



Policy and Procedures Manual

2021

MISSION STATEMENT

SCVBR offers its members services, programs, and education. We encourage professionalism, cooperation, and ethical real estate practices while promoting a positive REALTOR® image in the community.

VISION STATEMENT

"Local real estate professionals delivering excellent service."



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SCVBR Policy and Procedures Manual

I. General Overview

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

II. 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 BOD at least three (3) 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 on the BOD.
- iii.* Via US Postal service or electronically, Nominating 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 must be 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. 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 Vermont Association of Realtors® (hereinafter referred to as VAR), 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, and submit a written report to both the President and Secretary in advance. Absence from three (3) regular meetings

without an excuse deemed valid by the BOD shall be construed as a resignation.

- iii.* Designate the Annual Meeting in November.
- iv.* Designate a regular time and place of meetings.
- v.* Committee Chairs may sit in on the BOD but shall not have a vote.

d. President

- i.* The President is the elected leader of SCVBR and is responsible to the BOD and the Membership. They shall preside at all meetings, appoint special committees, lead the BOD and be an ex-officio member of all committees. They are expected to perform such duties as may be assigned by the BOD 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 SCVBR.
 - 2. See that the basic policies, general activities and programs that will further the goals and objectives of SCVBR are planned, formulated, and presented to 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 SCVBR.
 - 5. Exercise general supervision over 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 or other day as approved by the BOD.
 - b. The BOD shall meet bi-monthly or as needed.
 - c. The Principal & Managing Brokers within SCVBR may meet quarterly or as needed.
 - 6. Preside at and attend all general membership meetings and meetings of the BOD.
 - 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 SCVBR to other organizations and to the public.
 - 10. Support and defend policies and programs adopted by SCVBR.
 - 11. Promote interest and active participation in SCVBR.

- 12.** Sign letters or documents necessary to carry out the will of SCVBR.
- 13.** Act as a liaison between SCVBR membership and state and national REALTOR® associations.
- 14.** Coordinate activities and administrative duties with SCVBR Association Executive, State Association Executive, VAR 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 SCVBR at VAR and NAR meetings when and where appropriate.
- 17.** Promote good will, create a favorable public image, articulate the real estate position of SCVBR and develop credibility in matters relating to the Real Estate Industry.
- 18.** Assist President-Elect in preparation for transition into their 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, Good Neighbor (GN) 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 BOD'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, they 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 BOD 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.* The BOD will keep a minimum reserve of 6 months of Annual operating budget.
- vi.* Any unbudgeted expenditure over \$500 must be approved by BOD.
- vii.* Treasurer shall periodically offer a financial report of SCVBR at membership meetings but no less than four times a year.
- viii.* Treasurer shall present a financial report at all BOD meetings, unless waived by a majority vote.
- ix.* All investment decisions, if any, must be approved by a majority vote of BOD.
- x.* 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.
- xi.* Treasurer shall coordinate with President the transfer of bank accounts at the time of transition.

h. Past President

- i.* Attends all meetings.
- ii.* Supports President.
- iii.* Assists President-Elect with member meeting programming.

i. State Director

- i.* Represents the entire membership of VAR and places the welfare of VAR 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 VAR Board of Directors meetings a year, of which one will be a final budget meeting.
- iv.* Serves on standing and ad hoc committees as appointed by VAR President.
- v.* Prior to VAR meetings, reads and is familiar with issues as submitted with meeting agendas and supporting material.
- vi.* If unable to attend VAR meeting, ensures that their delegate has access to meeting materials either through DropBox or hard copy.
- vii.* Attends SCVBR Board meetings and updates Board on VAR activities.
- viii.* Presents a VAR Directors Report to membership via newsletter.

- ix.* Submits timely travel reimbursement requests to SCVBR Treasurer for attendance at VAR 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 their 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 their 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 / Firm Limits

- 1.** President, President-elect, Treasurer and Secretary are elected for one-year terms.
- 2.** State Director is elected for a two-year term. If more than one State Director, the Terms shall be staggered.
- 3.** Members at Large (either one or two members) are elected for two-year terms.
- 4.** Elected Officers and Committee Chairs shall serve no longer than six consecutive years.
- 5.** No more than two (2) active members associated with the same firm may be directors serving at the same time. After Board elections, if the maximum number of members per firm is exceeded due to a merger of firms, or to a Director moving from one firm to another, no change in composition of the Board of Directors will be required until the next regularly scheduled election.

iv. Vacancies

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

III. SCVBR Association Executive (AE)

a. Duties (see Appendix D)

IV. Committees

a. Duties of Chairs

- i.* Chairs should communicate with BOD and general membership.
- ii.* Chairs should attend BOD 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 BOD and the SCVBR strategic plan.
- iv.* Chairs should schedule committee meetings as necessary, set agendas, and provide written reports for BOD meetings, Membership meetings, and monthly contributions to the SCVBR newsletter.

b. Membership Committee

- i.* The position of Membership Chair is appointed by the SCVBR President

- ii.** Chair is contact person for new members and affiliates to start the process of membership.
- iii.** Work with President-Elect and Members-at-Large to help coordinate membership meetings.
- iv.** Manage sign-in sheets at the beginning of events being held in person, checking off those in attendance who have pre-registered and/or prepaid.
- v.** Collect payment from members attending membership meetings or other events where there is a cost for attendance.
- vi.** Promptly deliver all funds and sign-in sheets to Treasurer and copy President on all such correspondence.
- vii.** Be a source of basic information regarding meetings, need for orientation, and Code of Ethics.
- viii.** 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).
- ix.** 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.** Contact person if they have issues about membership.
 - 4.** Follow up on affiliates who have not paid on time.
 - 5.** Liaison between SCVBR and VAR regarding membership.

c. Education Committee

- i.** The position of Education Chair is appointed by the SCVBR President
- ii.** Attend VAR meetings
 - 1.** Recommend offerings that reflect SCVBR needs
 - 2.** Discuss trainers and pricing for course offerings
- iii.** Select offerings in SCVBR area
 - 1.** Find location
 - 2.** Communicate with venue's point of contact
 - 3.** Oversee setup of room
- iv.** Attend SCVBR BOD meetings & Membership meetings to disseminate information
- v.** Responsible for getting course information to VAR for dissemination to membership.
- vi.** Work with VAR Education personnel and local Membership Chair to coordinate educational opportunities in local area.
- vii.** Collect payment from members attending educational events hosted by SCVBR and promptly deliver all funds to Treasurer, and copy President on all such correspondence.

- viii.** Manage sign-in sheets at the beginning and end of CE classes being held in person and promptly submit sheets to VAR or other organization who will be issuing members' CE certificates. Report any inconsistencies and take responsibility for the accuracy of information being submitted.
- ix.** If the Education Chair is not attending the educational event, they must appoint a proctor to serve in their absence.
- x.** Adhere to guidelines in Appendix E.

d. MLS Committee

- i.** The positions of MLS Shareholder, Director and Alternate are appointed by the SCVBR President.
- ii.** Shareholder/Director represents SCVBR members on a statewide NEREN board. This statewide position will be as a voting member on the MLS Board of Directors.
- iii.** Shareholder/Director & Alternate hold diligence and responsibility to the position. Their interest will be in the best interest of the MLS Board and its membership.
- iv.** Shareholder/Director & Alternate will attend meetings as scheduled.
- v.** Meeting updates and communication to SCVBR 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.** Shareholder/Director & Alternate 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 SCVBR 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.** Shareholder/Director & Alternate should always work to enhance the quality and ease of information that is necessary to all agents in their daily business.
- ix.** Shareholder/Director & Alternate shall always be diligent in budget expenses and costs to the membership.
- x.** Shareholder/Director & Alternate should be knowledgeable about trends in MLS industry throughout the country.
- xi.** The number of Directors representing the SCVBR is based upon membership totals. Currently, SCVBR is entitled to two (2) positions on the MLS Board of Directors.

e. Government Affairs Committee

- 1.** The position of Government Affairs Chair is appointed by the SCVBR President. May be one or two Realtors®.

- ii.* Duties:
 - 1.** Attend VAR Legislative events in Montpelier (yearly);
 - 2.** Attend VAR meetings when Legislature is in session (by conference call or in person in 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. Public Relations Committee

- i.* Take pictures at meetings and events where Realtors® are participating.
- ii.* Write articles for local media outlets on behalf of SCVBR promoting the "voice for real estate." President must review and give approval in writing prior to distribution and/or publication.
- iii.* Organize photo ops involving local Realtor® participation.
- iv.* Promote Realtor® recognition.
- v.* Connect Realtors® with opportunities to participate in print, radio, TV, film or web-based interviews with the public and/or media outlets.
- vi.* Monitor and update the SCVBR website and social media by working with BOD and Committee Chairs to post relevant content.

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 Public Relations Chair for publication.
- v.* Follow CORE Standards to ensure compliance with "community investment."

V. Membership

a. Application (see Appendix F)

b. 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 penalty plus a VAR \$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, VAR 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 VAR re-instatement fee of \$100.
- iii.* Refunds
1. No refund of the dues paid to SCVBR shall be made except for overpayment of more than \$10.

VI. Finance

a. Authorized Signatures

- i.* The Treasurer, President, and President-Elect shall have authorization to sign checks and financial documents for the Association. Signature authorization cards and resolutions will be filed annually by staff with all banks and savings institutions in which the Association maintains accounts.

b. Operating Surplus

- i.* If there is an operating surplus, the BOD may choose to allocate additional funds to the Reserve Fund. The amount of money in the Reserve Fund may be decreased by a vote of the BOD but in no situation should the Reserve Fund be reduced to less than 6 months operating expenses, except in an emergency situation.

c. Contributions

- i.* Contributions by the BOD to various causes, organizations or individuals shall not be taken from the Boards financial reserves. The current operating income in any fiscal year shall be the only source for such contributions, unless a fundraising drive is conducted for a stated purpose.

VII. Meetings

a. Local

- i.* Members are encouraged to attend Membership meetings.
- ii.* Hosting Meetings:
 1. Organized by the BOD 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 BOD is expected to attend and participate in the VAR 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 for approved and/or required events for their role.
- ii.* Treasurer and President shall give budgetary guidance in advance to President-Elect for NAR Leadership Summit travel.
- iii.* Submission for approval of travel expenses shall be provided to the Treasurer along with any receipts.
- iv.* The mileage rate will correspond to the federal tax mileage rate reimbursement.
- v.* The maximum allowance for reimbursement shall be \$50 per day not including mileage or lodging.
- vi.* Special allowances shall be approved prior to trip by a majority of the BOD.
- vii.* SCVBR ROTY and other attending board members shall be reimbursed for meal, room and mileage to attend the VAR 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 without 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 BOD will discuss and vote upon any revisions, additions, deletions, changes to the Policy & Procedures Manual.
- b. A quorum vote (majority of BOD) shall be sufficient to pass
- c. The President or their designee will make the change(s) to the Policy & Procedures Manual with the BOD approval.
- d. The BOD will determine how to notify membership of changes to the Policy & Procedures Manual.
- e. Date of revision(s) needs to be documented by the President or their designee on the History Record of the Policy and Procedures Manual.

Appendix A

SCVBR CALENDAR

JANUARY

- VAR Board Meeting – State Director
- BOD Meeting – Officers and Committee Chairs

FEBRUARY

- Membership Meeting
- SCVBR Principal & Managing Brokers Meeting – Chaired by President or their designee (Pres-Elect may attend)
- BOD Retreat – Officers and Committee Chairs
- President's Council Meeting – Pres and Pres-Elect
- Legislative Luncheon – Government Affairs

MARCH

- Membership Meeting
- VAR Board Meeting – State Director
- BOD Meeting – Officers and Committee Chairs

APRIL

- President Elect – Meet with Realtor® of the Year (ROTY) Award Committee:
 - Chair: President-Elect
 - Past ROTY recipients (up to 6)
- Ask Membership for Nominations for ROTY and Good Neighbor Awards due by May 1st

MAY

- Membership Meeting
- SCVBR Principal & Managing Brokers Meeting – Chaired by President or their designee (Pres-Elect may attend)
- BOD Meeting – Officers and Committee Chairs
- President Elect Arranges ROTY and Good Neighbor Awards for June Meeting
 - Order ROTY and Good Neighbor Award Plaques from Tomasi's Sports & Awards Bennington, VT 442-6217
 - Call Recipient's Office to request all staff attend the presentation
 - Call Recipient's Spouse/Family re: presentation date, place and time
 - Call VAR to send a representative to June meeting
- NAR Mid -Year Meeting, DC – Attendance TBD

JUNE

- Membership Meeting
 - ROTY and Good Neighbor Award winners announced
 - President-Elect to give speech for recipient and present award (if no VAR Rep)
 - Induction of new members (must have completed all post-licensure requirements) by VAR representative or President
- Submit SCVBR ROTY and Good Neighbor recipients to VAR by August
 - President gets reminder from VAR to submit Photos and Resumes
- VAR BOD Meeting – State Director

JULY

- BOD Meeting – Officers and Committee Chairs (form committee for next year's Slate of Officers)
- President's Council – Pres and Pres-Elect
- GAD Institute – Attendance voluntary-TBD

AUGUST

- SCVBR Principal & Managing Brokers Meeting – Chaired by President (Pres-Elect may attend)
- VAR Board Meeting – State Director
- NAR Leadership Summit – Pres-Elect (Registration and two-nights hotel paid for by NAR, airfare and transportation paid by Pres-Elect with SCVBR reimbursement with BOD approval)

SEPTEMBER

- Membership Meeting
- BOD Meeting – Officers and Committee Chairs
- VAR Education Summit

OCTOBER

- Membership Meeting – Principal & Managing Brokers Meeting
- Presidents Council – Pres and Pres-Elect
- VAR Annual Awards Banquet – Pres, Pres-Elect, ROTY Award Winner
- VAR BOD Mtg – State Director

NOVEMBER

- SCVBR Annual Meeting
 - Election of Officers
- President or their designee contacts VAR to send representative to swear in new officers and induct new members at December Christmas meeting.
- SCVBR Principal & Managing Brokers Meeting – Chaired by President (Pres-Elect may attend)
- BOD Meeting – Officers and Committee Chairs

DECEMBER

- SCVBR Annual Holiday Party
 - Induct new BOD officers
 - Induct new members who have completed all post-licensure requirements
 - New President to present award to Past President

Appendix B

SCVBR MEMBERSHIP MEETING GUIDELINES

1. MEETING VENUE

- a) Schedule meetings at prearranged venue to hold 35-50 members/affiliates.
- 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) President and Education Chair select idea/topic.
- 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 the correct meeting date and time, directions to location, 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 portable microphone and speaker system 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 they are 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 attend, 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 bring the basket and raffle tickets to the meeting.
- f) Meeting moderator (usually the President) will provide copies of agendas and past meeting minutes 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.
- **SCVBR/ Local 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.
- **VAR/State Activity** – Offices held and committee work, attendance and participation in state conventions, directors' meetings and educational conferences.
- **NAR/National 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. 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 & Awards
651 Main Street
Bennington, VT 05201
802-442-6217
802-442-2589 (fax)**

APPENDIX D



Vermont Association of Realtors®

2021 Local Association Management Services Agreement
between the
South Central Vermont Board of REALTORS®, Inc.
and the
Vermont Association of Realtors®, Inc.

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

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

A. BASE PACKAGE

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

RESPONSIBILITIES OF VAR

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, VAR, and the Board. All check payments will be credited in RAMCO and sent to the Board Treasurer for deposit and bookkeeping purposes. VAR will invoice LB for any payments due to VAR and/or NAR. 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 VAR 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 VAR requirements including NRDS database management and point of entry for all new members. All member contact information changes will be emailed to the LB President and any other designated LB 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. VAR will respond to Board membership questions at any time during its normal hours. Members may contact VAR by phone, post, fax, or email.
8. Board may utilize VAR's web/audio conference system at no charge.
9. VAR will not draft or mail any public relations type materials on behalf of the Board to any media. Also, VAR will not respond to any phone calls or contacts by the media for the Board. The Board may, however, provide VAR with a list of contacts to whom the media should be directed in the event calls are received.
10. VAR will not represent, assist, or advocate legislative or regulatory positions for LB that is not otherwise approved through the VAR Governmental Affairs Committee or VAR approval process.
11. The VAR 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 VAR main phone line of 802-229-0513 shall be used as the Board's telephone number.
13. The VAR CEO shall be available for a mutually agreed upon time to participate in a monthly conference call with the Board leadership.
14. VAR will email any LB meeting agendas, minutes, and any attachments to the LB membership.

RESPONSIBILITIES OF LOCAL BOARD

1. On behalf of the LB Board of Directors, VAR 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 NEREN, Dotloop, Zipforms, and NAR of any dropped members promptly.
2. Payment for all fees incurred every quarter as defined in the "Fees" section.
3. Keep VAR staff informed of all Board leadership and contact information changes.
4. Cooperate with VAR staff promptly when requested to fulfill any aspect of this agreement.
5. Maintain a Board checking account where all electronic payments will be deposited using the e-commerce system through RAMCO.
6. Maintain its own bookkeeping/accounting services (if necessary) at its own expense.
7. Keep VAR 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, stationery, 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 e-mailings other than LB meeting agendas, minutes, and related attachments.

7. One (1) monthly RAMCO user fee as determined by the RAMCO annual contract.

B. MEMBER COMMUNICATIONS PACKAGE

RESPONSIBILITIES OF VAR

1. VAR 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 VAR.
2. Maintain a google Board calendar if the Board Leadership so desires.
3. VAR will send out a maximum of two (2) email blasts to the LB membership per month on behalf of the LB Leadership.
4. VAR designated staff will update the LB website regularly with content derived from NAR, VAR, and that provided by the LB 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 LB Leadership regarding communications strategy and tactics.

RESPONSIBILITIES OF LOCAL BOARD

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

C. PROFESSIONAL STANDARDS PACKAGE

RESPONSIBILITIES OF VAR

1. VAR designated staff will process all Code of Ethics complaints and all Arbitration requests according to the NAR Professional Standards Manual.
2. Provide free Mediation services to disputes between SCVBR members.
3. Conduct all necessary professional standards hearings either locally or in Montpelier.
4. Ensure that all SCVBR members have completed their Bi-Annual Code of Ethics training requirement.
5. Hold at least one Code of Ethics CE course annually in the SCVBR area.

D. FEES

The fee paid to VAR by the Board for Association Management Services rendered shall be based on all primary and secondary members at the following rate: \$67.50 per year per REALTOR member.

The fee paid to VAR by the Board for Member Communications shall be based on all primary and secondary members at the following rate: \$35.50 per year per REALTOR member.

The fee paid to VAR by the Board for Professional Standards Services shall be based on all primary and secondary members at the following rate: \$5.50 per year per REALTOR® member.

Payment for services by the Board to VAR shall be based on the active number of all primary and secondary REALTOR members as of January 1, 2021. Payments shall be made in 4 quarterly installments.

The total number of REALTOR members (primary & secondary) that the billing for 2021 will be based on the NRDS member count on January 1. **The total Count as of January 1, 2021 is 171 Realtor® Members.** The quarterly installments will be due on January 1, April 1, July 1, and October 1.

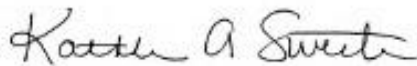
Additionally, VAR shall bill the Board quarterly for items such as RAMCO user fees, credit card fees, bounced check fees, postage, and other fees related to this contract.

E. TERMS

This contract shall become effective January 1, 2021, and shall be in effect until December 31, 2021, 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 October 1 of each year for the following year services by either party. VAR will provide a written reminder of the renewal by October 1 to the Board leadership.

TERMINATION

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



Steve Stettler, President
South Central VT Board of REALTORS®

Kathleen A Sweeten, Chief Executive Officer
Vermont Association of Realtors®

DATE: _____

DATE: 01/19/2021 _____

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.

APPENDIX F



Application for Membership

c/o Vermont Association of Realtors®, 148 State Street, Montpelier, VT 05602
802-229-0513 (tel)

Return to: Katrina@VermontRealtors.com

I. All applicants for Primary or Secondary REALTOR® membership are required to complete this section. PLEASE PRINT OR TYPE

Name as shown on License: _____ Date License issued: _____
License Type _____ License No. _____ License Effective Date: _____
(Broker, Salesperson)
Date of Birth: _____ Nickname: _____
Home Address _____ City _____ ST _____ ZIP _____
Home Phone: _____ Cell Phone: _____ E-mail: _____
REQUIRED !

PREFERRED MAIL ADDRESS: (please circle one) HOME OFFICE
PREFERRED PHONE: (please circle one) HOME OFFICE CELL

Office Name: _____ Managing Broker: _____
Address _____ City _____ ST _____ ZIP _____
Office Phone: _____ Office fax: _____ Business E-mail: _____

II. Only Principal Brokers applying for new membership are required to complete Section II.

Corporate Name: _____ Type: _____
Sole Proprietor, DBA, Partnership, Corporation
Firm Physical Address: _____ Tax ID #: _____
Firm Mailing Address: _____ City _____ ST _____ ZIP _____
Firm License No. _____ Firm License Effective Date: _____

Please list the names and titles of all other principals, partners, or corporate officers in your firm.
ATTACH SHEET IF NEEDED

Name: _____ Title: _____

Please list names and addresses of all branch offices or other real estate firms, in which you are a principal, partner or corporate officer. ATTACH SHEET IF NEEDED

Firm Name: _____ Address: _____

III. All applicants for Primary or Secondary REALTOR® membership are required to complete this section. PLEASE PRINT

Are you currently a member or have you held membership in another association affiliated with the NATIONAL ASSOCIATION OF REALTORS®? Yes _____ No _____

If Yes, please list each association and approximate dates of membership.
Association: _____ Dates of membership: _____

If you were ever assigned a NRDS number, please provide number and name of association that assigned it.

NRDS # _____ Assigning Association: _____

Are you currently, or have you been in the last 3 years, involved in an association Code of Ethics or Arbitration complaint? If **Yes**, provide details on a separate sheet. Yes _____ No _____

Do you hold, or have you held, a real estate license in another State? Yes _____ No _____

If **Yes**, specify state and license number.

State: _____ License #: _____

Has your license (in any State) ever been suspended or revoked? Yes _____ No _____

If **Yes**, specify place(s), date(s), and details. ATTACH SHEET IF NEEDED

Have you ever been convicted of a felony? Yes _____ No _____

If **Yes**, provide details (state and court of conviction) on separate sheet.

Do you hold any professional designations? (ABR, ePro, CRS) Yes _____ No _____

If **Yes**, please list: ATTACH SHEET IF NEEDED

Do you currently subscribe to or participate in an MLS? Yes _____ No _____

If **Yes**, please indicate MLS name and place of business.

PLEASE READ THE FOLLOWING STATEMENTS BEFORE SIGNING YOUR APPLICATION

Upon payment of required dues for REALTOR® membership, I agree to abide by the association's bylaws, rules, and regulations, as well as the Code of Ethics of the National Association of REALTORS®, which information is provided at the time of my application. I understand that my initial status with this application is that of Provisional member, which allows me to receive REALTOR® services and benefits immediately, contingent upon the completion of the association's mandatory Orientation and a course in the above-mentioned Code of Ethics. Upon completion of those requirements, I acknowledge that my REALTOR® status will be contingent upon maintaining an active real estate or appraiser license, payment of annual dues and Quadrennial Code of Ethics training as required by NAR. Agreeably to the provision of the Code of Ethics and the provisions of Vermont State law (12 Vermont Statutes Annotated 156552 (b)), I understand that my membership in the Board includes as an integral part of an agreement to arbitrate disputes as set forth in the Code of Ethics. I further understand that upon becoming a member of the Board I will not be able to bring a lawsuit concerning any dispute that may arise which is covered by the agreement to arbitrate and the disciplinary procedures of the Board unless it involves a question of constitutional or civil rights. Instead, I agree to submit all such disputes to the procedures established by the Board and will abide by any award rendered substantially in accordance with the procedures established by the Code of Ethics governing such disputes.

NOTE: Applicant acknowledges that the board/association will maintain a membership file of information which may be shared with other boards/associations where applicant subsequently seeks membership. This file shall include: previous applications for membership; all final findings of Code of Ethics violations and violations of other membership duties within the past three (3) years; pending complaints alleging violations of the Code of Ethics or alleging violations of other membership duties; incomplete or pending disciplinary measures; pending arbitration requests; and information related to unpaid arbitration awards or unpaid financial obligations to the board/association or its MLS.

NOTE: Applicant acknowledges that if he/she resigns from the board or otherwise causes membership to terminate with an ethics complaint pending, the Board of Directors may condition renewal of membership upon applicant's agreement to submit to the pending ethics proceeding and abide by the decision of the hearing panel. Likewise, if applicant resigns or otherwise causes membership to terminate, the duty to submit to arbitration continues in effect even after membership lapses or is terminated, provided the dispute arose while applicant was a REALTOR®.

NOTE: Dues payments to the board/association are not tax deductible as charitable contributions; however, portions of such payments may be tax deductible as ordinary and necessary business expenses. **Dues paid at time of application are not refundable after acceptance to the Association.**

SIGNATURE

DATE

History Record of Policy & Procedures Manual

Adopted by South Central Board of REALTORS®: January 2021

2021 Policy & Procedures Committee

**Elyn Bischof
Andie Fusco
Jenifer Hoffman, Chair
Steve Stettler**

Adopted by South Central Board of REALTORS®: January 2010

2009 Policy & Procedures Committee

**Carol Cantwell
Claudia Harris
Donna Murray, Chair
Diana Stugger**

Revision Dates:

**April 2011
February 2012
April 2012
January 2015
June 2015
January 2021**