

Monadnock Region Board of REALTORS®, Inc.
501(c)(6) Membership Organization.

POLICY MANUAL

This Policy Manual supersedes previously issued manuals, or any inconsistent policy statement or memoranda. No oral statements or representations can change the provisions of this Policy Manual.

Approved by the Board of Directors,

January 8, 2010

Amended June 4, 2010, March 4, 2011, June 3, 2011, March 3, 2017, November 3, 2023

Mission Statement: *“Our Purpose for Existing”*

To provide tools, services and support required by REALTORS® in order for them to deliver professional and ethical service to the real estate public.

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DEFINITION AND ROLE OF THE BOARD OF DIRECTORS

BOARD OF DIRECTORS: The Bylaws of the Monadnock Region Board of REALTORS® (MRBR) defines the Board of Directors as the governing body of the Board. The Board of Directors of the Corporation shall be the governing body of the Corporation and shall have control and oversight of all the business and affairs of the Corporation and shall authorize all expenditures of funds. The Board of Directors shall contract, engage or employ such executive, legal, and office personnel it deems necessary to care for and maintain the properties of the Corporation and otherwise conduct the administrative business and operations of the Corporation. The Board of Directors shall have the right to examine all books and accounts at any time without notice. Except as otherwise provided in the Bylaws, the action of the Board of Directors shall be final.

Elected Officers

- President (1 year term)
- Vice President (1 year term)
- Treasurer (1 year term)
- Secretary (1 year term)

Board of Directors

- Elected Officers
- Immediate Past President
- Directors at least (3) with 3-year terms, staggered
- State Director (President)
- State Director (Past President)
- PrimeMLS Director (3 year term, appointed by the Board)
- PrimeMLS Alternate (3 year term, appointed by the Board)

Duties of the Officers and Directors

The Board President shall be the chief executive officer of the Corporation and shall preside at its meetings and shall perform all the duties of the President through authority of the Bylaws and subject to Board adopted policy and, as required, subject to confirmation of the Board of Directors.

The Vice President acts in the absence of the President but may be assigned special duties and responsibilities. The Vice President is Chair of the Honor Society and ROTY Committee.

The Treasurer is responsible for the financial records of the Corporation. The Treasurer shall, prior to the end of each fiscal year, prepare a budget with the Finance Committee, reflecting projected costs and expenses of the Corporation for the next fiscal year, and projected income from all sources for the next fiscal year. The budget shall be submitted to the Board of Directors of the Corporation for approval on a date not less than 30 days prior to the first day of the Annual Dues Statement mailing on or about December 1. In January, new signature forms are required by the Bank with signatures from the President and Treasurer and Executive Officer.

Two (2) approvals (President and/or Treasurer and/or Executive Officer over \$1000.

The Secretary, in conjunction with the MRBR Executive Officer, is in charge of corporate records, minutes, resolutions, etc.

The PrimeMLS Director or PrimeMLS Alternate should attend Board of Directors meetings to make a report.

AFFILIATES:

- *Affiliate Minute* – The opportunity for an Affiliate Member to make a brief presentation will be provided at each General Membership Meeting. (*Agreed 2/2009*)
- Affiliate Breakfast – Scheduled annually
- Affiliate Membership - The Affiliate member “company” will pay the one-time application fee and annual dues. A contact person from the company should be designated. (*Approved 4/2004*) The Board of Directors may elect to waive the one-time application fee.
- Affiliates who have more than one business may have separate “memberships” for each business. The Affiliate member will pay a one-time application fee for the additional business and half of the regular member fee.
- Affiliate Brochure will be updated and printed for circulation, as supply and budget dictate.

ADVERTISING: (See Appendix C)

AUTOMOBILE: Mileage reimbursement is paid (at current IRS rate) to MRBR members who are members of a New Hampshire Association of REALTORS® (NHAR) committee, when attending state meetings or representing the Board of Directors at a function approved by the Board of Directors.

AWARDS:

- REALTOR® Of The Year (ROTY) – Nominations for candidates for ROTY are submitted by the membership. The ROTY Committee reviews the Nomination Forms and selects the ROTY.
- Affiliate Of The Year - Selected by the Board of Directors, not necessarily a yearly recognition (*Amended 4/2007*)
- NAR REALTOR® Emeritus Status is granted by the National Association of REALTORS® to any person who has held membership in the NAR for a cumulative period of 40 years in one or more Associations of REALTORS®, upon approval of the NAR Board of Directors. The NAR waives national member dues beginning the first quarter in which approval is granted. The NHAR waives the state member dues. The MRBR shall waive their local member dues. (*Approved 5/1/09*). See the MRBR Bylaws Article X, Section 8.

AWARDS/Gifts to order:

- Plaque for REALTOR® Of The Year
- Plaque for Affiliate Of The Year (when applicable)
- President’s plaque
- President’s gavel
- Certificates for special service

Executive Officer: (See Appendix F)

Administrator Contract (*up for review yearly November 1*)

Administrator Expenses: (*Amended March 3, 2017*)

- AE Institute Expense
- NAR Leadership Summit Expense 100% paid
- Postage

BUDGET: (See Appendix C)

The Finance Committee will develop the annual budget to present to the Board of Directors for approval.

BYLAWS: The bylaws shall be compared with the NAR Model Bylaws to ensure they include all of the appropriate policies. To be in compliance, the NAR recommends the bylaws be updated at least every two (2) years. Any change should be sent to the NAR for approval.

CONFLICT OF INTEREST: The MRBR, although specifically not a charitable trust under the laws of the State of New Hampshire, nevertheless adopts certain provisions of New Hampshire RSA 7:19 as they may apply as the Board's Conflict of Interest Policy as outlined on the attached Appendix D.

CONTRIBUTIONS: Any written requests for contributions will be considered on a case-by-case basis. (*Approved 05/01/09*) *Donations* on behalf of the MRBR should only be made to qualified organizations.

CONVENTIONS & MEETINGS: (See Appendix C)

DOCUMENT RETENTION: The Document Retention Policy of the MRBR is modeled after the NHAR and NAR recommended policies and is hereby attached as Appendix B.

DUES: (See Appendix C)

- Dues will be billed to members annually on or about October 1st and shall be due on or before January 5th. (*Approved, 03/04/16*)
- Annual dues must be postmarked by January 5th or prior. Dues postmarked after January 5th must include a \$50 late fee. If dues are not received by January 15th the outstanding members will be placed as Inactive status, with notification to the Broker, cc to agent, NHAR, NAR and NEREN. (*Amended 3/4/16*). The dues paid are not refundable; however, refunds may be given at the discretion of the Board of Directors. (*Amended March 3, 2017*)

EDUCATION: (See Appendix C)

Typically, at least four (4) courses, including one core and one ethics course when possible) are offered annually. The Education Committee shall schedule the course, instructor, room and refreshments when applicable and seek sponsorships for classes where possible. The Chair will confirm proposed education dates with the Executive Officer so as not to conflict with any other Board event. The cost of room rental, fees for course presenters, materials and refreshments should be approved by the President. Refunds for extenuating circumstances only and at the Board of Directors discretion.

FINANCE: The Finance Committee shall consist of the Treasurer, President, Vice President, Past President and Executive Officer. The MRBR maintains reserve funds for the purposes of, among other things, meeting its financial commitments. The funding level of these reserves will be constantly monitored by the MRBR Finance Committee. The MRBR Finance Committee will establish local membership dues, based in part on the need to maintain the level of these reserve funds.

- Financials are available to the membership upon request.
- An external audit will be completed whenever the Treasurer or the Executive Officer positions turn over. As needed

COMMUNITY OUTREACH COMMITTEE: The function of the committee is to involve the Monadnock Region Board of REALTORS® in activities that will help to better the community through volunteer services and charitable contributions. Affiliates are solicited to participate in REALTOR® projects to promote harmony and camaraderie with the community for the betterment of the community. *(Amended 6/3/11)*

GRIEVANCE COMMITTEE: (See Appendix A) The function of the Grievance Committee is to review ethics complaints and/or arbitration requests to determine if a hearing is to be warranted. It does not conduct hearings and does not decide whether there is a violation. It does not mediate or arbitrate business disputes. All proceedings remain confidential *(Approved 6/4/09)*

INSTALLATION OF OFFICERS & DIRECTORS: The installation of officers and directors takes place at the December General Membership Meeting.

INSURANCE:

- NAR \$1million liability coverage for Board of Directors
- General Liability Insurance Policy shall be maintained.

LEGAL & ACCOUNTING:

Accountant retainer for Tax preparation and consultation:

Kathleen Sweeney, CPA
P.O. Box 1259
Center Harbor, NH 03226
Tele: 603-253-4011

Legal as needed:

Gary Sheldon c/o Sheldon, Davis, Wells & Hockensmith, PC
28 Middle Street
Keene, NH 03431 Tele: 603-357-0117

MAILING LIST:

- Free to Members and Affiliates with the understanding that it is not for resale or distribution to individuals, groups or organizations outside the MRBR, NHAR and NAR without written permission from the Board of Directors.
- An updated email list will be emailed to any MRBR Member or Affiliate upon request. It is the responsibility of each Member and Affiliate to integrate this list into their own email software program. Contact information for Members and Affiliates will be made available on the website.
- Members and Affiliates are solely responsible for creating and sending their own real estate related emails. The MRBR Executive Officer is not to be used for creating or distributing emails for the general membership. When using the MRBR membership email list, insert email addresses in the **Bcc:** field, not in the **To:** or **Cc:** fields. *(Approved 6/6/08)*
- Use of the MRBR Membership email lists shall be limited to MRBR real estate related communications *(Approved 6/4/09)*

MEETINGS: (See Appendix C)

- The Board of Directors shall meet the first Friday of the month with the exception of July.
- The General Membership Meetings shall meet the third Thursday of the months of January, March, June, November and December.
- Minutes will be kept in the Board Office.

Meetings will follow a written agenda. A draft of the minutes will be prepared after the meeting to provide a concise summary of important matters discussed and actions taken or conclusions reached. Minutes should be drafted and then reviewed and approved *before* they are distributed to the General Membership and to any other parties as the Board of Directors may authorize.

MEMBERSHIP:

- The Executive Officer processes application for membership in the MRBR.
- Inductions are scheduled, plaques and pins are ordered.
- Awards are presented at General Membership Meetings.

MEMORIAL GIFTS: Monetary gifts on behalf of the MRBR, ‘In Memory Of’ should only be made to qualified organizations. Flower donations will be handled on a case-by-case basis, but the Board will always send a Sympathy card.

NHAR LEADERSHIP SYMPOSIUM: Selected candidates to the Symposium shall be either an MRBR Officer, Director or Committee Chair. (*Amended 9/9/09*)

PARTICIPATION IN JOINT VENTURES OR SIMILAR ARRANGEMENTS:

Before the Board of Directors participates in any Joint Venture or similar arrangement, it will review its participation and any agreements with the Board's Attorney and Accountant.

PROFESSIONAL STANDARDS: (See Appendix A & C)

The function of the Professional Standards Committee is to make decisions on matters involving ethics or arbitration.

The Professional Standards Committee will annually review the changes to the NAR Code of Ethics and Arbitration Manual and present any changes to the Board of Directors for approval.

NHAR - PROFESSIONAL STANDARDS WORKSHOP: Reimbursement of the registration fee is paid to the Board of Directors, Professional Standards Committee Members and Grievance Committee Members who provide verification of attendance.

PUBLIC RECORDS: Any public records required by law to be available may be viewed, upon request to the Executive Officer.

REQUEST TO FILE A COMPLAINT: A request to file a Code of Ethics complaint or Request for Arbitration is made through the MRBR Board Administrator.

SCHOLARSHIPS:

- One (1) Scholarship each will be awarded to Fall Mountain Regional High School, Keene High School, Monadnock Regional High School, and Hinsdale High School. (*Approved 4/2007*)
- The four (4) total scholarships will be for equal amounts, as determined by the Board of Directors in the annual budget. Each check must be made out to the school and graduate receiving the scholarship.

- Care must be taken to ensure that no recipient is a MRBR member or family member thereof. (Adopted 1/8/10)
- The Scholarship Committee Chair, is responsible for notifying the schools Guidance Departments to make arrangements for payment and presentation of scholarships. (Adopted 6/4/10)

TAXES: The MRBR must comply with the applicable rules and regulations of the IRS and State of New Hampshire relating to reporting as a non-profit organization.

The Board Accountant prepares the Form 990 and Compilation Report for the review of the Treasurer. After the Treasurer reviews the Form 990, copies will be provided to the Board of Directors for their review and approval. Yearly Compilation Report is forwarded to the National Association of REALTORS®

WHISTLEBLOWER: (See Appendix E) It is the policy of the MRBR to encourage members, staff and volunteers to come forward and contact the MRBR Board President, with credible information on illegal practices, without retribution by the MRBR.

APPENDIX A

RESPONSIBILITY AND DUTIES OF THE PRESIDENT

General:

The President of the Board projects the image of the Board to the membership, the industry, and the general public and serves as chief spokesperson. As such, the President must be as familiar as possible with every current or projected activity or issue, including Policies and Procedures, Bylaws, and the Strategic Plan.

The President should be available to the Members and make public appearances as scheduled. Each President contributes to the progress and overall improvement of the Board in their own way.

Qualifications:

The President shall be a REALTOR® member in good standing of MRBR and shall have served on the Board of Directors, ideally, for at least 5 years and served as a volunteer on one or more committees.

Preparation:

Before assuming office, the President shall:

1. Familiarize themselves with the activities and programs in progress or projected, Bylaws, the annual budget, the Strategic Plan, and any other policies/procedures.
2. Meet with the Executive Officer to review plans, policies and procedures.
3. Select or confirm the Chairpersons of committees to ensure proper implementation and continuity of the Strategic Plan.

Responsibilities:

During the term of office, the President shall have the authority and responsibility to perform the following duties relying on Past President for advice.

1. Shall appoint or confirm Chairpersons of all committees and to fill any vacancies which may occur.
2. With the approval of the Board of Directors, may appoint such other committees, working groups or task forces as the President deems advisable, and shall be an ex-officio member of all standing committees.
3. Shall preside at all meetings of the Board, including the Board of Directors, Executive Committee and membership meetings.
4. Shall serve as a Director of the NH Association of REALTORS® and Finance Committee.
5. Is strongly encouraged to be a contributor to RPAC and/or IMF.
6. Responsible, along with the Executive Committee for the annual review of the Executive Officer.
7. May attend annual meetings, NHAR Leadership Symposium (February/March), NHAR Annual Convention (September), and NAR Convention (November).
8. Serves as spokesperson for the Board.
9. Shall support and defend the policies and programs adopted by the Board of Directors.
11. Develop, in cooperation with the Treasurer and Finance Committee an annual budget subject to approval and ensure that all funds and physical assets of the Board are appropriately safeguarded and administered.
12. Develop, in cooperation with the Past President, President Elect, and Executive Officer, an annual calendar of meetings, classes, and events.
13. Review and approve Core Standards completed by EO before submission to NAR.

RESPONSIBILITY AND DUTIES OF THE PRESIDENT-ELECT

General:

The President-Elect should embody the same qualities as noted in the description of the President and should plan for the following year when they will assume the leadership of the Board. The President-Elect should work closely with the President and Executive Officer and be involved at all levels of the decision-making process if needed.

Qualifications:

The President-Elect shall be a REALTOR® member in good standing and shall have served on the Board of Directors for at least 4 years and served as a volunteer on one or more committees.

Preparation;

Before assuming office, the President-Elect should:

1. Familiarize themselves with the activities and programs in progress or projected, the Bylaws, the annual budget, the Strategic Plan, and any other policies/procedures.
2. Meet with the President and Executive Officer to review plans, policies, and procedures.
3. Give consideration to the future composition of committees to ensure proper implementation and continuity of the Strategic Plan.
4. Attend the NAR Leadership Summit (August) and the NHAR Leadership Symposium (February/March).

Responsibilities:

During the term of office, the President-Elect shall have the authority and responsibility to perform the following duties.

1. Shall perform the duties of the President in their absence or disability and shall perform such other duties as may be requested by the Board of Directors.
2. Shall succeed to the office of President.
3. Shall represent the Board at important meetings, luncheons, dinners and business sessions when requested by the President and where representation from the Board is deemed appropriate.
4. Shall serve as a member of the Board of Directors and Executive Committee, and Finance Committee.
5. Shall serve as a Director of the NH Association of REALTORS®.
6. Is strongly encouraged to be a contributor to RPAC and/or IMF.
7. Serves as Chair of the REALTOR of the Year committee and the Honor Society Committee.
8. May attend annual meetings, including the NHAR Leadership Symposium (February/March), NHAR Annual Convention (September) and the NAR Leadership Summit (August).
9. Participates in the annual review of the Executive Officer as part of the Executive Committee.
10. Develop, in cooperation with the Treasurer and Finance Committee an annual budget subject to approval and ensure that all funds and physical assets of the Board are appropriately safeguarded and administered.
11. Develop, in cooperation with the Past President, President and Executive Officer, an annual calendar of meetings, classes, and events.
12. Review and approve Core Standards completed by EO before submission to NAR.

RESPONSIBILITY AND DUTIES OF THE PAST PRESIDENT

General: The Past President shall continue to project the image of the Board to the membership, the industry, and the general public and support the current President and the Board.

Qualifications:

The Past President shall be a REALTOR® member in good standing and will have served as President the previous year.

Job Summary: Shall serve as advisor to the President and is available for back up and support, lobbying behind the scenes. Moves on to other levels of service. Seeks out future talent.

Responsibilities:

1. Shall serve as a member of the Board of Directors and Executive Committee.
2. Shall serve as a Director of the NH Association of REALTORS®
3. Shall serve as the Chairperson for the Nominating Committee.
4. Develop, in cooperation with the Treasurer and Finance Committee an annual budget subject to approval and ensure that all funds and physical assets of the Board are appropriately safeguarded and administered.
5. Participates in the annual review of the Executive Officer as part of the Executive Committee.
6. Develop, in cooperation with the President, President-Elect, and Executive Officer, an annual calendar of meetings, classes, and events.

RESPONSIBILITY AND DUTIES OF THE EXECUTIVE OFFICER

Job Summary:

Serves as the Chief Executive Officer, responsible to the President, Executive Committee and Board of Directors for the effective conduct of the affairs of the Monadnock Region Board of REALTORS®, including the management of the office and operation of the Board.

Recommends and participates in formulation of goals, objectives and related policies. Within that framework, plans, organizes, coordinates, controls and directs the programs and activities of the Board.

Responsibilities:

The Executive Officer performs the following with appropriate delegations and within the limits of the Board bylaws, and policies established by the Board of Directors.

1. Ensure that the officers and directors are fully informed of the Board conditions and attend all meetings of the Board of Directors, Executive Committee, and Membership Meetings.
2. Plan, formulate and recommend, for the approval of the Board of Directors, basic policies and programs which will further the objectives of the Board.
3. Administer Board of Directors/Executive Committee activities and follow through on decisions.
4. Attend NHAR Leadership Summit (August) and AEI (March) for required training.
5. Maintain a current listing of all committees and members.
6. Maintain records for mandatory NAR triannual ethics education.
7. Is an ex-officio non-voting member of the Executive Committee and the Board of Directors.
8. Provide the necessary liaison and staff support to committee chairpersons to enable committees to properly perform their functions, ensures that committee decisions and recommendations are submitted to the Board of Directors for approval.
9. Develop, in cooperation with the Treasurer and Finance Committee an annual budget subject to approval and ensure that all funds and physical assets of the Board are appropriately safeguarded and administered.
10. Submit meeting minutes and/or reports for availability to the membership of the MRBR.
11. Shall Oversee all duties related to bookkeeping/accounting and payroll and payroll taxes. Prepare for annual compilation report.
12. Plan, coordinate, and prepare agendas for the Board of Directors and membership meetings.
13. Maintain and provide security for all files, legal and historical documents, and official minutes of all Board of Director and other official meetings.
14. Execute contracts and commitments as authorized by the Board of Directors or within established policies.
15. Ensures the legal integrity of the Board.
16. Maintain a working relationship with the National Association of REALTORS® and the New Hampshire Association of REALTORS® and keep current of their policies and procedures.
17. Maintain a working knowledge of the Professional Standards Manual and the Code of Ethics. Execute all work related to Professional Standards.
18. Ensure that the Board Bylaws are kept current and that they are reviewed annually and approved by NAR.
19. Ensure that the Board Policy Manual is kept current and reviewed annually.
20. Perform such other duties as may be assigned by the President and/or Board of Directors.
21. Develop, in cooperation with the President and Past President, an annual calendar of meetings, classes, and events.

22. Complete and submit Core Standards as required for NAR certification.
23. Manage all aspects of dues billing, including sending notices to REALTORS and Affiliate members, receiving payments, documenting payments in MRBR spreadsheets and Quickbooks, submitting appropriate payments to NAR, NHAR, RPAC, and IMF as required, and managing archived forms.
24. Manage all aspects of processing membership applications.
25. Responsible to manage Facebook as the admin, assigning roles as directed by the BOD.
26. Responsible, in conjunction with the Secretary, for maintaining corporate records, minutes, resolutions, etc, and disposing records as appropriate complying with MRBR Document Retention Policies outlined in the MRBR Policy Manual, Appendix B.
27. Will attend the Leadership Summit and AEI annually.
28. Responsible to purchase postage and office supplies as needed up to \$500 annually.

Rules of Standing Committees, Task Force and/or Working Groups

ANNUAL COMMITTEE SELECTION PROCESS

President shall review and appoint chairs of committees, task force or working groups for the next year. Committee chairs shall review and appoint committee members.

PURPOSE AND DUTIES OF STANDING COMMITTEES

Each Committee shall have a Chairperson, and record minutes of the meetings. All terms are for one fiscal year.

The Executive Officer and the President may attend committee meetings, but may not serve as an active member, take minutes or perform Committee related duties.

Chairperson or Co-Chairperson's shall be MRBR REALTOR® members in good standing, members of committees, task force or working groups must be REALTOR® or Affiliate members in good standing. A standing committee shall be defined as a group that addresses strategies, programs, events and basic capacities through its own direct action which incorporates the goals and objectives of the current strategic plan. Committees should be made up of a cross-section of the membership if possible.

Chairpersons must ensure that all meeting minutes, forms, flyers, contact lists, and procedural information is clearly and concisely maintained for future use. Flyers, advertising, promotions, etc., are the sole responsibility of the committee, working group, task force and must be submitted to the Executive Officer and President via email with an attached file for approval by President and distribution by Executive Officer. The Executive Officer and Communications committee may post on social media at their discretion.

The Standing Committees of MRBR are:

- Education
- Finance
- Grievance
- Membership/New Member Liaison
- Professional Standards

The Committees, Task Force and/or Working Groups are:

- Affiliates
- Bylaws
- Community Outreach Committee
- Communications & Public Relations
- Honor Society
- Hospitality
- Member Engagement
- Nominating
- Public Policy
- RPAC
- REALTOR of the Year
- Scholarship

Committees, Task Force, or Working Groups report to the Board of Directors. *Committees do not establish policy or board-wide programs.* Committee Chairpersons recommend policies or programs to the Board of Directors.

A Committee or task force may not act or initiate any programs or events in the name of MRBR without approval from the Board of Directors. This includes fundraising, solicitation of grants, or support of an outside organization or group.

Donations for fundraisers, raffles, etc, may be received by Chairpersons and turned over to the Executive Officer or Treasurer at the end of any event together with financial documentation such as receipts, invoices, donation records.

A Committee or task force will also refrain from enlisting volunteers that are non-MRBR members.

Chairs must ensure that all meeting minutes, form, flyers, contacts and procedural information are clearly and concisely maintained for future use. Flyers for a Board-approved event are the sole responsibility of the task force, committee or working group and must be submitted to the Board office (attached in jpeg format) for approval and distribution from the Board office.

MRBR COMMITTEES

Affiliate Committee

The committee is comprised of a Chairperson or Co-chairs and chosen members.

Committee responsibilities:

- Keep in contact with the business community to encourage new membership and connect with present affiliates regularly.
- Welcome new affiliates at a General membership meeting.
- Extend the opportunity for an “affiliate minute” at each General Membership meeting and encourage participation.
- Assist in gathering information to update the Affiliate Brochure.
- Plan and orchestrate an Affiliate Breakfast held annually.

Bylaw Committee*

The Committee is comprised of a chairperson and 2 members.

Committee responsibilities:

- The Bylaws are compared with NAR Model Bylaws to verify they contain all appropriate policies.
- Bylaws are updated every 2 years if there are no changes from NAR.

Community Outreach Committee

The Committee is comprised of a Chair, or Co-Chairs and members.

Committee responsibilities:

- Involve the MRBR in activities that will help to better the community through volunteer services and charitable contributions.
- Affiliates are solicited to participate in REALTOR® projects to promote harmony and camaraderie within the community for the betterment of the community.

Communications and Public Relations

The Committee has a Chairperson or Co-chairs and members as needed.

Committee responsibilities:

- Any MRBR news and information pertaining to the Real Estate community is distributed to the media to promote industry awareness in the community at large.
- The Committee is also responsible for internal communications to the membership.
- Communications may include quarterly newsletters, Facebook postings, print, emails, or other means as deemed appropriate by the Board.
- Website

Education Committee*

The Committee is comprised of a Chairperson or Co-Chairs and members.

Committee responsibilities:

- Courses for recertification are to be scheduled throughout the year.
- There must be a minimum of 1 core and 3 electives courses offered.
- The Committee arranges venues for courses.
- The new member orientation program is organized by the Committee in May and November and members are notified in April.

Finance Committee*

The Chairperson of the Committee is the Treasurer.

The Committee is comprised of the Current President, Past President, Current President Elect and Executive Officer.

Committee responsibilities:

- Prepare and present the annual budget for the MRBR.
- Manage and allocate finances as needed, on a monthly basis.

Grievance Committee*

Committee is comprised of a Chairperson, Co-Chair and chosen members.

- All complaints go through the Executive Officer.
- Mediation is always recommended initially, when not possible the Executive Officer sends a complaint form to the complainant.
- The completed form is returned to the Executive Officer; at that juncture, it is forwarded to the Chairperson for review.
- It is the responsibility of the committee to determine if a hearing is warranted.
- The committee does not determine a violation, does not mediate or arbitrate a business dispute.
- All members of the Grievance Committee shall have attended an approved New Hampshire Association of REALTORS® (NHAR) seminar on Grievance and Professional Standards within the past 2 years of their appointment to the Committee.

Honor Society

The President Elect is Chair for the Honor Society. Committee is comprised of Chairperson and members as needed.

Committee responsibilities:

- Applications are distributed to REALTORS® by the Executive Officer and must be returned to the Executive Officer by mid-March (due date provided by NHAR). Executive Officer submits applications to Chair.
- The Chair meets with the Committee to approve the applications.
- The Presidents Elect from all boards meet with the NHAR Committee to approve applications from each board by April 1st.

Hospitality

Committee is comprised of a Chairperson or Co-chairs and members as needed.

Committee responsibilities:

- Reserve a location for general membership meetings held six times a year and other events as needed.
- Arrange for meals if applicable.
- Provide venue and cost information to Executive Officer for disbursement to membership.
- Seek sponsorships for events as appropriate and where possible.
- Collect payments and complete attendee list. List is provided to Executive Officer after each meeting for accountability.

Membership Committee/New Member Liaison*

Committee is comprised of a Chairperson and 1 member chosen by Chair.

Committee responsibilities:

- Email a welcome message from the Executive Officer to each new applicant.
- Greet all members at the General Membership meetings to encourage a warm atmosphere.
- Contact office representatives to remind them to encourage others to attend General Membership meetings.

Nominating Committee

The Committee is comprised of a Chairperson and 4 members.**

Committee responsibilities:

- The Committee selects a slate of officers and directors for vacant positions for the upcoming year as determined by the By-Laws.
- Candidates are chosen from within the MRBR membership.
- Qualified REALTOR® candidates are interviewed and presented to the Board of Directors on or before the November meeting.

Professional Standards Committee*

Professional Standards is comprised of a Chair or Co-chairs and members as needed.

Committee responsibilities

- Conducts hearings in matters involving alleged ethical misconduct by MRBR members.
- Provide arbitration facilities when requested.
- Annually reviews any changes to the NAR Code of Ethics and Arbitration Manual and to present changes to the Board of Directors.
- All members of the Professional Standards Committee shall have attended an approved New Hampshire Association of REALTORS® (NHAR) seminar on Grievance and Professional Standards within the past 2 years of their appointment to the Committee.

Public Policy Committee

The Committee is comprised of a Chair or Co-chairs and members as needed.

Committee responsibilities:

- The Chair is a liaison to the NHAR Public Policy Committee.
- The Committee will report to the Board and at the General Membership meetings as needed.

REALTOR® of the Year

The ROTY Committee is chaired by the President Elect who selects members.

Committee responsibilities:

- The Chair requests nominations from REALTORS® for April 30 deadline.
- Committee meets to select candidate in May and the name of the REALTOR® chosen is submitted to NHAR by June 1. (due dates determined by NHAR) Selection must remain secret.
- REALTORS® of the year are honored at the NHAR Convention and one is selected as State REALTOR® of the year.
- ROTY Committee members must recuse themselves if nominating a candidate or if they themselves are nominated.
- The ROTY Committee will use the approved ROTY Selection Criteria points system to identify the REALTOR of the Year.

Scholarship Committee

The Committee is comprised of a Chair plus 2 members.

Committee responsibilities:

- One (1) Scholarship each will be awarded to Fall Mountain Regional High School, Keene High School, Monadnock Regional High School, and Hinsdale High School. (*Approved 4/2007*)
- The four (4) total scholarships will be for equal amounts, as determined by the Board of Directors in the annual budget. Each check must be made out to the school and graduate receiving the scholarship.
- Care must be taken to ensure that no recipient is a MRBR member or family member thereof. (*Adopted 1/8/10*)
- The Scholarship Committee Chair is responsible for notifying the schools' Guidance Departments in March to make arrangements for payment and presentation of scholarships. (*Adopted 6/4/10*)

***Standing Committees as required per the Bylaws**

****Chair and 4 members as noted in the Bylaws**

Chairing a Committee, Task Force or Working Group:

DUTIES, RESPONSIBILITIES AND SPECIAL INFORMATION

An appointment to chair an MRBR committee, task force, or working group presents a member with a special opportunity for service and leadership guiding committee will work toward goals and strategic directions established by the Board.

Committee Chairpersons will strive to establish and maintain an atmosphere which encourages participation to accomplish objectives with enthusiasm and creative interaction.

BUDGET

If there is a budget, it is the responsibility of the Chairperson to ensure expenditures stay within its budget. No additional expenditures may be made without prior approval of the Finance Committee and the Board of Directors.

MEETINGS

The Chairperson may hold meetings at any time. The Executive Officer and MRBR President must be notified of all meetings and may advise on policies and procedures and provide informational resources.

MINUTES

Minutes must be taken and shared with committee members and the Executive Officer.

BOARD POLICIES

Although committees pass a motion or recommendation, it does not become official until approved by the Board of Directors as committees do not set board policies or programs.

A committee or task force may not act or initiate any programs or events in the name of the MRBR without approval from the Board of Directors. This includes fundraising, solicitation of grants, or support of an outside organization or group.

CONDUCTING THE MEETING

Conducting a meeting can be a challenging job. The following is a quick checklist of points to remember:

- Follow the agenda and watch the time
- Encourage participation
- Recognize each member who wishes to speak; discourage side conversations and interruptions; defer recognizing those who have already spoken until all others wishing to speak have had the opportunity
- Summarize points for meeting minutes
- Invite constructive feedback, ask for support, obtain a consensus and then move to the next topic.
- Chairpersons are neutral.
- Do not argue. However, if a member is rude or displays inappropriate behavior that makes the Chair or members uncomfortable, that member can be asked to step outside of the meeting or dismissed entirely from the meeting.
- Meetings should not be adjourned until the committee is satisfied that all subjects have been addressed.
- Members of the committee may hold virtual meetings in lieu of in person meetings

APPENDIX B

DOCUMENT RETENTION POLICY

<u>Type of Record</u>	<u>Recommended Period</u>
Accounting Records	
Accounts payable	7 years
Accounts receivable	7 years
Annual financial statements	permanent
Bank statements	7 years
Bank reconciliations	7 years
Canceled check – (routine)	7 years
Canceled check –(special)(loan repayment, etc)	permanent
Correspondence (routine)	4 years
Deeds and closing papers	permanent
Deposit slips	4 years
Electronic payment records	7 years
Employee expense reports	7 years
Fixed -assets acquisition invoices (after disposal)	7 years
Freight bills	7 years
General ledgers	permanent
Income tax returns	permanent
Inventory count & costing sheets	7 years
Insurance policies (after expiration)	4 years
Investments (after disposal)	7 years
Mortgages, loans & leases (paid)	7 years
Payroll journals & ledgers	permanent
Purchase orders (except accounts payable copy)	1 year
Purchase invoices & orders	7 years
Receiving sheets	2 years
Sales commission reports	5 years
Sales records	7 years
Subsidiary ledgers	7 years
Tax returns (federal & state)(if applicable)	permanent
Trial Balances	permanent
Association Corporate Records	
Articles of Incorporation and amendments	permanent
Bylaws and amendments	permanent
Corporate filings	permanent
Corporate Minute Book	permanent

Electronically Stored Information

Specific documents in electronic formats will be treated according to the timeframes set forth elsewhere in the policy. Backup systems are as provided by NHAR; the purpose of the backups is to restore the association’s computer network in the event of a crash.

Employment Records

- Documents relating to job recruitment: advertising, job orders submitted to employment agencies, interviewing, testing, hiring, training, demotions, promotions, layoffs, discharge, and other personnel decisions. 1 year
- Employee benefit plan documents duration of plan
- FMLA leave records including: all FMLA information and notices distributed to these employees and records of an FMLA disputes.
- Garnishments/wage assignments 3 years
- Medical records relating to the exposure of the employee to any toxic or hazardous substances. (duration of employment plus 30 years)
- Payroll records showing name, address, date of birth, occupation, rate of pay, and weekly compensation. 3 years
- Personnel Records (10 years after employment ends)
- Record of all occupation injuries, including those under state workers compensation law and ERISA awards (five years for ERISA; state law requirements will vary)

Legal Documents

- Contracts (after expiration) 10 years
- License Applications (after expiration) 1 year
- Trademarks, Patents & Copyrights permanent
- Warranties & Guaranties (beyond terms of the warranty) 2 years
- Correspondence (legal) permanent

NAR/Association Documents

- NAR charter permanent
- Territorial jurisdiction permanent
- REALTOR® Agreement until superseded
- Member file & membership applications 2 years after membership terminates.
- Professional Standards Policies 5 years
- Professional Standards Hearing Records
- Ethics (original decision) permanent
 - Rest of hearing file-minimum of 1 year after satisfaction of sanctions (if any) and there is no threat of litigation.
- Arbitration/Mediation (minimum of 1 year after payment of award (if any) and there is no threat of litigation.

Property Records

- Deeds of Title permanent
- Leases (after expiration) 2 years
- Depreciation schedules permanent
- Property Damage 7 years
- Appraisals permanent
- Blueprints/Plans permanent
- Warranties & Guaranties (beyond terms of warranty) 2 years

Pension & Profit Sharing

- ERISA disclosure documents (date disclosure was due) 6 years
- IRS Determination Letter(s) permanent
- Forms 5500 & plan documents permanent

APPENDIX C

PROCEDURES/EXPLANATION OF EXPENSES – BUDGET LINE ITEMS

ADVERTISING:

- Keene Sentinel, Shopper, NE Showcase of Homes
- ½ page Realtor® Of The Year (ROTY) ad in NHAR Convention program. (*Agreed 4/2003*)

BUDGET:

Aug – Finance Committee asks Committee chairs to submit their budget requests.

Sept – Create first draft of the budget.

Oct – Verify budget is complete.

Nov – Board of Directors approves the budget.

Nov – Approved budget is shown to the membership at the General Membership Meeting.

CONVENTIONS & CONFERENCES:

- April - MRBR pays for 2 leaders (present & future/officers or committee chairs) to attend NHAR Leadership Symposium. All other expenses subsidized by NHAR.
- Aug - NAR Chicago Leadership Summit. MRBR pays for economy class airfare, airport shuttle from airport/hotel, airport parking, meals for VP. (It is hoped that the flight is booked as early as possible and is the best rate available)
- Sept - MRBR allocates funds for ROTY, President and Vice President to attend NHAR Convention in September [room, meals, mileage and 'early' registration rate only. The balance of budget figure can be used for other Board of Directors who attend.
- Nov - MRBR may allocate funds for Board member(s) to attend NAR convention. If none of the Board members are able to attend, the Board of Directors may vote to send another member.

DUES: (*The following will occur on or about dates specified*) (*Amended March 3, 2017*)

- Oct 1 Billing Statements sent to all REALTOR® and Affiliate members.,
- Dec 9 Email Reminder to all members annual dues are due and owing by January 5th. Dues paid electronically or received and postmarked after January 5th will include a \$50 late fee.
- Jan 1 Email Reminder to all members after January 5th dues postmarked and received after January 15th will be placed in Inactive Status.
- Jan 15 Inactive notices sent to Broker, cc agent, NHAR, NAR and NEREN

EDUCATION: Expense is the cost of room rental, fees for course instructor and refreshments.

LEGAL & ACCOUNTING:

- Accountant retainer for consultation.
- Tax preparation cost and compilation report

- Legal fees as needed.

MEETINGS: Expenses may include the cost of room rental, fees for speakers, and the cost of food & services not covered by fee charged to members to attend the General Membership Meetings.

PROFESSIONAL STANDARDS:

- Expenses include printed materials for complaints, hearings, and mediation.
- Mileage for Committee Chair to attend state meetings for Professional Standards.
- Legal fees as needed.

APPENDIX D

THE MRBR CONFLICT OF INTEREST POLICY

I. Definitions. In this section:

(a) "Director, officer, or trustee" means a director, officer, or trustee of the MRBR.

(b) "Financial interest" means an interest in a transaction exceeding \$500 in value for any officer, director, or trustee, on an annual aggregate basis. An "indirect" financial interest arises where the transaction involves a person or entity of which a director, officer, or trustee, or a member of the immediate family of a director, officer, or trustee, is a proprietor, partner, employee, or officer.

(c) "Pecuniary benefit transaction" means a transaction with the MRBR in which a director, officer, or trustee of the organization has a financial interest, direct or indirect. However, the following shall not be considered as pecuniary benefit transactions:

(1) Reasonable compensation for services of an executive director, and expenses incurred in connection with official duties of a director, officer, or trustee;

(2) A benefit provided to a director, officer, or trustee or member of the immediate family thereof if:

(A) The benefits are provided or paid as part of programs, benefits, or payments to members of the general public; and

(B) The organization has adopted written eligibility criteria for such benefit in accordance with its bylaws or applicable laws; and

(C) The director, trustee, or immediate family member meets all of the eligibility criteria for receiving such benefit;

(3) A continuing transaction entered into by the MRBR, merely because a person with a financial interest therein subsequently becomes a director, officer, or trustee of MRBR.

II. A pecuniary benefit transaction shall be prohibited unless the Board of Directors of MRBR determines it is in the best interest of the organization and unless all of the following conditions are met:

(a) The transaction is for goods or services purchased or benefits provided in the ordinary course of the business of the organization, for the actual or reasonable value of the goods or services or for a discounted value, and the transaction is fair to the organization;

(b) The transaction receives affirmative votes from at least a 2/3 majority of all the disinterested members of the governing board of the organization, which majority shall also equal or exceed any quorum requirement specified in the bylaws of the organization:

(1) After full and fair disclosure of the material facts of the transaction to the governing board and after notice and full discussion of the transaction by the board;

(2) Without participation, voting, or presence of any director, officer, or trustee with a financial interest in the transaction or who has had a pecuniary benefit transaction with the organization in the same fiscal year, except as the board may require to answer questions regarding the transaction; and

(3) A record of the action on the matter is made and recorded in the minutes of the governing board;

(c) The organization maintains a list disclosing each and every pecuniary benefit transaction, including the names of those to whom the benefit accrued and the amount of the benefit, and keeps such list available for inspection by members of the governing board. Each MRBR board member shall disclose to the Board each January, in writing any conflicts of interest or pecuniary benefit the member has with the organization, if any.

III. The organization shall not lend money or property to its directors, officers, trustees or any member of the immediate family thereof. Any director, officer, or trustee who assents to or participates in the making of any such loan shall be jointly and severally liable to the organization for the amount of such loan until it is repaid.

IV. Any member of the governing board of the MRBR shall have standing to petition, for a declaratory judgment that one or more pecuniary benefit transactions of the organization are void.

V. The provisions of this section shall not apply to transactions between the MRBR and its members, or other contributors who are not also directors, officers, or trustees of the organization, provided that such transactions are fair to the organization.

APPENDIX E

THE MRBR WHISTLE BLOWER POLICY

If any employee or member reasonably believes that some policy, practice or activity of Monadnock Region Board of Realtors, Inc. (hereinafter “organization”) is in violation of law, a written complaint may be filed by that employee or member with the President of the organization. If the complaint involves the President then the complaint may be filed directly with any Director of the Board of Directors not the subject of the complaint

It is the intent of the organization to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees and members is necessary to achieving compliance with various laws and regulations. An employee or member is protected from retaliation only if the employee or member brings the alleged unlawful activity, policy, or practice to the attention of the organization and provides the organization with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees and members that comply with this requirement.

The organization will not retaliate against an employee or member who, in good faith, has made a protest or raised a complaint against some practice of the organization, or of another individual or entity with whom the organization had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The organization will not retaliate against an employee or member who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of the organization that the employee or member reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

APPENDIX F
EXECUTIVE OFFICER PERFORMANCE REVIEW POLICY

Purpose

The performance review provides a means for discussing, planning and reviewing the performance of the Executive Officer.

Regular performance reviews:

- Help the Executive Officer clearly define and understand his/her responsibilities.
- Increase the effectiveness of the Executive Officer in fulfilling the mission, vision, values, and goals of the Monadnock Region Board of Realtors, Inc.
- Provide criteria by which the Executive Officer's performance will be evaluated.
- Suggest ways in which the Executive Officer can improve performance.

Procedure

Performance reviews are based on expectations that are clearly defined by the Executive Committee in discussions with the Executive Officer. The Executive Committee, for purposes of these reviews, is comprised of the President, President Elect and Past President of the Monadnock Board of Realtors, Inc.

Annually, on September 15, the Executive Officer will send the EO Annual Review Form (see attached sample) to the board president. The board president shall forward the Form to all members of the Executive Committee for completion. The Executive Committee will meet on or before October 1 to compile a written Annual Review based on the forms completed by each of the members of the Executive Committee and presented to the EO at an Annual Review meeting on or before October 15 each year.

At the Annual Review meeting, the Executive Committee and the EO shall establish a Performance Plan consisting of (a) goals and objectives to be achieved by the EO within the next calendar year based on the MRBR's strategic and operational plans; and (b) criteria for evaluation of the EO's success in meeting such goals and objectives for the next calendar year shall also be established. The written Annual Review and the Performance Plan, acknowledged in writing by the EO, will be completed no later than October 31 each year. The Annual Review and Performance Plan will be submitted to the Board of Directors for their review and final approval no later than November 15 each year.