



Policy and Procedures Manual

2015

SCVBR Policy and Procedure Manual

I. General Overview

The Policy & Procedures Manual provides a roadmap for all members of the South Central Vermont Board of REALTORS®. Policies & Procedures can be revised, expanded, or deleted as necessary provided they are adopted by the Board of Directors. The following Policies & Procedures are the practices that the membership of the South Central Board of REALTORS® shall follow.

II. Mission Statement

The South Central Vermont Board of REALTORS® (SCVBR) offers members services, programs, and education. We encourage professionalism, co-operation, and ethical real estate practices while promoting a positive REALTOR® image in the community.

VISION STATEMENT

"Local real estate professionals delivering excellent service."

III. Officers and Board of Directors

a. Nominating Committee

- i. Up to Five (5) Realtor® members, but not less than three (3) appointed by President with approval of Board of Directors at least 2 months prior to annual election of Officers*
- ii. Nominating Committee selects one candidate for each office (President, President-elect, Treasurer, Secretary) one candidate for State Director and up to two for Member(s) at Large) to be filled on the Board of Directors.*
- iii. Via US Postal service or electronically, Committee sends its nominations to Membership at least three (3) weeks prior to the annual meeting*
- iv. Additional candidates may be placed in nomination by petition*
 - 1. Petition signed by at least 20% of Membership & filed with Secretary at least two (2) weeks prior to election*
 - 2. Secretary sends notice of additional nominees to Membership*

b. Election & Installation

- i. Election of Officers*
 - 1. Held at Annual Meeting in November*
 - 2. President appoints an election Committee of three (3) Realtor® members to conduct the Election*
 - 3. A tie vote to be determined by lot*

ii. Installation of Officers

1. Installation of Officers shall take place at the December meeting
2. Induction shall be by Realtor® oath administered by President and CEO of the State VR, SCVBR or their designees
3. President-Elect to order and present outgoing President with President's plaque

c. Duties of All Officers and Board Members

- i. To attend all meetings called by the President or his/her designate
- ii. If unable to attend, Officer or Committee Chair shall notify the President or Chair of the meeting. Absence from three (3) regular meetings without an excuse deemed valid by the Board shall be construed as a resignation
- iii. Designate the annual November meeting
- iv. Designate a regular time and place of meetings.
- v. Committee Chairs may sit in on the Board of Directors but shall not have a vote

d. President

- i. The President is the elected leader of the South Central Vermont Board of REALTORS® and is responsible to the Executive Board of Directors and the Membership. He/she shall preside at all meetings, appoint special committees, lead the Executive Board and be an ex-officio member of all committees. He/she is expected to perform such duties as may be assigned by the Executive Board and membership. The President is the major spokesperson for the SCVBR and must stay informed on SCVBR projects, industry-related developments, and state and national events. The President is expected to attend other local, state, and national meetings and to be visible to the membership as well.
- ii. President's schedule timetable (see Appendix A)
- iii. The chief duties of the President are the following:
 1. Act as chief administrative officer and legal head of the SCVBR;
 2. See that the basic policies, general activities and programs that will further the goals and objectives of the SCVBR are planned, formulated, and presented to the SCVBR;
 3. Collaborate with the BOD and Committees to demonstrate compliance with the Mandatory Core Standards for Associations of REALTORS®;
 4. See that the membership is kept fully informed of the conditions and operations of the SCVBR;
 5. Exercise general supervision over the SCVBR and all its activities and Members;
 - a. The membership shall meet at least 4 times per year on the first Monday of each month

- b. The Executive Board of Directors shall meet bi-monthly or as needed*
- c. The Principal Brokers within the SCVBR may meet bi-annually or as needed*

- 6. Preside at and attend all general membership meetings and meetings of the Executive Board of Directors;*
- 7. Call special meetings when necessary;*
- 8. Appoint committee chairs and be ex-officio member of all committees, outline the purpose and duties of these committees, and monitors progress;*
- 9. Represent and speak for the SCVBR to other organizations and to the public;*
- 10. Support and defend policies and programs adopted by the SCVBR;*
- 11. Promote interest and active participation in the SCVBR;*
- 12. Sign letters or documents necessary to carry out the will of the SCVBR;*
- 13. Act as a liaison between the SCVBR membership and state and national REALTOR® associations.*
- 14. Coordinate activities and administrative duties with the SCVBR Association Executive, State Association Executive, Vermont Realtors® CEO, Board and staff;*
- 15. Coordinate with the Treasurer all financial activities and responsibilities including acting as an additional signatory on the SCVBR bank account when necessary and operate within an annual budget;*
- 16. Represent the SCVBR at State and National REALTOR® meetings when and where appropriate;*
- 17. Promote good will, create a favorable public image, articulate the real estate position of the SCVBR and develop credibility in matters relating to the Real Estate Industry.*
- 18. Assist President-elect in preparation for transition in leadership role.*

e. President-elect

- i. Attend NAR Leadership Summit;*
- ii. Coordinate Membership Meetings(See appendix B) with Membership Committee and Members-at-Large ;*
- iii. Attend all meetings;*
- iv. Support President;*
- v. Fill in as needed in President's absence;*
- vi. Coordinate Realtor of the Year (ROTY) award and President's plaque (see Appendix C);*
- vii. Act as additional signatory on the SCVBR bank account in the absence of the Treasurer and/or President.*

f. Secretary

- i. Secretary shall keep all the records of SCVBR. If the Board has an SCVBR Association Executive, that person shall maintain the Board's records;*
- ii. Secretary to take the minutes of all Board and Director's Meetings;*
- iii. Secretary to take the minutes of all Membership Meetings;*
- iv. Secretary to keep a copy of all minutes and file the originals with SCVBR's Association Executive;*
- v. Minutes of meetings to be sent via electronic mail within 5 days of meeting date;*
- vi. In the event Secretary is unable to attend a meeting, she/he shall appoint a Secretary Pro Tem;*
- vii. Determine a quorum is present at each monthly meeting.*

g. Treasurer

- i. Treasurer shall be responsible for the finances of the SCVBR Board;*
- ii. Treasurer shall annually prepare a budget for the organization;
 - 1. Budget reviewed and approved by Board of Directors prior to Annual meeting;*
 - 2. Budget presented to general membership at annual meeting;**
- iii. Treasurer to have the authority to pay bills, sign checks and reimburse members for approved SCVBR expenses;*
- iv. Treasurer to be a signatory on the bank account (s) for the SCVBR Board;*
- v. Treasurer shall periodically offer a financial report of SCVBR at membership meetings;*
- vi. Treasurer shall ensure compliance with Core Standards by annually coordinating either a compilation report, audit opinion, or accountant's review based upon yearly revenue, to ensure fiscal integrity;*
- vii. Treasurer shall coordinate with President the transfer of bank accounts at the time of transition.*

h. Past President

- i. Attend all meetings;*
- ii. Support President;*
- iii. Assist President Elect with Member Meeting Programming;*

i. State Director

- i. Represents the entire membership of VR and places the welfare of VR as a whole ahead of geographic or factional considerations;*
- ii. Two-year term commencing January 1st;*
- iii. Attends a minimum of four (4) regularly scheduled VR Board of Directors meetings a year, of which one will be a final budget meeting.*
- iv. As appointed by VR State President, serves on standing and ad hoc committees;*

- v.** *Prior to VR meetings, reads and is familiar with issues as submitted with Meeting Agendas and backup material;*
- vi.** *If unable to attend VR meeting, ensures that her/his delegate has access to meeting materials either through DropBox or hard copy;*
- vii.** *Attends SCVBR Board meetings and updates Board on VR activities;*
- viii.** *Presents a VR Directors Report to membership via newsletter;*
- ix.** *Submits timely travel reimbursement requests to SCVBR Treasurer for attendance at VR required meetings.*

j. Member(s)-at-large

- i.** *Represents general membership on issues of interest or concern, especially those outside of committee structure;*
- ii.** *One or two members elected for a two year term;*
- iii.** *Listens to membership and communicates their issues and needs to Board:*
 - 1.** *Identifies potential problems and opportunities*
 - 2.** *Works towards commonly defined goals*
 - 3.** *Sets objectives and develops action plans for assigned projects;*
- iv.** *Assists President-Elect and Membership committee with Membership Meetings.*

k. Other

i. Meetings

- 1.** *Meetings shall be called from time to time by the President or his/her designee.*
- 2.** *Notice of meetings to be given at least five (5) business days prior to meeting.*
- 3.** *Special meetings may be called with a statement of the purpose of the meeting.*
- 4.** *A quorum shall consist of 20% of those eligible to vote.*
- 5.** *The Directors may conduct business by electronic means.*
- 6.** *Any action required or permitted to be taken at a meeting may be taken without a meeting if all Directors consent in writing to and sign the action so taken. All approvals evidencing the consent shall be delivered to the Secretary and filed in the corporate record. The action taken shall be effective when all directors have approved unless the consent has a specific effective date.*

ii. Removal

- 1.** *If an Officer or Director is incapable of fulfilling his/her duties and will not resign voluntarily, the procedures shall be followed:*
 - a.** *By petition signed by at least one-third (1/3) of the voting Membership or majority of all Directors with the President, or, if the President is the subject, with the next ranking officer*
 - b.** *Petition shall set forth the reasons for the disqualifications*

- c. *Within 20 to 45 days after receipt of the petition, a special meeting of the voting membership is called to consider the charge and render a decision*
- d. *Special meeting to be warned ten (10) days prior to the meeting and conducted by the President or, if President is the subject, by next ranking officer.*
- e. *Three-fourth (3/4) votes of members present and voting is required for removal*

iii. Term

- 1. *President, President-elect, Treasurer and Secretary are elected for one year terms.*
- 2. *State Director is elected for two (2) year term. If more than one State Director, the Terms shall be staggered*
- 3. *Members at Large: one or two members elected for two (2) year terms.*
- 4. *Elected Officers and Committee Chairs shall serve no longer than six (6) consecutive years.*

iv. Vacancies

- 1. *Vacancies shall be filled by simple majority vote of Board of Directors*
- 2. *Term to last until next annual meeting*

IV. SCVBR Association Executive (AE)

a. Duties (see Appendix D)

V. Committees

a. Duties of Chairs

- i. *Chairs should communicate with Executive Board and general membership;*
- ii. *Chairs should attend Executive Board meetings and Membership meetings;*
- iii. *Chairs should work with their committee members to set appropriate goals, objectives, and timelines to meet the Mandatory Core Standards as directed by the Executive Board and the SCVBR strategic plan;*
- iv. *Chairs should schedule committee meetings as necessary, set agendas, and provide written reports for Executive Board meetings, Membership meetings, and SCVBR newsletters.*

b. Membership Committee

- i. *The Chair shall be the contact person for new members and affiliates to start the process of membership;*
- ii. *The Chair will work with President-Elect and Members-at-Large to help coordinate membership meetings;*
- iii. *Shall provide basic info regarding meetings, need for orientation and code of ethics,*

- iv.** *Shall be local contact for general members and principals when they have questions;*
- v.** *Keep track of new members:*
 - 1.** *Make sure they know about orientation classes.*
 - 2.** *Plan for new members to be announced at next meeting.*
 - 3.** *Plan inductions (make sure Board has certificates with President's signature and REALTOR® pins).*
- vi.** *Keep track of new affiliates:*
 - 1.** *Give application and instructions to send to AE.*
 - 2.** *Make sure they have meeting schedule and are on announcement/meeting list.*
 - 3.** *Introduce at next meeting.*
 - 4.** *Contact person if they have issues about membership.*
 - 5.** *Follow up on affiliates who haven't paid on time.*
 - 6.** *Liaison between SCVBR and VR regarding membership.*

c. Education Committee

- i.** *Attend VR meetings*
 - 1.** *Recommend offerings that reflect SCVBR needs*
 - 2.** *Discuss trainers and pricing for course offerings*
- ii.** *Select offerings in SCVBR area*
 - 1.** *Find location*
 - 2.** *Oversee setup of room*
- iii.** *Attend SCVBR board meetings & monthly meetings to disseminate information*
- iv.** *Responsible for getting course information to VR for dissemination to membership.*
- v.** *Work with VR Education personnel and local Membership Chair to coordinate educational opportunities in local area.*

d. MLS Committee

- i.** *The position of MLS chair is appointed by the South Central Vermont Board of Directors;*
- ii.** *The MLS chair represents the South Central Vermont Board members on a statewide NNEREN board. This statewide position will be as a voting member on the MLS Board of Directors;*
- iii.** *The MLS chair holds diligence and responsibility to the position as Director. His/her interest will be in the best interest of the MLS Board and its membership;*
- iv.** *The MLS Director will attend meetings as scheduled throughout the state;*
- v.** *Meeting updates and communication to the South Central Vermont Board of REALTORS® membership will be required. This*

communication shall always be in written form via email as well as attending meetings to provide additional information as necessary;

- vi.** *The MLS Director may also be part of a sub-committee(s) working on specific areas of MLS concern:
 - 1.** *Attend meetings of committee (possible conference call option).*
 - 2.** *Complete research tasks as required.*
 - 3.** *Communicate committee work to SCVBR members via email.**
- vii.** *Feedback from the South Central membership should be provided in making decisions that impact agent's day to day business. Other questions/comments and communication from members should be addressed to the MLS Board of Directors as required;*
- viii.** *The MLS Director should always work to enhance the quality and ease of information that is necessary to all agents in their daily business;*
- ix.** *The MLS Director shall always be diligent in budget expenses and costs to the membership;*
- x.** *The MLS Director should be knowledgeable about trends in MLS industry throughout the country;*
- xi.** *The number of Directors representing the South Central Vermont Board is based upon membership totals. Currently, the South Central Vermont Board is entitled to two (2) positions on the MLS Board of Directors.*

e. Advocacy Committee

- i.** *One or two Realtors®;*
- ii.** *Duties:
 - 1.** *Attend VR Legislative events in Montpelier (yearly);*
 - 2.** *Attend VR meetings when Legislature is in session (by conference or in person Montpelier);*
 - 3.** *Report activity to SCVBR members via newsletter as needed*
 - 4.** *Rally support of members for National, State, and local issues concerning housing.**

f. Publicity Committee

- i.** *Take pictures at meetings and events where Realtors® are participating;*
- ii.** *Write articles for local papers on behalf of SCVBR promoting the "voice for real estate"*
- iii.** *Organize photo ops involving local Realtor® participation;*
- iv.** *Promote Realtor® Recognition;*
- v.** *Monitor and update the SCVBR website by working with SCVBR Executive Board and Committee Chairs.*

g. Community Outreach Committee

- i. Identify opportunities for community involvement that will align with the SCVBR mission statement;*
- ii. Organize, participate, and encourage membership involvement in events or fundraising campaigns which give back to local charities that support the communities we serve;*
- iii. Host an educational real estate related event in our locale promoting the Realtor® benefits.*
- iv. Provide information regarding involvement to the Publicity Chair for publication.*
- v. Follow CORE Guidelines to ensure compliance with "community investment"*

VI. Membership

a. Application

b. Contact information

c. Billing

d. Payment

- i. Method of Payment*
 - 1. Renewals Online**
 - 2. New Membership:**
 - a. Pay by check(s) or credit card to AE (see AE duties)*
- ii. Late Dues*
 - 1. Any member whose dues are not paid as of November 1st will be assessed a \$50.00 penalty plus a VR \$50 late fee.**
 - 2. SCVBR members whose dues are not paid in full by the beginning of the calendar year for which they are due will lose their NAR, VR and SCVBR membership, their REALTOR® designation and the MLS privileges as of January 1st.**
 - 3. Dues paid after January 1 will also be subject to a VR re-instatement fee of \$100.**

VII. Meetings

a. Local

- i. Members are encouraged to attend Membership meetings;*
- ii. Hosting Meetings:*
 - 1. Organized by the Executive Board of Directors and the Membership Committee.**
 - 2. When possible, the location shall alternate between Manchester and Dorset and the Mountain towns.**
 - 3. The topics shall include relevant real estate-related issues, programs, services and/or continuing education.**

b. State

- i. The Executive Board of Directors is expected to attend and participate in the VR Educational Symposiums, Legislative Day and Annual Awards Banquet.*

c. National

- i. All members are encouraged to attend national meetings.*

d. Travel & Expenses

- i. Officers and committee chairs are eligible for travel expense reimbursement;*
- ii. Submission for approval of travel expenses shall be provided to the Treasurer along with any receipts;*
- iii. The mileage rate will correspond to the federal tax mileage rate reimbursement;*
- iv. The maximum allowance for reimbursement shall be \$50 per day not including mileage or lodging;*
- v. Special allowances shall be approved prior to trip by a majority of the Board of Directors;*
- vi. SCVBR ROTY and other attending board members shall be reimbursed for meal, room and mileage to attend the VR ROTY banquet.*

VIII. Open Houses

- a. The following schedule should be adhered to for scheduling open houses:
 - i. Tuesday – Manchester & Southern Towns.*
 - ii. Wednesday – Manchester & North/West Towns.*
 - iii. Thursday and Friday – Mountain Towns.*
- b. Open House notices shall be emailed (do not fax)
- c. Open House information should be contained in the body of the email; no attachments
- d. It is strongly recommended that a link to an MLS information page should be included in the notice

IX. Policy & Procedures Manual Revisions

- a. The Executive Board of Directors will discuss and vote upon any revisions, additions, deletions, changes to the Policy & Procedures Manual.
- b. A quorum vote (majority of Executive Board of Directors) shall be sufficient to pass
- c. The Secretary will make the change(s) to the Policy & Procedures Manual.
- d. The Board of Directors will determine how to notify membership of changes to the Policy & Procedures Manual.
- e. Date of revision(s) needs to be documented by the Secretary on the History Record of the Policy and Procedures Manual.

Appendix A

2015 SCVBR CALENDAR

JANUARY

- VR Board Meeting- State Rep.
- Executive Board Meeting- Exec Board and Committee Chairs

FEBRUARY

- Membership Meeting
- Exec Board Retreat- Exec Board and Committee Chairs
- President's Council Meeting-Pres and Pres Elect
- Legislative Luncheon- Govt. Affairs
- New England Conference: TBD

MARCH

- Membership Meeting
- VR Board Meeting-State Rep.

APRIL

- Southern Vermont Ed Symposium
- Broker Summit- Statewide Brokers
- Principal Broker Meeting- SCVBR Principal Brokers
- President Elect- Meet with Realtor® of Year Award Committee:
 - Chair-President-elect
 - Past Realtor® of the Year Recipients
 - President-elect
- Ask Membership for Nominations for Realtor® of the Year Award due by May 1st.

MAY

- Membership Meeting
- Executive Board Meeting
- President Elect Arranges Realtor® of Year Award for June Meeting
 - Order Realtor® of Year Award Plaque from
 - Tomasi Sports, Bennington, VT 442-6217 or 442-2589
 - Call Recipient's Office to request all staff attend the presentation
 - Call Recipient's Spouse/Family re: presentation date, place and time
 - Call VR to send a representative to June meeting
- NAR Mid -Year Meeting, DC- Attendance TBD

JUNE

- Membership Meeting
 - Realtor® of Year Award
 - President Elect to give speech for recipient and present award (if no VR Rep)
 - Induction of new members (must have had orientation) by VR representative or President
- Submit SCVBR Realtor of Year Recipient to VR by August
- President gets reminder from VR
- Submit Photo and Resume
- VR BOD Meeting- State Rep.

JULY

- Exec Board Meeting Exec Board and Committee Chairs
- President's Council- Pres and Pres Elect
- GAD Institute -Attendance voluntary-TBD

AUGUST

- VR Board Meeting-State Rep
- NAR Leadership Council-President Elect
Subsidized by NAR, SCVBR pays for airline tickets (Board of Directors approval)

SEPTEMBER

- Membership Meeting
- Exec Board Meeting Exec Board and Committee Chairs (form committee for next year's Slate of Officers - Members-at-Large)
- VR Education Summit

OCTOBER

- Membership Meeting-Principal Brokers Meeting
- Presidents Council-President and Pres. Elect
- VR Annual Awards Banquet-Pres, Pres Elect, ROTY Award Winner
- VR BOD Mtg-State Rep

NOVEMBER

- SCVBR Annual Meeting
Election of Officers
- Contact VR to send representative to attend and induct new members at December Christmas meeting-
Membership Committee Chair

DECEMBER

- SCVBR Annual Holiday Party
 - Induct New Officers
 - Induct new members who have had orientation
 - New President to present award to Past President
- New Exec Board Orientation Meeting

Appendix B

SCVBR MONTHLY MEETING GUIDELINES

1. MEETING VENUE

- a) *Schedule meetings at prearranged venue to hold 35-50 members/affiliates alternating locations between Manchester and the Mountains.*
- b) *Keep price around \$30 or less for dinner and \$15 or less for breakfast meetings*
- c) *Choice of three (3) entrees for dinner; prefer buffet for breakfast meetings*
- d) *Depending on topic and speaker have audio visual space set up*
- e) *Give attendance count to venue on the Friday before the meeting, or as required by venue*

2. TOPIC

- a) *Select idea/topic President and Education Chair*
- b) *If there is a charge for the Speaker, get approval first*
- c) *SCVBR will pay for Speaker(s) meal*
- d) *Ensure Speaker(s) have correct meeting date and time, directions to meeting locale, etc.*
- e) *20 minutes allotted for Speaker(s) – including Q & A*
- f) *Ask Speaker if they need any special equipment, etc. and make necessary arrangements with restaurant or SCVBR. We have a projector available, which the President will bring to each meeting.*

3. PROVIDING MEETING INFO TO MEMBERS

- a) *Email or fax meeting/meal information to each member 10-14 days prior to the date of the meeting with the following information:*
 - i) *Menu*
 - ii) *Time, date, location*
 - iii) *Person to RSVP with deadline date*
 - iv) *Meeting topic, speakers, presentation information*
- b) *A sample email message/agenda is available*
- c) *Follow up with members/offices as needed for head count and menu selection*
- d) *Email information again to all members the day before RSVPs are due.*

4. DAY OF MEETING

- a) *Get to venue early to make sure everything is set up*
- b) *Check with Treasurer to make sure he/ is planning to attend. If not, make arrangements to pick up a check to pay the restaurant.*
- c) *Keep track of all who signed up to attend, all who attended ,signup sheet provided by AE., log in notes by secretary.*
- d) *Count up total dollars and note amount paid in Cash and give to Treasurer*
- e) *Assign someone to collect for the 50/50 Raffle (to benefit local food cupboards). The President will have the basket and the raffle tickets.*
- f) *Meeting moderator (usually the President) will provide agendas and past meeting notes for membership.*

Appendix C

South Central Vermont Board of REALTORS® Awards

REALTOR® of the Year – ROTY (Wood Plaque with Engraved Inset)

The criteria for selecting our REALTOR® of the Year includes, but is not limited to . . .

- **REALTOR® Spirit** – *high principles of integrity, adherence to the REALTOR® Code of Ethics, and furtherance of the principles of good real estate practice among brokers, agents and the general public.*
- **Civic Activity** – *Local, state and national level participation in civic and service clubs, charitable activities, political commissions, fraternal or religious groups.*
- **Business Accomplishments** – *Public recognition of business conduct, service to clients, imaginative and creative advertising programs, rehabilitation work, land utilization, etc.*
- **Local SCVBR/Board Activity** – *Offices held and committee work, special assignments, seminar activity and educational work, membership and offices held in local chapters of Institutes, Societies and Councils.*
- **State SCVBR Activity** – *Offices held and committee work, attendance and participation in state conventions, directors meetings and educational conferences.*
- **National SCVBR Activity** – *National offices and committee work, membership and work in Institutes, Societies and Councils, attendance at national conventions and directors' meetings.*

The SCVBR REALTOR® of the Year will also be a candidate for the Vermont REALTOR® of the Year awarded by the Vermont REALTORS®.

Given annually to a SCVBR member who has contributed to their profession, their community, their customers and clients and has been active in the local and state REALTOR® organizations. This award is coordinated by the President-elect.

Timeline:

Early April – nominate ROTY committee: President-elect and past four recipients

Early April – email nomination form to all members

Mid-April – second reminder for nominations

April 30 – all nominations due

May – ROTY committee determines recipient and President-elect orders award

June meeting – award presented

SCVBR Full Plate Award (Engraved Pewter Plate)

Given at the December meeting, this award is presented to a SCVBR member who demonstrates a commitment to the real estate profession and keeps busy and involved in other aspects of their day-to-day lives, including community activism, volunteerism, employment, family, hobbies and other activities. The Full Plate Award is not necessarily given annually, but should be given in any year that there is a stand-out candidate. This award is coordinated by the President in conjunction with the Board of Directors.

Timeline:

November – President polls the Board of Directors to determine if there is a worthy candidate. President orders award.

December meeting – award presented

President’s Plaque (PL609W – Walnut Gavel Plaque)

Presented annually to the out-going President. This award is coordinated by the President-elect, who also presents it to the President at the December meeting.

Timeline:

November – President-elect orders award.

All awards are from Tomasi’s Sports in Bennington. They have templates and information for all SCVBR awards. The contact is Tony Tomasi. They will bill SCVBR so make sure they know who the current treasurer is and the treasurer’s mailing address. All awards will need to be picked up or mailed. Make arrangements when ordering.

Tomasi’s Sports

651 Main Street

Bennington, VT 05201

802-442-6217

802-442-2589 (fax)

APPENDIX D

EXHIBIT A
Local Board Management Services Agreement
between the
South Central Vermont Board of REALTORS®, Inc.
and
Vermont REALTORS®, Inc.

In consideration of the Agreements, contained herein, the Vermont REALTORS®, Inc., hereafter known as “VR”, agrees to provide local association management services for the South Central Vermont Board of REALTORS®, Inc., hereafter known as the SCVBR or the “Board.”

This agreement is limited to the following services and their applicable fees:

A. BASE PACKAGE

The VR Chief Executive Officer will assign the responsibilities. VR reserves the right to reassign duties on staff or outside if a need for adjustment dictates.

RESPONSIBILITIES OF VR

1. Using the RAMCO Membership Database System, prepare and email dues bills for all primary, secondary and affiliate members. All dues bills will include the option of a voluntary contribution of \$25 to RPAC. Members shall be allowed to pay by check, MasterCard, Visa, Discover or American Express credit cards. For all payments made by credit card, the cost of the credit card merchant fees will be split by NAR, VR and the Board. All check payments will be credited in RAMCO, and sent to the Board Treasurer for deposit. Cash payments will not be accepted.
2. Process new membership applications and provide new members with Board roster and other pertinent information.
3. Conduct the annual Designated REALTOR®/Member Certification according to the timeline established by the VR Policies & Procedures Manual.
4. Review all corporate documents such as Bylaws and ensure compliance with NAR and all mandatory updates.
5. Maintain all membership records and keep the board in compliance with all National Association of REALTORS® (NAR) Organizational Standards and VR requirements including NRDS database management and point of entry for all new members. All member contact information changes will be emailed to the SCVBR President and any other designated SCVBR leaders.
6. Manage all aspects of RPAC. This includes crediting the Board with 25% of all RPAC funds raised by the Board members. These funds are available to be used by the Board for local issues and/or elections.
7. VR will respond to Board membership questions at any time during its normal hours. Members may contact VR by phone, post, fax or email.
8. Board may utilize VR’s web/audio conference system at no charge.
9. VR will not draft or mail any public relations type materials on behalf of the Board to any media. In addition, VR will not respond to any phone calls or contacts by the media for the Board. The Board may, however, provide VR with a list of contacts to whom the media should be directed in the event calls are received.

10. VR will not represent, assist or advocate legislative or regulatory positions for SCVBR that are not otherwise approved through the VR Governmental Affairs Committee or VR approval process.
11. The VR address of 148 State Street, Montpelier, VT 05602 will be used to receive all non-financial Board mail. (This includes all NAR and State of Vermont Mail.)
12. The VR main phone line of 802-229-0513 shall be used as the Board's telephone number.
13. The VR CEO shall be available for a mutually agreed upon time to participate in a monthly conference call with the Board leadership.
14. VR will email any SCVBR meeting agendas, minutes and any attachments to the SCVBR membership.

RESPONSIBILITIES OF LOCAL BOARD

1. On behalf of the SCVBR Board of Directors, VR staff will enforce provisions of the Bylaws related to dues collections and penalties including signature on letter produced on Board letterhead notifying of violations; dropping firms and members when required by Board Bylaws for non-payment of dues. This also includes alerting NNEREN, Dotloop, Zipforms, and NAR of any dropped members in a timely manner.
2. Payment for all fees incurred on a quarterly basis as defined in the "Fees" section.
3. Keep VR staff informed of all Board leadership and contact information changes.
4. Cooperate with VR staff in a timely manner when requested to fulfill any aspect of this agreement.
5. Maintain a Board checking account where all electronic payments will be deposited using the ecommerce system through RAMCO.
6. Maintain its own bookkeeping/accounting services (if necessary) at its own expense.
7. Keep VR staff informed of all Board of Directors, general membership meetings and any other Board special events in advance.

NOT INCLUDED IN BASE PACKAGE

1. Board letterhead, stationary or voluminous copying/printing
2. Credit card fees, excessive postage, insufficient funds fees
3. Audits, special reports or any other financial services except dues billings
4. Staff services except those provided in this contract
4. Domain name fees, hosting and any other non-RAMCO based fees
5. Attendance at Board meetings
6. Mass emailings other than SCVBR meeting agendas, minutes, and related attachments.

B. MEMBER COMMUNICATIONS PACKAGE

RESPONSIBILITIES OF VR

1. VR designated staff will design and send out one (1) e-newsletter per month featuring content delivered by the Board Leadership as well as content derived from NAR and VR.
2. Maintain a google board calendar if the Board Leadership so desires.
3. VR will send out a maximum of two (2) email blasts to the SCVBR membership per week on behalf of the SCVBR Leadership.
4. VR designated staff will update the SCVBR website on a regular basis with content derived from NAR, VR and that provided by the SCVBR Leadership.
5. Ensure domain name ownership continuity.
6. Handle all hosting, DNS, firewall and other technical issues that may arise.
7. Quarterly consulting with the SCVBR Leadership regarding communications strategy and tactics.

RESPONSIBILITIES OF LOCAL BOARD

1. SCVBR Leadership will provide SCVBR-centric content to the VR staff to use in the email blasts and/or the E-newsletter.
2. SCVBR Leadership will comply with and cooperate with a mutually agreed to publishing schedule that will determine the deadlines for content delivery.
3. SCVBR Leadership will be solely responsible for letting the VR staff know of any changes to the SCVBR calendar of events, meetings, etc.

C FEES

The fee paid to VR by the Board for Association Management Services rendered shall be based on all primary and secondary members at the following rate: \$60.00 per year per REALTOR member.

The fee paid to VR by the Board for Member Communications shall be based on all primary and secondary members at the following rate: \$30.00 per year per REALTOR member.

Payment for services by the Board to VR shall be based on the active number of all primary and secondary REALTOR members as of January 6, 2015. Payments shall be made in 4 quarterly installments.

The total number of REALTOR members (primary & secondary) that the billing for 2015 will be based on is 117 members. 117 x \$90 equals an annual fee of \$10,530. The quarterly installments will be \$2632.50.

Additionally, VR shall bill the Board quarterly for items such as credit card fees, bounced check fees, postage and other fees related to this contract.

D. TERMS

This contract shall become effective January 1, 2015, and shall be in effect until December 31, 2015, at which time it will **automatically renew** for continuous one-year periods under the same terms and conditions unless notification is provided in writing by December 1 of each year for the following year services by either party. VR will provide written reminder of the renewal by November 1 to the Board leadership.

TERMINATION

Either party has the right to terminate this Agreement with cause with (30) days written notice.

APPENDIX E

SCVBR Education Policy

Registration: SCVBR accepts registrations online, mail or by telephone . Registrations can be mailed to SCVBR at 148 State Street, Montpelier, VT 05602 or by telephone to 802-229-0513.

Refunds: Full refunds will be given in the event SCVBR cancels a class. A full refund, less a 15% administrative fee, will be given for cancellations received within a minimum of 48 business hours prior to class and a minimum of 7 business days for all pre-licensing courses.

Sign in/Sign out: SCVBR/Course providers are required by the Vermont Real Estate Commission to maintain attendance records for each course. It is the responsibility of each attendee to sign in upon arrival and sign out upon departure. SCVBR/Course providers cannot issue or re-issue a certificate of continuing education for attendees who fail to adhere to this policy. No refund is given to attendees who fail to adhere to this policy.

Late arrival/Early departure: The Vermont Real Estate Commission requires that attendees be present for the entire course offering in order to receive certification of course completion. SCVBR/Course providers will not issue a certificate for any reason to anyone who arrives late or departs early. No refund is given to attendees who do not adhere to this policy.

Evaluations: The Vermont Real Estate Commission requires that attendees complete an evaluation at the conclusion of each course offering. Attendees who do not complete and submit an evaluation will not receive a certificate for continuing education credit.

History Record of Policy & Procedures Manual

Adopted by South Central Board of REALTORS®: January 2010

2009 Policy & Procedures Committee

Claudia Harris

Diana Stugger

Carol Cantwell

Donna Murray, Chair

Revision Dates:

April, 2011

February, 2012

April, 2012

January 2015