Office will be 8:30 am-4:30 pm. Variation in
288 hours will be determined by the Executive Officer with approval by the
289 President.
- 290 2. NAAR will follow Holiday Schedule set by AAR
- 291 3. The office staff will be supervised by the Executive Office
- 292 4. A petty cash fund in the amount of \$100.00 shall be maintained by the
293 Executive Officer.

294 **X – BUDGET/MONIES**

- 295 A. The preliminary budget for the next calendar year shall be reviewed by
296 the Budget Committee within two weeks following the installation of new
297 officers. The Budget Committee shall be comprised of the ***President,***
298 ***President-Elect, Vice President, Treasurer, Treasurer-Elect, Past***
299 ***President, and Committee Chairs.***
- 300 B. After formulation and no later than the regular January Board of Directors
301 meeting, the budget shall be presented to the Board of Directors for
302 approval. Copies of the budget shall be available at the Association Office
303 for any member requesting it.

- 304 C. The President, President-Elect, Treasurer, and Executive Officer shall be
305 authorized to collect and disburse funds under the limits and provisions
306 provided in the NAAR Bylaws.
- 307 D. Signature of one of the authorized Officers and the signature of the
308 Executive Officer is required in all transactions over \$1000.
- 309 E. Monies spent for gifts and/or flowers for achievements, illness, death, etc.
310 of members and their immediate families only and shall not exceed
311 \$200.00 per occasion.

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314 **XI – POLITICAL ENDORSMENT AND/OR CONTRIBUTIONS**

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

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318 **XII – APPROVED TRAVEL POLICIES AND REIMBURSEMENTS**

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

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

- 332 2. Act of Nature

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

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

- 337 ▪ Spouse expenses (Significant other)
- 338 ▪ Alcohol
- 339 ▪ Rental Car
- 340 ▪ Valet parking

- 341 B. Car-pooling and room sharing is encouraged if more than one individual is attending the
342 same function. Reimbursement for room charges to be 100% of the “hosting” hotel room
343 rate for the function. In addition, any reimbursement for travel (air fare must be coach
344 fair and ticket purchased 14 days in advance), early registration and room expense
345 MUST be accompanied by an expense form and paid receipts

346

- 347 C. The President is reimbursed 100% for lodging 100% for ticketed functions attended (i.e.,
348 special breakfasts, lunches, or dinners for leadership).
- 349 D. The Association shall, subject to the approval travel policies, reimburse the President,
350 President-Elect, Vice President and Executive Officer for attendance for the Annual NAR
351 Conference & Expo.
- 352 E. The Association shall, subject to the approved travel policies, reimburse the President,
353 President- Elect, and the Executive Officer for attendance at the NAR Legislative
354 Meetings.
- 355 F. The Association shall, subject to the approved travel policies, reimburse all Board of
356 Director members (or an approved representative of a standing committee), for
357 attendance at AAR state functions. Education Chair will be reimbursed for attendance to
358 the AAR State Convention. **(8/18)**
- 359 G. Subject to approval, early registration fee to the NAR Conference & Expo will be
360 reimbursed by NAAR for board members attending the National Convention. If board
361 member fails to attend or cancels AFTER the NAR cancellation deadline, no
362 reimbursement will be issued. **NO EXCEPTIONS!** Airfare to attend the NAR Convention
363 will be reimbursed up to \$400
- 364 **NOTE: Reimbursement for the AAR Leadership conference will be for**
365 **incoming and returning board members ONLY.**
- 366 H. The Association shall, subject to the approved travel policies, reimburse members
367 attending hearings while serving on the Statewide Professional Standards and
368 Grievance Committees.
- 369 I. At the discretion of the Board of Directors, any other member of the Association shall
370 attend any state or national functions, meetings, or seminars deemed necessary.
371 Reimbursement shall be based on approved travel policies.
- 372 J. Members who are appointed to serve on a national committee shall be reimbursed up to
373 \$1000 per trip for no more than two trips per year. Receipts must be provided to be eligible
374 for reimbursement. Additionally, members will be invited to serve on the applicable local
375 committee, if any. To be eligible for reimbursement the members must offer a written and
376 verbal report after every trip throughout their term of service on the NAR committee. **(3/23)**
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379 **XIII – APPOINTED NAAR ATTORNEY AND CPA**

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

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XIV - HARASSMENT

- 1. Any member, Officer, Director or employee of the Association may be reprimanded placed on probation, suspended or expelled for harassment of an Association or MLS employee or Association Officer or Director after an investigation in accordance with the procedures of the association. As used in this Section, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, Cyberbullying, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual’s work environment. The decision of the appropriate disciplinary action to be taken shall be made by the investigatory team comprised of the President, President-elect and one member of the Board of Directors selected by the highest ranking President-elect and one member of the Board of Directors selected by the highest ranking ***Disciplinary action may include any sanction authorized in the association’s Code of Ethics and Arbitration Manual.*** If the complaint names the President or President-Elect, they may not participate in the proceedings and shall be replaced by the Immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint. ***Note: Suggested procedures for processing complaints of harassment are available online at:***
<http://www.REALTOR.org/mempolweb.nsf/pages/HarassmentProcedure?OpenDocument>.

XV – 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.

XVI – 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.

XVII – 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:
- B. We gather the following types of information needed to process your transactions, fulfill your requests, and maintain our membership records:
 - 1. Contact information you provide (i.e. personal and business addresses, phone and fax numbers, firm affiliations, and NRDS number).
 - 2. Information you volunteer, via application or surveys (i.e. education,

- 434 designations, and affiliations with other organizations).
- 435 C. We use this information to:
- 436 1. Notify you of updates
- 437 2. Notify you of upcoming events and programs
- 438 3. Track usage of our sites
- 439 D. NAAR does not share, sell, or trade e-mail addresses to non-NAAR members, but may
- 440 provide you with on-line informational or marketing messages.
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- 442 E. Credit information that you and credit authorizer provide when you make payments by
- 443 credit card or electronic check for products, dues or other services via the REALTORS®
- 444 Electronic Commerce Network (E-Commerce Network) will only be used to process the
- 445 transactions you request. This information will be provided to and maintained by
- 446 reputable credit reporting databases, but will never be sold, shared or provided to other
- 447 third parties.
- 448 F. We utilize an Opt-Out policy for sending online notifications regarding services, products
- 449 and programs. You may change your Communication Preference by sending an email to
- 450 naarflags@nazrealtor.com
- 451 G. You may edit your personal contact information by contacting us at (928) 779-4303 or
- 452 naarflag@nazrealtor.com
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454 **XVIII – ANTI-TRUST COMPLIANCE**

- 455 A. The Northern Arizona Association of Realtors has not and will not establish or
- 456 maintain fixed or recommend commission rates. Commissions are a matter of
- 457 negotiation between the parties (the principal and the broker) and NAAR will not
- 458 interfere in those negotiations or inhibit in any way the freedom of the parties to
- 459 negotiate with bylaw provisions, recommended schedules, or sanctions imposed
- 460 on members.
- 461 B. We utilize an Opt-Out policy for sending online notifications regarding services, products
- 462 and programs. You may change your Communication Preference by sending an email to
- 463 naarflag@nazrealtor.com
- 464 C. You may edit your personal contact information by contacting us at (928) 779-4303 or
- 465 naarflag@nazrealtor.com