



POLICIES AND PROCEDURES
Revised 04/11/2025 affiliate added 6/17/2025

Statement of Purpose: Previously established policies to assist the Association in its decision-making and daily operations.

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REALTOR® FAIR HOUSING DECLARATION:

Association members will observe the following REALTOR® Fair Housing Declaration:

Provide equal professional service without regard to the race, color, religion, gender, (sex) disability, (handicap), familial status, ~~or~~, national origin or gender orientation of any prospective client, customer or the residents of any community. Keep informed about fair housing law and practices, improving my clients' and customers' opportunities and my business. Develop advertising that indicated everyone is welcome and no one is excluded; expanding my clients' and customer's opportunities to see, buy or lease property. Inform my clients and customers about their right and responsibilities under the fair housing laws by providing brochures and other information. Document my efforts to provide professional service, which will assist me in becoming a more responsive and successful REALTOR®. Refuse to tolerate non-compliance. Learn about those who are different from me and celebrate those differences. Take a positive approach to fair housing practices and aspire to follow the spirit as well as the letter of the law. Develop and implement fair housing practices for my firm to carry out the spirit of this declaration.

MISSION STATEMENT: Our mission is to support Del Norte Association of Realtors (DNAOR) members to preserve individual property rights, succeed in business and achieve the highest standards of ethics and professionalism.

I. OFFICERS AND DIRECTORS:

The Board of Directors for the DNAOR shall be comprised of the following:

1. OFFICERS

Officers are President, President Elect, Secretary and Treasurer. The succession will be as follows: The President Elect will become President, and the President will serve on the board as the Past President.

2. DIRECTORS

Directors are three one-year term Directors, two two-year term Directors and two three-year term Directors. The succession will be as follows: The three-year Directors will become two-year Directors, then two-year Directors will become one-year Directors and the three one-year Directors' term will end.

- 3. AFFILIATE CHAIR** An Affiliate liaison may be appointed by the President and/or will be an unelected current Affiliate in good standing. The Affiliate Chair holds a non-voting position who will be a bridge acting for the purpose of collaboration between the Board of Directors, General Members & current/potential Affiliates. The Affiliate liaison will hold a term of 1 year and can lead Affiliate Committee Meetings to serve the purpose of Community Outreach, Fundraising and Augmentation of the Affiliate membership. A small start-up fund will be allocated for these outreach endeavors and be approved by the Board.

4. NOMINATING AND ELECTIONS

The Elections Chairperson will be appointed by the current year President. The Chairperson will select two other committee members. The Election Committee will also act as the Nominating Committee. It will be the responsibility of the Elections Chairperson to facilitate Article X section 5 of the California Association of Realtors (C.A.R.) Model Bylaws. The Election committee will



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contact all eligible member of the DNAOR membership via phone or email to encourage the inclusion of as many candidates as possible.

Election Timeline

May 1st – Formation of the Election Committee

July 1st – Candidates presented to the membership via email

July 15th -July 31st – Voting Period

August 1st – Announcement of winning Candidates to the general membership

5. INSTALLATION OF OFFICERS AND DIRECTORS

The Installation of Officers and Directors shall be held during the November quarterly general membership meeting. The new Officers will attend the December Board of Directors meeting.

6. MEETINGS

The Board of Directors shall meet on the third Tuesday of every month. This is in addition to and does not replace the provisions of article XI of the C.A.R. Model Bylaws. General membership meetings shall be held quarterly. The first quarterly meeting shall be the awards banquet.

6. STATE DELEGATES

The DNAOR has two seats with C.A.R.'s Board of Directors. The seats are held as follows: Seat one the President, seat two the President-Elect. The delegates shall attend the C.A.R Directors meetings and provide a written report to the board and membership.

7. C.A.R. BOARD OF DIRECTORS MEETING

a. Attendance

1. Association President and President-Elect

2. Additional Attendees –

a. Other members may be selected based on availability of funds and at the discretion of the Board of Directors. Priority will be given to members who:

i. Hold Leadership roles within the Association.

ii. Are actively engaged in advocacy or policy efforts.

iii. Have expressed a commitment to serving in a leadership role within the Association.

b. C.A.R. Committee Members – are voluntary positions and open for application by interested members.

c. The Association may provide financial support for additional attendees, subject to budget availability and Board approval.

3. Association Executive (AE) Attendance

a. The AE will attend between 1 and 3 meetings per year at the AE's discretion, subject to budget availability and board approval.

b. The AE will be paid standard wages for up to 8 hours per day while traveling to, attending and participating in C.A.R. meetings.

4. Reimbursement

a. Reimbursement Process- A written report and itemized receipts must be submitted within 30 days of the meeting. Once the report and expenses are verified, reimbursement will be processed.



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- b. The Board reserves the right to approve or deny any expenses not outlined in the Financial Controls Policy and Procedures.

8. COMMITTEES/TASK FORCES

The President shall appoint a chairperson from among the DNAOR Board of Directors, subject to confirmation by the Board of Directors, for each committee or task force. Committee/Task Force members may be selected from the general membership and are not required to serve on the Board.

Standing Committees: Election/Nominating, Multiple Listing Service (MLS).

Discretionary Committees: Awards, Banquet, Professional Development, Political/Legislative, Scholarship, Caravan, Environmental Review Committee (ERC), Local Candidate Recommendation Committee (LCRC), Public Relations/Social-Media, Realtors For Community (RFC), Sunshine, and Community Advocacy.

This is in addition to and does not replace the provisions of Article XII of the C.A.R. Model Bylaws.

- a. Election/Nominating: This committee will consist of three members. The Chair shall oversee the recruitment for open positions following the California Model Bylaw's article X section 5.
- b. MLS: The Chair will bring the California Model Bylaws to the Board of Directors for adoption. The Chair and the AE will work together to process MLS violations.
- c. Awards: This committee will facilitate the annual awards.
- d. Banquet: This committee will facilitate the annual awards banquet.
- e. Professional Development: This committee shall bring education and training opportunities to the members for professional development.
- f. Political/Legislative: This committee shall keep the membership apprised of new legislation affecting the Real Estate industry.
- g. Scholarship: The committee will award a minimum of four scholarships each year through the Del Norte Scholarship Foundation. Preference will be given first to Realtor's family members, then to Affiliate family members, and then to family members of individuals involved in related industry groups. The committee may request funds from the Board of Directors for additional scholarships. All scholarships must align with the Del Norte Scholarship Foundation's requirements and timelines.
- h. Caravan: This committee shall organize the caravan in accordance with Caravan Policy.
- i. ERC: The Chair shall attend the county ERC meetings. The agenda and pertinent information will be presented to the DNAOR Board of Directors.
- j. LCRC: This committee will recommend a candidate to the DNAOR Board of Directors to support in a local election. This candidate must support the Real Estate Industry.
- k. Public Relations/Social-Media: This committee will maintain the website and social media platforms.
- l. RFC: This committee will raise funds and provide outreach to bridge the gap of unmet needs within the Del Norte community.
- m. Sunshine: This committee shall provide flowers upon death of a spouse or child to any Realtor member. Any other death or sickness shall warrant a card from the membership. Upon the death of a Realtor who has been a member of the DNAOR for a minimum of twenty years shall have their name placed on a commemorative bench.



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- n. Community Advocacy: This committee shall facilitate Realtor participation in local functions and work with the Public Relations committee to disseminate the Realtor's contribution to the community.
- o. Affiliate Advisory Committee: Affiliate Chair will be a non-elected leader who sits on the Board of Directors responsible for augmenting Affiliate Membership, participate in our community outreach endeavors, assist in professional development & education as well as creating opportunities to create more cohesiveness to the industry

9. STAFF ORGANIZATION

Staff organization shall be such that the AE shall oversee all operations relating to the day-to-day operation of the Association. The AE shall report to the Board of Directors.

10. BUDGET

Prior to the beginning of each fiscal year the Executive Board will establish the operating budget for the upcoming year. A fiscal year shall be defined as a calendar year from Jan 1st through Dec 31st.

11. FINANCE

The Association will hold five bank accounts, one CD account, and one credit card account: General Funds Checking, Realtors For Community Checking, Lockbox Checking, Scholarship Savings, Reserve Savings, and Tri-Counties CD account.

II. MEMBERSHIP:

Any licensed Realtor® who has been accepted for membership by DNAOR.

1. NEW MEMBER ORIENTATION

New members will be required to complete the on-line National Association of Realtors (N.A.R.) Code of Ethics class, Fair Housing training, and the new member's orientation class within 30 days of becoming a member of the DNAOR. New members will be recognized during the quarterly General Membership Meeting.

- 2. All Brokers who are located within the county of Del Norte shall have all licensed agents join the DNAOR.

If a broker does not have a presence in Del Norte County, they are exempt from having all their agents join the local board; however, every agent in the broker's employment must be a member of the N.A.R. and C.A.R.

3. AFFILIATE MEMBERS

The Affiliates agree to represent themselves according to standards set in the Business and Professions Code of Ethics. The Affiliate irrevocably waives all claims against the Board or any of its Officers, Directors, or members in connection with the business of the Board. Affiliate acknowledges that if accepted for membership and the Affiliate resigns or is expelled from membership of the Board, the membership is non transferrable, and no refunds will be dispersed for early membership cancellation. The Affiliate also agrees to accept all forms of communications from the DNAOR.



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Fees are assessed on an annual basis. For annual fees see fee schedule (attached). This entitles the Affiliate Members to have their name and contact information included in the Affiliate Roster, Membership Directory and on the DNAOR website.

4. **LIMITED FUNCTION REFERRAL ONLY MEMBER (LFRO)**

Those agents who are not actively participating in Real Estate sales are exempt from joining N.A.R & C.A.R and paying DNAOR annual dues. Each Broker will fill out and sign a LFRO form for each member who has their license with said broker for the sole purpose of referrals.

III. FEES & DUES:

The Executive Board of Directors establishes the fees to be charged to apply for membership and reinstatement with the DNAOR. These fees shall be adopted annually. There will be a separate fee charged to those members who want to be a member of the MLS only and not join the DNAOR. See fee schedule (attached).

1. **MLS FEES**

MLS Invoices will be emailed to the Brokers/Members by the third business day of each month. Invoices are due upon receipt and are late after the 10th. Delinquent notices shall be sent out by the 15th with a 10% late fee assessment. See C.A.R MLS service rules section 17.

2. **MEMBERSHIP DUES**

All Brokers who are located within the county of Del Norte shall be responsible for the membership dues for all agents licensed with them. Membership dues are to include all N.A.R., C.A.R., Local Dues and Assessments.

During the first week of December invoices for annual Realtor dues will be emailed to each member. Payment is due by January 1st and late on January 31st. Failure to pay by February 28th results in inactivation by C.A.R.

3. **SCHOLARSHIP ASSESSMENT**

The DNAOR donates to the Del Norte Scholarship fund. Each member is subject to an assessment of \$25 per year.

IV. PUBLIC RELATIONS:

The only person authorized to speak to local media on behalf of the DNAOR is the year's current President. The President may, at his/her discretion appoint a spokesperson.

1. **WEBSITE/ SOCIAL MEDIA**

The DNAOR will maintain a website and social media platforms for its members and affiliates.

V. CARAVAN:

Caravan Rules:

1. Each listing agent or their representative must attend the entire tour
 - a. Agents, who do not attend the entire tour, will not have their home shown.
 - b. If you cannot make it to tour, your listing may be shown by another agent on tour. It is up to the listing agent to arrange to have the property represented or have the property removed from tour



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2. Only Brokers, Agents, or Affiliates will be allowed to tour Caravan.
3. No promotional material may be left in the homes.
4. Only those properties listed for sale will be included on the tour. Properties for lease or rent will not be allowed on caravan tour.
5. A property may only be shown once every 6 months unless the property changes listing office/agent, has a significant change in price/alterations, or if fewer than five Realtors attend any given listing during a scheduled caravan.

VI. MULTIPLE LISTING SERVICE

The MLS is a database established by cooperating Real Estate Brokers to provide data about properties for sale. The MLS allows Brokers to see one another's listings of properties for sale with the goal of connecting homebuyers to sellers. The DNAOR's service provider is Black Night Paragon.

1. **CORRECTIONS TO THE MLS:** All requests for corrections must be submitted to the AE in writing.
2. **AGENT TRANSFERS:** Agents transferring between offices must submit C.A.R form Transfer of Listing Agreement (TOL) to the Board office for each listing transferring to the new brokerage. No listing will be transferred without submitting this form signed by all parties.
3. **COMPLAINTS:** Complaints shall be submitted to the Board office in writing for review by the AE or MLS chair. All complaints the AE and MLS Chair cannot rectify will be forwarded on to the Board of Directors.
4. **PHOTOS:** All listing photos are to be taken of, from, or on the subject property. For house plan or virtual drawings, put label of "virtual photo" or "virtual representation" on the photo. Area and community photos not taken from, of, or on the property are only allowed when the photo is labeled as not taken from, of, or on the property on the photo itself.

VII. LOCKBOX:

Lockboxes can be obtained from the Board office for a deposit of \$50.00. This deposit will be refunded within 5 business days upon return of the lockbox to the Board office. If the lockbox is not returned when a member leaves the Association, the member will be charged a replacement fee of \$106. Each member may only have 3 reserve lockboxes not in use. Any additional lockboxes should be returned to the Board office. If lockboxes are not returned within 5 business days, when requested by the Board office, agent will be charged \$106.00. Board issued lockboxes are the only approved lockboxes.

Exceptions are when there are no Board office lockboxes available or when contractually required by REO listing agreement.

VIII. ANNUAL AWARDS:

The DNAOR will recognize Broker/Agent achievements.

1. **BRONZE CLUB:** Any Realtor who has generated 1% in sales, based off total volume in MLS.



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2. SILVER CLUB: Any Realtor who has generated 2% in sales, based off total volume in MLS.
3. GOLD CLUB: Any Realtor who has generated 3-4% in sales based off total volume in MLS.
4. PLATINUM CLUB: Any Realtor who has generated greater than 5% in sales based off total volume in MLS
5. PROPERTY MANAGEMENT TOP PRODUCER CLUB: Broker to report property management income greater than \$80,000, not to include gross rents.
6. NUMBER 1 TOP PRODUCER: Awarded to the number one ranked Realtor based off total sales volume in MLS. This person will receive a special plaque.
7. ROOKIE OF THE YEAR: Given to a Realtor after the first year of their membership with DNAOR who produced the highest sales volume within MLS during their first 12 months of new membership. In certain circumstances they may be awarded the following award year. This person will receive a special plaque.
8. THE REALTOR'S CHOICE: The Realtors Choice award will be the member with the most votes from the membership. This person should deserve special recognition by their peers and will receive a special plaque. If a tie ensues for the Realtors Choice award, then another survey will be sent out until one winner is chosen. The winner will be recognized and receive a special plaque.
9. REALTOR OF THE YEAR: The Realtor of the Year award may go to any Realtor member of the DNAOR who has excelled in service to the Board and the community in which the Board serves. All nominations must be in writing. The Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.
10. RISING STAR: The Rising Star Award may go to a member of the DNAOR who has excelled in sales volume, professionalism, community service and 4 years or less as an agent. All nominations must in writing. The Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.
11. BROKERAGE OF THE YEAR AWARD: The Brokerage of the Year award may go to any brokerage member of the DNAOR who has excelled in service to the Board and the community in which the Board serves. All nominations must be in writing. The Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.
12. AFFILIATE OF THE YEAR AWARD: The Affiliate of the Year award may go to any affiliate member of the DNAOR who has excelled in service to the Board and the community in which the Board serves. All nominations must be in writing. The Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.



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****Nominations may be submitted by all members of the DNAOR. This award is earned and, in some occasions, may not be awarded every year. The awards chair will compile a selection committee. The committee will consist of the previous year's award recipients, the awards committee and any other persons from the membership to make up a list of 12 people. Once the nominations are received by the AE, the AE will do a random selection of 7 people to make up the final selection committee. Making sure that no person on the final selection committee has been nominated. The final selections committee shall make sure that all criteria must be met, in order, to give the award.