



DEL NORTE
Association of
REALTORS
POLICIES AND PROCEDURES
Revised 05/21/2019

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

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BOARD OF DIRECTORS

The Board of Directors for the Del Norte Association of Realtors (DNAOR) shall be comprised of the following:

- President
- Secretary
- Three (1) year term Directors
- Two (3) year term Directors
- President elect: President Elect should be an individual willing to be President the following year.
- Treasurer
- Two (2) year term Directors
- Advisory Board: Advisory Board should be made up of past presidents of this Association. Number of Advisory Board members is subject to the current year President.

Elections will be held the end of November for the following year’s Executive Board

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.

Attendance:

- After 2 Consecutive missed board meetings per year, a fine will be levied of \$25 for each meeting missed thereafter. Fines will be applied to Scholarship fund.
- Board of Directors shall designate a regular time, manner and place of meetings. Absence from four regular meetings without an excuse deemed valid by the Executive Board shall be construed as resignation.

BUDGET & FINANCE

BUDGET: At the beginning of each fiscal year the Executive Board will establish the operating budget for the upcoming year.

FINANCE: The Association will hold five bank accounts.

1. General Funds Checking
2. COAT program Checking
3. Scholarship Savings
4. Lockbox Savings
5. Reserve Savings

CARAVAN POLICIES

LISTINGS PLACED ON TOUR: Any listing place on tour must be entered in the Multiple Listing Service (MLS) and assigned an MLS number.

The tour area will be determined on an “as needed” basis.

To have a listing on caravan it must not have been on caravan during the last 6 months. Exceptions are if there have been major changes to the property, or a major reduction in price.

TOUR ATTENDANCE: MLS participants and subscribers are allowed to attend the caravan tours. It is the responsibility of the listing agent to be present during tour or arrange for their listing to be shown.

It is a requirement of caravan to stay for the whole tour, unless prior arrangements have been made beforehand.

COMMITTEES

Committee Chairpersons will be appointed by the current year president.

Awards/Banquet

Education

Elections

Fundraising

Grievance: Grievance committee members will be chosen from those members who have successfully completed the Professional Standards class through CAR

MLS

Political/Legislative

Scholarship

Caravan: Caravan Schedule will be completed by the Executive Officer of the Association

ERC

Financial/Budget Planning

Governing Documents

LCRC

Membership

Public Relations

DELEGATES

The Association has two seats with the California Association of Realtors (C.A.R.) Executive Board of Directors. The seats are determined as follows:

- Seat one is held by the current year President
- Seat two is held by appointment of the current year President

DUES, FEES, DEPOSITS, FINES

DELINQUENT NOTICES: Delinquent notices shall be sent after the tenth of every month.

LATE FEE: A late fee of 10% will be charged on any unpaid balance after 30 days.

STATEMENTS: MLS Invoices will be emailed to the brokers around the first of each month.

LOCAL DUES: Local dues will be waived for CAR and NAR honorary members for life.

ANNUAL REALTOR DUES: During the first week of December invoices for annual Realtor dues will be emailed to each member. Dues are considered late if not received by January 31st.

MEMBERSHIP APPLICATION FEES: The Executive Board of Directors shall establish a fee to be charged to apply for membership in the Association or to have membership with the Association reinstated. These fees shall be subject to change from time to time.

There will be a separate fee charged to those members who want to be a member of the MLS only and not join the Del Norte Association of Realtors.

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

INSTALLATION OF OFFICERS

INSTALLATION OF OFFICERS AND DIRECTORS: The Annual Installation of Officers and Directors shall be held in December or January during the annual awards banquet.

MEMBERSHIP

All brokers who are located with 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. Exceptions: If the broker does not have a presence in Del Norte County, they are exempt from having all their agents join the local board. Only the broker and those agents wishing to join must join. However, every agent in the broker's employment must be a member of the Nation Association of Realtors (N.A.R.) and C.A.R.

LIMITED FUNCTION REFERRAL ONLY MEMBER: Those agents who are not actively involved in actively working in the field of Real Estate are exempt from joining and paying annual dues.

Each Broker will fill out and sign a Limited Function Member form for each member who has their license with said broker for the sole purpose of referrals.

NEW MEMBERS: New members will be recognized quarterly during the General Membership Meeting.

NEW MEMBER ORIENTATION: New members will be required to complete the on-line N.A.R. New Member Orientation Code of Ethics (minimum of 2.5 hours) within 30 days of becoming a member of the Del Norte Association of Realtors. New members are also within the same time frame to complete the New Member Orientation class.

MISCELLANEOUS

WEBSITE: The DNAOR web site will include address and contact information for each office.

MLS POLICY STATEMENT

CHANGES TO THE MLS SYSTEM: All requests for a change in the MLS system must be put in writing and presented to the Board Office for consideration.

AGENT TRANSFERS: Agents transferring between offices may have listings in the MLS when the original listing broker has provided their consent. This acknowledgement may come through email.

HOMES UNDER CONSTRUCTION: Homes under construction shall be plainly noted in the remarks section of the MLS.

NON-MLS LOCKBOXES: Agents need to be available from 8am to 6pm to respond to inquiries regarding access to Non-MLS lockboxes. There shall be a 4 hour maximum response time (agent must respond to inquiry within 4 hours)

OUT OF AREA BROKERS: As a requirement for joining our MLS, agents have to be actively pursuing listings in our area and have to make listings accessible to all MLS members. It is the agent's responsibility to fulfill all obligations such as arranging access for showings, visual inspections, disclosures, etc...)

LOCKBOX: Lockboxes can be obtained from the Board Office for a deposit of \$25.00 for the original designed lockboxes and \$50.00 for the recent designed lockboxes. This deposit will be refunded 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 \$91.00 (this amount is subject to change). Each member may only have 3 lockboxes unassigned at a time.

CITATION POLICY: See the Citation policy for all other policies pertaining to the MLS.

COMPLAINTS: All complaints will be submitted to the Board office in writing using the MLS complaint form. A copy of the complaint form may be obtained from the Board Office. Complaints will be reviewed by the Executive Officer. All complaints the Executive Officer cannot rectify will be forwarded on to the MLS Committee for further review.

PHOTOS: All listing photos are to be taken of, from, or on 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*.

NOMINATING AND ELECTIONS

ELECTION CHAIRPERSON: The Elections chairman will be appointed by the current year President. It will be the responsibility of the Elections chairman to solicit members for consideration in the upcoming elections for the following year board positions.

BALLOTS: Ballots will be prepared by the Board Office and mailed to each member. They may be returned via snail mail or email.

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, sex, handicap, familial status, or national origin of any prospective client, customer or the residents of any community. Keep informed about fair housing law and practices, improve 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.

ANNUAL AWARDS

MILLION DOLLAR CLUB: Any Realtor who has generated 1 million to \$2,999,999. To be based off total volume in MLS.

MULTI-MILLION DOLLAR CLUB: Any Realtor who has generated 2 million to \$2,999,999, also based off total volume in MLS.

TOP PRODUCERS CLUB: Any Realtor who has generated greater the \$3 million n sales based off total MLS volume.

NUMBER 1 TOP PRODUCER: Awarded to the number one ranked Realtor based on MLS sales volume. This person will receive a special plaque.

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.

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.

PROPERTY MANAGEMENT TOP PRODUECR CLUB: Broker to report property management income amount greater than \$66,000.00 not to include gross rents.


OTHER AWARDS

Nominations may be submitted by all members of the Del Norte Association of Realtors These awards are 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 years 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.

REALTOR OF THE YEAR AWARD: The Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.

QUALIFICATIONS: The Realtor of the Year award may go to any Realtor member of the Del Norte Association of Realtors. They must be nominated in writing. The nomination criteria will be: what has the individual done for both the Board of Realtors and the community the Board serves? Their contributions must be beyond the norm.

RISING STAR AWARD: the Association shall buy and present a plaque to the recipient of this award during the annual Awards Banquet.



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QUALIFICATIONS: The Rising Star Award may go to a member of the del Norte Association of Realtors, they must be nominated in writing and the nomination criteria will be: Sales Volume, Professionalism, Community Service and 4 years or less as an agent.

STAFF ORGANIZATION

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