

**Seacoast Board of REALTORS® , Inc.
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 Seacoast Board of Directors
December 16, 2015**

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SECTION 1: ORGANIZATION

1.1 ORGANIZATION

The Seacoast Board of REALTORS®, Inc. ("SBR") is a non-profit trade organization whose primary members are licensed real estate professionals. As a primary member of SBR, each REALTOR® also belongs to the New Hampshire Association of REALTORS® ("NHAR") and to the National Association of REALTORS® ("NAR"). Membership in SBR is voluntary and is open to active New Hampshire real estate licensees.

All REALTORS® subscribe to and uphold a strict Code of Ethics that governs their business behavior in all real estate transactions.

The term "REALTOR®" is a licensed collective trademark which may be used only by members of the National Association of REALTORS® and its local Associations.

1.2 SERVICES

At all three levels of the REALTOR® organization, local, state, and national, a variety of services are provided to members. General services include:

- Legislative and political advocacy
- Education programs and professional designations
- Risk management programs
- Legal assistance and insurance programs
- Real estate industry publications
- Information technology products and services
- Service and product discount programs
- Consumer advocacy programs

1.3 GOVERNANCE

A Board of Directors ("BOD"), all of whom are REALTORS®, governs SBR. (*Bylaws, Article XI, Section 3*). Programs are managed by core committees, comprised of REALTOR® and affiliate members. (*Bylaws, Article VII*)

1.4 MISSION STATEMENT

To work in conjunction with the National Association of REALTORS® (NAR) and the New Hampshire Association of REALTORS® (NHAR) To provide its REALTOR® members with the resources required to serve consumers in a professional and ethical manner; and to advocate on issues affecting REALTORS® members.

1.5 CHANGES TO BYLAWS

Bylaw changes may be initiated by recommendations from the Bylaws Task Force, may be initiated by the Executive Officer ("EO"), or as a result of recommendations from another committee, task force, working group, the BOD, or when mandated by the National Association of REALTORS®.

Pursuant to Article XVI of the SBR Bylaws, the Bylaws may be amended by a majority vote of the Members present and qualified to vote at any meeting at which a quorum is present, provided the substance of such proposed amendment or amendments shall be plainly stated in the call for the meeting, except that the BOD may, at any regular or special meeting of the BOD at which a quorum is present, approve amendments to the Bylaws which are mandated by NAR policy.

Amendments to these Bylaws affecting the admission or qualifications of Active Members and Institute Affiliate Members, the use of the terms, REALTOR® or REALTORS® or any alteration in the territorial jurisdiction of the SBR shall become effective upon the approval from NAR's BOD.

SECTION 2: BOARD GOVERNANCE POLICIES

2.1 RULES OF THE SEACOAST BOARD OF REALTORS®

A REALTOR® association may adopt or be issued various kinds of rules. Below is a historical narrative concerning the rules of the Seacoast Board of REALTORS®.

SBR was originally chartered and organized in the State of New Hampshire in 1958 as “The Portsmouth Board of REALTORS.” Articles of Agreement were filed with the State of New Hampshire on February 18, 2003, for “The Seacoast Board of REALTORS,” the successor to the Portsmouth Board of REALTORS, with the following object statement, *“To provide a unified entity to service licensed REALTORS and salespersons within the municipalities of Portsmouth, Rye, Newington, New Castle, Newmarket, Greenland, North Hampton, Hampton, Hampton Falls, Stratham, Exeter, Brentwood, Raymond, Nottingham, South Hampton, East Kingston, Kensington, Epping, Newfields and Seabrook; and to promote and administer high standards of conduct in the real estate profession under the Code of Ethics of the National Association of REALTORS®, and to further the interests of residential and other real estate owners, and to provide for the education and the research and exchange of information to its members. To hold, purchase, lease, sell or exchange any real or personal property in connection with the above purposes and to enter into contracts, establish Bylaws, establish and implement arbitration and ethics proceedings, to borrow money, and to do and perform any and every act necessary to the accomplishment of the above purposes, and to generally exercise all powers authorized under RSA Chapter 292. No part of the net earnings of the Corporation shall inure to the benefit of any member of this Corporation.*

SBR was granted tax-exempt, non-profit 501c(6) status by the U.S. Treasury Department, Internal Revenue Service on June 26, 2004.

The SBR Bylaws were adopted and are amended by the BOD and ratified by the membership as needed.

SBR recognizes, in its Bylaws, the latest edition of Robert’s Rules of Order as the authority governing all meetings and conferences of SBR when not in conflict with the SBR Bylaws. (*Bylaws Article XV*)

SBR is subject to all provisions of local, state and national law and regulation applying to professional, trade, tax-exempt, non-profit 501c(6) corporations.

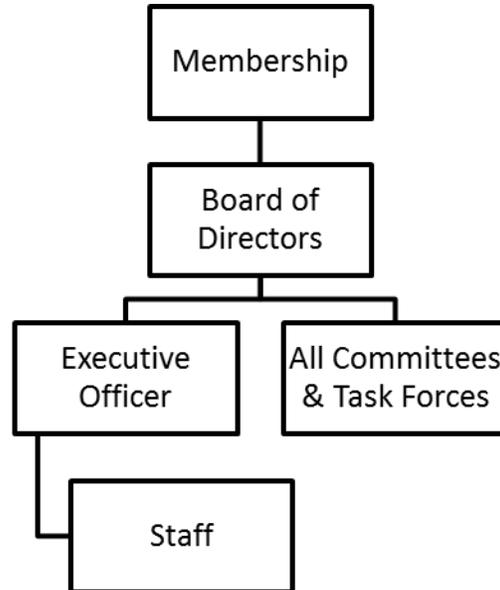
2.2 DEFINITIONS

The following shall serve as definitions for SBR concerning the terms used in this policy manual and by SBR generally:

1. **BOD** are the governing body of the SBR. The Bylaws further define the SBR Elected Officers, all of whom serve on the BOD. (*Bylaws, Article XI, Section 1*)
2. **Articles and Bylaws** are rules governing the operation of the SBR adopted by membership at large (with the advice and/or recommendations of the BOD).
3. **Rules of Order and Standing Rules** are rules governing the operation of the SBR adopted by the BOD (with the advice and/or recommendation of staff).
4. **Positions** are descriptive narratives, sometimes including recommendations outlining the concerns and/or views of the SBR members on current issues adopted by the BOD in session (with the advice and/or recommendation of the staff).
5. **Programs** are activities relating to the SBR adopted by the BOD (with the advice and/or recommendation of staff).
6. **Policies** are general or fundamental principles relating to SBR involvement adopted by the members of the BOD (with the advice and/or recommendation of staff).

7. **Procedures** are the detailed explanations, directions or actions to implement adopted articles, bylaws, rules, positions, programs and policies selected and applied by staff. They address specific directions telling how, by whom and when things are to be done.

2.3 SBR ORGANIZATIONAL CHART



2.4 BOARD OF DIRECTORS

The composition and the authority of the BOD shall be as specified in the Bylaws. Except as noted below, the BOD of the SBR consists of the following *voting* members:

Officers

- President
- President-Elect
- Treasurer
- Most Immediate Past President

Directors

- The governing body of the SBR shall be a BOD consisting of the elected officers, as stated in Article XI, Section 1, the Immediate Past President or the active most Immediate Past President, and an additional number of REALTOR® members derived by using the following formula:

One (1) Director for every seventy-five (75) REALTOR® members of the SBR as of April 1st of the current year. (i.e.: 450 members divided by 75 = 6 Directors, in addition to the elected officers and Immediate Past President).

- No more than two (2) members of the BOD shall work for the same company, with the exception of the active most Immediate Past President.

The BOD has the power and duty to carry on whatever transactions the corporation or the BOD itself has the power to carry on.

The BOD may, at any regular or special meeting of the BOD at which a quorum is present, approve amendments that are mandated by NAR policy, in accordance with the Bylaws. (*Bylaws, Article XVI, Section 1*)

Amendments to the Bylaws affecting the admission or qualifications of Active Members and Institute Affiliate Members, the use of the terms REALTOR® or REALTORS® or any alteration in the territorial jurisdiction of SBR shall become effective upon the approval of NAR's BOD. (*Bylaws, Article XVI, Section 3*)

Members of the BOD shall have the best interest of the SBR in mind at all times. They shall avoid any action that may serve their personal interests and should never assume any position that brings their personal interests into conflict or competition with the interests of the SBR.

Non-Elected Offices

- Secretary
The Executive Officer serves as the Secretary and does not have a vote. (*Bylaws, Article XI, Section 1*)

2.5 STANDING RULES OF THE BOD

1. Meetings of the BOD shall be at designated times and places, as specified in the Bylaws and set by the Directors. Absence from three (3) consecutive scheduled or special meetings without an excuse deemed valid by the BOD shall be construed as resignation. (*SBR Bylaws, Article XII, Section 2*)
2. Meetings of the BOD shall be chaired by the President and conducted in accordance with the Bylaws and intent of the standing rules of the BOD.
3. Only the voting members of the BOD may vote on issues at their meetings. Visitors may participate in discussion on issues when recognized by the President.
4. Only BOD members and the EO, unless requested otherwise, may attend Executive sessions, unless the President, or a majority of the BOD present and voting grants an exception.
5. Minutes shall be required for all meetings of the BOD and shall include any actions taken during an Executive Session. In the absence of the Secretary, the presiding officer shall be responsible for recording any actions.
6. Adopted policies shall not be in conflict with the Bylaws and shall be included in the Policy Manual.
7. Have a working knowledge of the Bylaws and Policy Manual, *The Code of Ethics and Arbitration Manual* and *Robert's Rules of Order*.

2.6 STANDING RULES FOR MEMBERSHIP MEETINGS

1. Meetings shall be conducted in accordance with the Bylaws and Standing Rules, with input from the SBR President.
2. The annual Membership Meeting shall be held during the 3rd quarter of each year; the date, place, and hour to be designated by the BOD. (*Bylaws, Article XII, Section 1*)

2.7 RESPONSIBILITY AND DUTIES OF THE PRESIDENT

GENERAL

The President of the SBR projects the image of the SBR to the membership, the industry, and the general public and serves as chief spokesperson. As the leader of the SBR, the President must be as familiar as possible with every current or projected activity or issue, including SBR policies and procedures and the Bylaws. He/she should be available to the Officers and Directors of local Boards and attend as many SBR and public appearances throughout the state as realistically may be scheduled. Each President contributes to the progress and overall improvement of the SBR in his/her own way.

TERM

The President is elected for a term of one year and may consider serving a second consecutive term if elected; but no more than two consecutive one-year terms.

QUALIFICATIONS

The President shall have served as Vice-President of the BOD or served as a Committee Chair, Treasurer or Director within the previous 3 years.

RESPONSIBILITIES

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

1. Shall establish specific goals and objectives and work toward achieving them through policy and program outlines for the year in office with the approval of the BOD. Said outline shall take into consideration the long-range programs of the board which shall take precedence over any short range goals and objectives. The president shall be responsible for informing the membership of such goals and objectives.
2. Appoint chairs and vice-chairs with the help of the vice-president, and the advice and approval of the BOD; assist the chairs in selecting members for their committees. When possible and practical, such committees should include at least two members who serve on the same committee the preceding year. Committees should be appointed as soon as possible after election and before actual assumption of office in the month of January, so that a smooth transition and immediate implementation of programs and policies may be achieved. Most committees should include a vice-chair.
3. Shall meet annually with EO and Committee Chairs to provide direction and set goals.
4. With the approval of the BOD, may appoint such other committees, working groups or task forces as he/she deems advisable, and shall be an ex-officio member of all committees.
5. Shall preside meetings of the BOD, and determine the substance of the agenda for the meetings.
6. Shall preside at membership meetings and communicate pertinent information in a timely manner.
7. Serves as an Elected Officer of the BOD.
8. Serves as a member of the New Hampshire Association of REALTORS® Board of Directors and shall attend those meetings as a representative of the SBR.
9. Conduct before May 1st, with the Vice President, Treasurer and Immediate Past President, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase, if any, based on current performance.
10. Shall attend all annual meetings, including the NAR Mid-Year and Annual Convention, New England Regional Conference; the New Hampshire Association of REALTORS® Annual Convention and the New Hampshire Association of REALTORS® Leadership Conference, as per budget. Report back to the Board of Directors and membership in a timely manner on each meeting attended.
11. Have a working knowledge of the Bylaws and Policy Manual, **The Code of Ethics and Arbitration Manual** and **Robert's Rules of Order**.

PREPARATION

Before assuming office, the President should:

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1. Identify goals and objectives prior to assuming the primary leadership role of the BOD.
 2. Familiarize him/herself with the activities and programs in progress or projected, SBR Bylaws, the annual budget, the SBR Strategic Plan, and any other SBR policies/procedures.
 3. Meet with the EO to review plans, policies, and procedures.
 4. Give consideration to selection of Committee Chairs and composition of committees to ensure proper implementation and continuity of the SBR Strategic direction.

2.8 RESPONSIBILITY AND DUTIES OF THE VICE-PRESIDENT

GENERAL

The Vice-President should embody the same leadership qualities as noted in the description of the President, and should plan for the following year if he/she is elected as President of the BOD. He/she should work closely with the President and EO and be involved at all levels of the decision-making process.

TERM

The Vice-President is elected for a term of one year and may serve a second term if elected.

QUALIFICATIONS

The Vice-President shall have served as a Committee Chair, Treasurer or Director of the BOD within the previous three years.

RESPONSIBILITIES

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

1. Shall perform the duties of the President in his/her absence or disability and shall perform such other duties as may be requested by the BOD.
2. Shall succeed to the office of President if elected.
3. Shall have the authority to endorse SBR checks *and will be covered by a surety bond in such amount as the BOD may determine [the cost to be paid by the Board]*.
4. Attend business meetings of the National Association and report on any function or trip funded by the SBR, either in writing or at a general meeting.
5. Attend all BOD and general membership meetings of the SBR.
6. Shall represent the SBR at important meetings, luncheons, dinners and business sessions when requested by the President and where representation from the BOD is deemed appropriate.
7. Serves as an Elected Officer of the BOD.
8. Shall serve as a member of the New Hampshire Association of REALTORS® Board of Directors and attend said meetings as a representative of the SBR.
9. Shall attend all annual meetings, including the Mid-Year and Annual Convention, of the National Association of REALTORS®, New Hampshire Association of REALTORS® Annual Convention and the New Hampshire Association of REALTORS® Leadership Conference, as per budget. Report back to the BOD and membership in a timely manner on each meeting attended.
10. Conduct before May 1st, with the President, Treasurer and Immediate Past President, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and

membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase, if any, based on current performance.

11. Have a working knowledge of the Bylaws and Policy Manual, *The Code of Ethics and Arbitration Manual* and *Robert's Rules of Order*.

PREPARATION

Before assuming office the Vice-President should:

1. Familiarize him/herself with the activities and programs in progress or projected, SBR Bylaws, the annual budget, the SBR Strategic Plan, and any other SBR policies/procedures.
2. Meet with the President and EO to review plans, policies, and procedures.
3. Attend the New Hampshire Association of REALTORS® Annual Leadership Conference and New England Regional Conference (NERC), if possible.

2.9 RESPONSIBILITY AND DUTIES OF THE TREASURER

TERM

The Treasurer is elected for a term of one year and may serve a second term if elected.

QUALIFICATIONS

The Treasurer shall be an active current member of the Finance Committee and have a minimum of one full year of service on the Finance Committee within the immediate three year period prior to the time of election.

RESPONSIBILITIES

During the term of office, the Treasurer shall have the authority and responsibility to perform the following duties. The Treasurer:

1. Shall serve as Chair of the Finance Committee.
2. Shall have the authority to endorse SBR checks, have the authority to endorse SBR checks, and will be covered by a surety bond in such amount as the BOD may determine [the cost to be paid by the SBR].
3. Shall ensure that monthly SBR income/expense statements are prepared and presented to the Finance Committee and the BOD.
4. Shall prepare an annual budget, in cooperation with the EO and the Finance Committee, to be approved by the BOD in July/August.
5. Ensure that a Bi-annual Review be conducted and an External Audit is conducted every two and four years respectively or as directed by the BOD.
6. Shall be responsible, in conjunction with the Finance Committee, for investing the Board's reserve funds to ensure maximum protection and maximum yield in accordance with the approved Investment Policy, as directed by the Finance Committee and the BOD.
7. Shall work closely with the EO to ensure that proper accounting procedures are used by the BOD and complete control of income and expenses are maintained at all times.
8. Shall serve as an Elected Officer of the BOD.
9. Attend all BOD and general membership meetings of the SBR.
10. Shall ensure that Board activities follow the SBR fiscal policy manual.

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11. Conduct before May 1st, with the President, Vice President and Immediate Past President, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase based on current performance.
 12. Shall attend Leadership Conferences when appropriate.
 13. Have a working knowledge of the Bylaws and Policy Manual, *The Code of Ethics and Arbitration Manual* and *Robert's Rules of Order*.

PREPARATION

Before assuming office, the Treasurer shall:

1. Become thoroughly familiar with the SBR budget and financial statements, Investment Guidelines and/or various SBR fiscal policies, SBR Bylaws, and strategies of Finance and BOD.
2. Review Finance Committee and BOD minutes from previous year.
3. Discuss budgeting and financial procedures with the EO.

2.10 RESPONSIBILITY AND DUTIES OF THE SECRETARY QUALIFICATIONS

The EO shall serve as Secretary of the BOD.

RESPONSIBILITIES

During the term of office, the Secretary shall have the authority and responsibility to perform the following duties. The Secretary:

1. Shall oversee the preparation minutes of all meetings of the Committees, BOD, or the Corporation (general membership in business session), and shall be responsible for the accuracy and timely distribution of those minutes.
2. Shall oversee proper maintenance, preservation and accessibility of the official records, documents, and minutes of the BOD.
3. Shall serve as a non-voting Officer of the BOD.

2.11 RESPONSIBILITY AND DUTIES OF THE IMMEDIATE PAST PRESIDENT TERM

The Immediate Past President serves in this office in the year immediately following the year served as President.

QUALIFICATIONS

Must remain a REALTOR® member in good standing.

RESPONSIBILITIES

Serve as an officer of the SBR and as a resource to the succeeding leadership, and:

1. Shall serve as a SBR Director.
2. Conduct before May 1st, with the President, Vice President and Treasurer, an annual review of the EO's performance related to duties and responsibilities as set forth in the job description and also reviews the progress toward established goals as well as working relationships between SBR staff and membership. Based on this review, recommendations are made for improvement in performance where necessary and presents to the BOD recommendations for merit increase based on current performance.

2.12 RESPONSIBILITY AND DUTIES OF THE SBR DIRECTOR

TERM

The Director terms shall be staggered in terms of one, two and three years, or for lesser terms as may be necessary to complete the first fiscal year. Thereafter, as many Directors shall be elected each year as are required to fill vacancies.

QUALIFICATIONS

Must be a primary member in good standing with the SBR. Must have served on a SBR Committee for at least one full year within the last three years prior to assuming the Director position. This requirement may be waived at the discretion of the BOD in lieu of demonstrated professional volunteer experience. Must have attended a minimum of four (4) monthly SBR Membership meetings within the past twelve (12) months.

RESPONSIBILITIES

Shall serve as a member of the SBR BOD.

DUTIES

The Director shall:

1. Make reasonable efforts to fully attend every BOD, Membership and assigned Committee, Subcommittee or Work group meetings in accordance with the Bylaws. Be prepared to accept other duties as requested by the President, and maintain continuous liaison with the Executive Officer to ensure proper coordination in the conduct of the Board's business. May be appointed to serve as a liaison to a Standing Committee.
2. Must be forward thinking, visionary, and have a positive attitude.
3. Must be dedicated to the profession of real estate, to the Seacoast Board of REALTORS® and the membership.
4. Keep the members informed of the activities of the BOD except in those matters deemed sensitive & confidential.
5. Act as an Ambassador to the membership.
6. Present to the BOD any programs, suggestions or concerns of the members.
7. Have a working knowledge of the Bylaws and Policy Manual, **The Code of Ethics and Arbitration Manual** and **Robert's Rules of Order**.
8. Keep abreast of the accomplishments of the Board, NHAR and NAR so as to be prepared to discuss these matters with the membership.
9. Attend NHAR Professional Standards Workshop at least every two (2) years.
10. Strongly encouraged to contribute to RPAC each year.

PREPARATION

Before assuming office, the SBR Director should:

1. Meet with current leadership officers (President, VP, Treasurer, and EO) in order to become thoroughly familiar with the activities and programs in progress or projected, to ensure continuity, particularly the Bylaws and Policy Manual.
2. Review previous year's minutes of the Finance Committee and the BOD.

2.13 RESPONSIBILITY AND DUTIES OF NEREN DIRECTOR (as directed by NEREN's Bylaws)

PURPOSE

To recommend to the NEREN Board of Directors methods to enhance the Statewide MLS, to consider various programs that will benefit members, to convey the concerns of members of the Stockholder Board and to bring decisions of the Directors back to the Stockholder Board. The SBR NEREN Director and Alternate serve as liaisons between NEREN and the SBR.

TERM OF OFFICE

The Director shall serve for three year terms, as stated by NEREN's Bylaws.

LOCATION OF MEETINGS

Meetings are held monthly or as determined by NEREN.

DUTIES OF THE DIRECTOR

1. Make every effort to attend all NEREN and SBR BOD meetings.
2. Be familiar with the By-Laws & Rules and Regulations of NEREN.
3. Assist in the governance of NEREN by actively participating during meetings.
4. Be available to serve on committees/task forces as needed.
5. Vote on all issues brought before NEREN.
6. Give regular monthly reports to the Stockholder Board he/she represents.
7. Maintain an email address for correspondence & notifications.

DUTIES OF THE ALTERNATE

1. Make every effort to attend all NEREN and SBR BOD meetings when requested.
2. Be familiar with the By-Laws & Rules and Regulations of NEREN.
3. Assist in the governance of NEREN by actively participating during meetings.
4. Be available to serve on committees/task forces as needed.
5. Vote on issues when Director is not present at meeting.
6. Give monthly reports to the Stockholder Board when Director is unable.

2.14 RESPONSIBILITY AND DUTIES OF THE EXECUTIVE OFFICER

GENERAL

Position Description

The Executive Officer (EO) serves as the Chief Executive Officer of the Seacoast Board of REALTORS®, responsible to the Board of Directors for the effective conduct of the affairs of the Board. The EO recommends and participates in formulating the Board mission, goals, objectives, and related policies within that framework, the EO plans, organizes, coordinates, controls, and directs Board staff, programs, and activities. The EO works closely with the Board President, elected leaders, and staff, to ensure that the Board's goals are achieved, and also serves as staff liaison to all committees.

Responsibilities

The Executive Office performs the following with appropriate delegations and within the limits of the Board Charter and Bylaws, and policies established by the Board of Directors:

1. Serves as Secretary of the BOD.
2. Establishes administrative policies and procedures for headquarter functions.
3. Establishes the organizational structure for the Board Office and related staffing structure.
4. Recruits, hires, trains, promotes, motivates and terminates staff and administers an effective personnel program that includes position descriptions, performance standards, performance appraisals and a compensation system in conjunction with the Board President.
5. Develops and supervises effective membership development and membership services program within the limits and facilities of the staff.
6. Develops and maintains communications and publications that are responsive to member needs.

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7. Develops and updates website content so that it is current and relevant.
 8. Develops and conducts an education program in cooperation with the membership to advance the professional, technical and managerial skills of the membership.
 9. Conducts research necessary to the board and informs the membership, elected officials and others of the results as appropriate.
 10. Maintains effective internal and external public relations.
 11. Serves as spokesperson for the board in conjunction with the SBR President.
 12. Manages the board finances, including the preparation of an annual budget and long-term forecast of needs in conjunction with the Finance Committee.
 13. Ensures the legal integrity of the board.
 14. Plans and coordinates meetings of the BOD and the general membership meetings.
 15. Monitors and assists SBR committees.
 16. Assists, serves, and cooperates with Board President, Officers and Directors.
 17. Maintains an active interest in civic organizations and community betterment.
 18. Maintains a strong working relationship with local and REALTOR® state associations and NHAR.
 19. Participates in NHAR and NAR activities and programs, within the limits of the SBR's budget and approval of the BOD.
 20. Becomes a member of the National Association of REALTORS®, with requirements for payment of dues normally waived.
 21. Plans and takes all responsibility for meaningful installation ceremony of incoming Officers and Directors, with input from the incoming President.
 22. Plans and takes all responsibility for meaningful ceremony for Annual Awards Ceremony, REALTORS® of the Year and Affiliate of the Year.
 23. The following is also included in the Executive Officers position:
 - 23.a. Membership Billing
 - 23.b. Membership
 - 23.c. Board meetings
 - 23.d. Computer training
 - 23.e. Professional Standards
 - 23.f. Affiliate Mailings
 - 23.g. Educational Seminars
 - 23.h. Re-certifications
 - 23.i. New Licensing Information
 - 23.j. Informing REALTORS® of new NHAR & NAR policies
 - 23.k. Oversee operation and maintenance of entire office
 - 23.l. Payroll Preparation
 - 23.m. Work with vendors
 - 23.n. Enter print and post cash disbursements
 - 23.o. Enter and post cash receipts
 - 23.p. Prepare all deposits
 - 23.q. Balance bank statements
 - 23.r. Complete monthly financials reports consisting of:
 - SBR income, expenses and cash flow
 - 23.s. Money market and CD balances
 - 23.t. Compile information for accountant and bookkeeper
 - 23.u. Develop relevant non-dues revenue programs

Relationships

Establishes positive working communications of mutual respect with the following:

1. Leadership of the SBR
2. Administrators and members of other REALTOR® boards
3. Board counsel, CPA, professional consultants and vendors
4. Appropriate personnel at the State and National Associations
5. SBR staff

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6. Affiliates
 7. Members of the public

Performance Standards

Performance standards for this position are attained when the following are completed, in addition to the above responsibilities and relationships:

1. The policies offered for consideration by the board are forward-looking and add to the constructive growth of the board's influence.
2. Officers, Committee Chairpersons, and other association leaders are fully informed as to the activities and plans in their particular areas.
3. The headquarters office is efficiently and effectively organized for the maximum benefit of the board.
4. Programs of the board are well managed through planning, organization, coordination, and control.
5. Staff members are efficiently and effectively managed to the maximum benefit of the board; the staff is of the highest quality possible.
6. Committees are supported in a timely and effective manner.
7. Board educational programs are forward-looking and add to the needed expertise of the member in various fields.
8. Board meetings are well planned, organized and effective.
9. Communications of the board's purpose, programs, and activities to the membership and general public.
10. Lobbying activities on behalf of the board are as effective and as successful as possible.
11. Contact and support of the board is appropriate and effective.
12. Speeches on behalf of the board are well received, present the board's story in a positive manner and are effective.

Qualifications

The person selected for this position must possess the following capabilities:

1. Dedicated to the ideals and goals of the board.
2. Capable of working on multiple tasks with time sensitive deadlines.
3. Be of strong, moral character with excellent leadership and motivational skills.
4. Proficient public speaker who thinks and speaks well both in impromptu and prepared situations.
5. Proficient writer and editor.
6. Strong technical competence.
7. Strong personnel management skills.
8. Willingness and desire to continue learning.

2.14a Assistant to the Executive Officer

The Assistant to the EO serves as the office assistant in an administrative position, responsible to the EO for effective conduct of the administrative office duties. The Assistant and the EO work together to effectively maintain the board headquarters.

Responsibilities

The Assistant to the Executive Officer performs the following with appropriate guidance from the Executive Officer:

1. Maintain registration lists for various programs that have been scheduled. (Classes, membership meetings, orientations)
2. Attend and check in members at all membership meetings.
3. Maintain Agency Roster and Affiliate Roster lists for accurate placement of members. (these rosters are placed on our website to be viewed by all)
4. Maintain membership database.

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5. Maintain NRDS Program (assign # to new REALTORS, offices and State Affiliates) which is then sent to State to be uploaded.
 6. Inform new members of the fee structure for the current year, orientations (both State & local) and induction schedules and answer any questions they may have.
 7. Prepare for monthly membership meetings (see membership mtg. checklist- attached)
 8. Process mail, email and membership communications
 9. Invoicing for services rendered as well as process invoices when they are paid
 10. Answer incoming phone calls
 11. Order supplies when necessary (Signs, brochure boxes, office supplies, Comp books, Lead Paint packets, etc.)
 12. Assist members as well as non-members when they visit the board headquarters.
 13. Design flyers and/or brochures for special events happening within the Seacoast Board (Silent Auctions, Christmas Party Invitations, Program for Awards Luncheon and Christmas Party), and assist EO with Awards Luncheon and Installation planning.
 14. Accept and track incoming auction items.
 15. Open and Close as well as run the office when the Executive Officer is out (Carry out responsibilities the Executive Officer would normally take care of if in the office)
 16. Responsible for office coverage in EO's absence.
 17. Set up and break down conference/class room for classes and meetings.
 18. Accountable for accurate Petty Cash Drawer.
 19. Responsible for updating and keeping website current and relevant.
 20. Other duties as maybe assigned.

Performance Standards

Performance standard for this position are attained when the following are completed:

1. Responsibilities are completed effectively and thoroughly in a timely manner.
2. Multiple tasks are handled successfully.

SECTION 3: COMMITTEE POLICIES

3.1 RULES OF COMMITTEES

Standing Committees & Task Forces

Chairs, vice-chairs and members of Standing Committees shall be board members in good standing.

A Standing Committee shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action.

The ten (10) Standing Committees of SBR are:

1. Affiliates Committee.
2. Community Service Committee.
3. Education Committee.
4. Finance Committee.
5. Grievance Committee
6. Mediation Committee
7. Personnel Committee.
8. Professional Standards
9. Public Relations Committee
10. RPAC/Public Policy Committee.

Standing Committees shall report to the BOD. *(Bylaws, Article VII)*

The three (3) Task Forces of the SBR are:

1. Bylaws Task Force
2. Credentials Task Force

3. ROTY Task Force

All minutes and/or reports of committees and task forces will be clear, concise and available to the members on the SBR website.

Committees, Forums, Working Groups and Task Forces

Chairs, vice-chairs and members of Committees, Forums, Working Groups and Task Forces shall be SBR members in good standing. Appointment of positions for Vice-Chairs or Co-Chairs is optional and on an as-needed basis for each committee.

A Committee, Forum, Working Group or Task Force shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action.

The Committees, Forums, Working Groups and Task Forces of SBR shall report to the SBR BOD. Any requested expenditures shall be presented to the SBR BOD for approval.

All Minutes and/or reports of these Committees, Forums, Working Groups and Task Forces will be clear, concise and available to the members of SBR.

Other Ad Hoc or Task Force Committees or Subcommittees

The President, with the approval of the BOD, may appoint other Ad Hoc or Task Force committees or subcommittees as needed. An Ad Hoc or Task Force committee or subcommittee shall serve to be defined as a group that addresses strategies, programs and basic capacities through its own direct action. Ad Hoc or Task Force committees or subcommittees shall report to the Board of Directors. *(Bylaws, Article VII)*

3.2 ANNUAL COMMITTEE SELECTION PROCESS

The SBR Committee Sign-up Form is made available to all SBR members for committee appointment. Following the election at the annual meeting, the President-Elect shall review and appoint all committee members for the next fiscal year from the names submitted on the form, or as otherwise provided in this Policy Manual or the SBR Bylaws. A copy of the Committee Sign-Up form is included as Appendix B to this Policy Manual and available on the SBR website.

3.3 PURPOSE AND COMPOSITION OF STANDING COMMITTEES

3.3.1 AFFILIATE COMMITTEE

Purpose: The purpose of the Affiliate Committee is to encourage new Affiliate membership; work with Education and Community Service Committees in implementation of programs, along with those developed by Affiliate Committee. Chair should have 1 full year of experience on the Committee.

Composition: Full dues paying Affiliate member of SBR.

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Develop and enhance communications, mutual understanding and respect among REALTORS and Affiliates
- Promote benefits of Affiliate Membership in SBR
- Ensure continuity, efficiency, and commitment of Affiliate Committee Leadership
- Submit prioritized committee program request list to BOD by June 30 of each year for the following year

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- Submit press release information to Public Relations Committee and EO for all programs and achievements

3.3.2 COMMUNITY OUTREACH COMMITTEE

Purpose: The purpose of the Community Service Committee is to coordinate SBR participation and member involvement in focused community service programs on a local level, promoting visibility of the SBR and its members. Chair should have at least 1 full year experience on the Committee.

Composition: Appointed by President, subject to the approval of the BOD.

Prerequisites: Interest in community affairs projects

Size: 10 to 15 members

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Coordinate Board participation in focused community service programs, maximizing REALTOR image
- Promote REALTOR service to communities
- Submit press release information on SBR community service activities to Public Relations Committee for publication in newspapers.
- Ensure continuity, efficiency and commitment of Community Service Committee leadership

3.3.3 EDUCATION COMMITTEE

Purpose: The purpose of the Education Committee is to review current and future educational needs of members and of the real estate industry in general; plan and coordinate programs accordingly; suggest suitable speakers for meetings and relevant and accredited education programs; cooperate with other SBR committees when appropriate. Chair should have at least one (1) full year experience on the Committee.

Composition: Appointed by the President, subject to the approval of the Board of Directors.

Prerequisites: Interest in and commitment to continued high quality education programs and meetings

Size: 10 to 15 members.

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Ensure high quality delivery of education via knowledgeable and motivated instructors for all Seacoast Board meetings, education programs, and seminars
- Devise and implement the necessary education seminars/sessions to ensure membership requirements can be met as set forth in SBR Bylaws, and statutory requirements.
- Contact and coordinate high quality speakers for monthly membership meetings as needed
- Encourage and support efforts to expand continuing education license requirements
- Increase member recognition of and interest in the educational values of obtaining designations

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- Promote increased Office Principal (DR) awareness and commitment to salesperson education development
 - Devise and implement means of generating non-dues income through Educational programs.
 - Ensure effective promotion of education programs
 - Ensure continuity, efficiency, and commitment of Education Committee leadership
 - Submit prioritized committee program request list to BOD by June 30th each year for the following year

3.3.4 FINANCE COMMITTEE

Purpose: The purpose of the Finance Committee is to prepare SBR's annual budget for submission to the BOD; conduct monthly reviews of SBR financial condition in relationship to the budget; recommend revisions or adjustments to budget; propose any revisions to fiscal policies and procedures; review requests for expenditures; oversees prudent investment of SBR funds to provide a good return, proper security and necessary liquidity. Once approved by the BOD, the annual budget shall be posted to the SBR website.

Composition: Appointed by President, subject to the approval of the BOD. Treasurer of the Board serves as Chair.

Prerequisites: Knowledge and background in budget procedures, or related financial experience

Size: 5 to 7 members, including Treasurer

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Continue to strategically monitor SBR headquarters and staff to efficiently and cost-effectively meet member needs
- Monitor the financial affairs of the SBR in areas specifically related to the industry and purposes of the Association
- Consider Strategic Directions when reviewing budget requests from committees
- Annually review and update SBR budget to ensure that budgetary requirements are met in a fiscally-responsible manner
- Continue to monitor for awareness of SBR's zero-based budgeting
- Consider short-term and long-term economic forecast in all financial planning
- Ensure continuity, efficiency, and commitment of Finance Committee leadership

3.3.5 GRIEVANCE COMMITTEE

Purpose: Responsible for reviewing all ethics complaints or arbitration requests forwarded to SBR.

Composition:

Chair: Appointed to a one (1) year term by the President, subject to the approval of the BOD. Chair must

have at least one (1) full year of experience on the Committee

Members: Six (6) members, including Chair, shall be appointed by the President, subject to the approval of the BOD.

- Must have attended the NHAR Professional Standards Training Seminar during the past two (2) years; and

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

3.3.6 PERSONNEL COMMITTEE

Purpose: Conducts annual meeting to review EO's job performance, and any other personnel meetings as deemed necessary throughout the year.

Composition: Consisting of President, Vice President, Treasurer and Immediate Eligible Past President, with SBR President as Chair.

Prerequisites: See "Composition" guidelines above

Size: 4 members as stated in "Composition" guidelines above

Term: Each member shall serve for a one year term as indicated by the positions under "Composition".

Responsibilities:

- Conduct written annual review of EO in July to ensure job performance and compliance with contract, with report and/or recommendations made to SBR BOD.
- Bonuses or other compensation shall be recommended by the Personnel Committee and approved by the BOD.

3.3.7 PROFESSIONAL STANDARDS COMMITTEE

Purpose: Responsible for conducting professional standards and arbitration hearings. All reports of this committee shall be clear, concise, and retained for three (3) years.

Composition:

Chair: Appointed to a one (1) year term by the President, subject to the approval of the BOD, and shall be responsible for Professional Standards training and orientation. The Chair must have at least 1 full year experience on the Committee.

Members: At least twelve (12) members shall be appointed by the President, subject to the approval of the BOD.

- Must have attended the NHAR Professional Standards Training Seminar during the past two (2) years.

Term: Members shall be appointed for a one year term and may be eligible for re-appointment .

3.3.8 PUBLIC RELATIONS COMMITTEE

Purpose: Ensure that the activities of the SBR, where appropriate, receive exposure to local and state media outlets through news releases, news conferences and social media. The activities of the Public Relations Committee are meant to keep the SBR in front of and relevant to the local community as the undisputed voice of real estate in the Seacoast.

Composition: Appointed by President, subject to the approval of the BOD.

Prerequisites: Interest in current events, communications, news and social media. Possess strong technical, written and verbal communication skills.

Size: 5-7 members

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Tracking monthly sales statistics
- Creating monthly press releases, distributed to media outlets
- Coverage of SBR monthly meetings and special events, articles distributed to media outlets
- Content development, event planning and promotion of the State of the Seacoast News Conference

3.3.9 REALTOR® POLITICAL ACTION COMMITTEE (RPAC)

Purpose: The purpose of the RPAC is responsible for raising voluntary political contributions to further the candidacy of individuals for nomination and election to public office. Develops interest and awareness among local members, and coordinates fundraising.

Composition:

Chair: Appointed by the President, subject to the approval of the BOD. Members shall serve for a one year term, and shall be eligible for reappointment. Chair should have one (1) year experience on the Committee.

Prerequisites: Interest in and/or knowledge of political process, and how the funds raised are used.

Size: 2-5 members

Term: Members shall be appointed for a one year term and may be eligible for reappointment.

Responsibilities:

- Ensure continuing education with regard to NAR's REALTOR® Action Center and encourage participation RPAC and Issues Mobilization.
- Educate members, clients, general public and elected officials of the importance of particular issues affecting the real estate industry.
- Form and/or joins coalitions in an effort to be reactive or proactive to issues of concern to the real estate industry, both locally and statewide.
- Identify and develop programs to mitigate any Board or member reluctance to the objectives and processes of RPAC.
- Establish and maintain mechanisms for fundraising at the local Board level.

3.3.10 BYLAWS TASK FORCE

Purpose: The purpose of the Bylaws Task Force is to review the SBR's Bylaws and recommend amendments to serve member needs, to improve organization and structure, and to conform to the Code of Ethics and the Bylaws of the National Association of REALTORS.

Composition: Appointed by President, subject to the approval of the SBR BOD. Chair should have 1 year of prior experience on the Task force, and have good working knowledge of the BBR BOD functions.

Prerequisites: Knowledge of NAR Model Bylaws and familiarity with implementation of Bylaws procedures and the effects thereof.

Size: 3 to 5 members

Term: As required for completion of task.

Responsibilities:

- Consider Bylaws changes recommended by other committees or developed within the Bylaws committee
- Forward recommended changes to SBR Board of Directors, NAR and Seacoast Board of REALTORS legal counsel for approval before vote by SBR membership
- Ensure SBR Bylaws are compliant with NAR guidelines.

3.3.11 CREDENTIALS TASK FORCE

Purpose: The purpose of the Credentials Task Force is to review all applications and certify the qualifications to be candidates for Officers and Directors of the SBR.

Composition: Appointed by the President; consisting of current Immediate Eligible Past President, and two actively involved Realtor members as appointed by President and approved by the BOD. The Immediate Past President will serve as Chair.

Prerequisites: Not applicable

Size: 3 members

Term: As required for completion of task.

Responsibilities:

- Review applications submitted for leadership positions to certify the applicant is qualified for the position being applied for no later than August 1st of each year.
- When the Task Force does not have a full slate of candidates to present to the BOD, they shall:
 1. Present the partial slate to the SBR BOD for their direction.
 2. Reopen application process to all members in good standing
 3. Review new applicants using selection criteria and written job description as soon as possible
 4. Present new candidates to BOD for approval

3.3.12 REALTOR OF THE YEAR TASK FORCE (ROTY)

Purpose: To encourage local REALTORS® to participate in the annual REALTOR® of the Year Program. Screens credentials of nominees to select a SBR of REALTOR Of The Year. Review selection process for possible improvement.

Composition: 4 Past SBR ROTY's, with most recent ROTY serving as Chair.

Responsibilities: Work to ensure the SBR REALTOR of the YEAR represents the membership's image of the ideal REALTOR in our association.

3.4 CHAIRING A COMMITTEE DUTIES, RESPONSIBILITIES AND SPECIAL INFORMATION

An appointment to chair a committee presents a member with a special opportunity for service and leadership. Under the Chair's guidance, committees will work toward goals and strategic directions established by the Board.

LEGAL LIABILITY

Committee Chairs are protected by blanket "errors & omissions" (E&O) and "directors & officers" (D&O) insurance policies, carried by NAR, for any litigation resulting from actions taken by a committee.

COMMITTEE COMPOSITION

Subject to Board of Directors approval, the SBR President selects all SBR committee chairmen, vice chairmen and members. Some of committee members may be new to committee work. From the beginning, strive to establish and maintain an atmosphere, which encourages participation. The more members participating, the more opportunities there are for enthusiastic and creative interaction, and for accomplishing the committee's objectives.

BUDGET

Each committee has an annual budget (if applicable) approved by the BOD. It is the Chair's responsibility, with staff assistance, to ensure that the committee's expenditures stay within its budget. No additional expenditures may be made without prior approval of the Finance Committee and the Board of Directors.

STAFF ASSISTANCE

Early in the year, Chairs should meet with staff to discuss committee objectives and procedures. Staff is responsible for:

- Advising on SBR policies and procedures.
- Conveying current information.
- Providing continuity from year to year.

MINUTES

As the official records of committee meetings, minutes must be accurate. Minutes often are referred to from year to year and usually are the basis for reports to the BOD. Minutes are kept on file at the SBR office. SBR committee minutes are concise and directed to action items only, omitting discussion points, as per Robert's Rules of Order. Minutes also do not include the "makers" or "seconders" of motions, instead using "It was **MOVED, SECONDED AND VOTED**". Minutes will be available to all members of SBR.

REPORTS

Submit reports of committee activity to the SBR BOD. It is the Chair's responsibility to report specific items, such as actions/recommendations, needing approval of the Board of Directors. All reports will be clear, concise and available to the members of SBR.

Committees cannot pass motions affecting finances and policy.

CONFIDENTIALITY

Committee approved motions do not become official until, or unless, approved by the BOD. It is important to resist dissemination or implementation of the proposal before final action by the BOD.

BOARD POLICIES

Committee members may wish to introduce motions that involve procedures, finances, changes in policy, further study, or opinion from legal counsel. A reminder of Board policies in these matters can prevent unnecessary discussions.

Committees cannot pass motions affecting finances and policy. They can only vote recommendations that the Chair presents to the Finance Committee and Board of Directors for consideration and approval.

PLANNING MEETINGS

All meetings should have an agenda prepared by the Chair. Chairs should consult staff before meetings about items to be discussed and current committee business. Review a recent copy of Robert's Rules of

Order to assist in chairing meetings. A well-planned agenda and a well-run meeting that proceeds on time toward measurable goals will usually ensure good attendance. The Chair may call committee meetings at any time in accordance with the Bylaws.

CHAIRING A SUCCESSFUL MEETING:

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

1. Follow the agenda and stay on time.
2. Encourage participation but keep all discussions to the point.
3. Recognize each member who wishes to speak; discourage side conversations and interruptions; defer recognizing those who have already spoken until all others wish to speak have had the opportunity.
4. Speakers who are difficult to understand should be reminded to speak more clearly, when necessary. At times, the Chair may wish to summarize the speaker's points to confirm an understanding.
5. Invite discussion, support, obtain a consensus, and then move to the next topic.
6. As the presiding officer, the Chair is neutral. If the Chair disagrees with a speaker, he or she may ask questions but don't argue.
7. When the Chair wishes to comment, relinquish the Chair to the Vice Chair and ask for the floor as a participant until discussion of the particular topic has ended.
8. Motions should clearly express the committee's intentions. To frame effective motions:
 - a. Entertain only one main motion at a time.
 - b. Be sure that each motion is seconded.
 - c. The motion should be clearly stated (and seconded) before discussion begins.
 - d. The member who makes the motion should have the first opportunity to discuss.
 - e. If voting is public, the Chair may vote only to break a tie. If the vote is by secret ballot, the Chair may vote along with everyone.
9. The most common types of votes that will be called for are:
 - a. Majority: More than half the votes cast, but not more than half the members present. Some may not care to vote. Used in elections and on most motions.
 - b. Two-thirds of the vote cast. Used only with motions.
 - c. Plurality: More than any other candidate. Used in elections to save time.
 - d. General consent: A short cut so the committee can act without going through the process of a general vote. Used on motions where there seems to be a general agreement among the committee members.
10. The most common ways to vote are acclamation or voice, show of hands, rising, secret ballot and roll call.
11. The meeting should not be adjourned until the committee is satisfied that all subjects have been adequately covered.
12. If uninvited guests wish to speak, be tactful and firm, but the Chair is **NOT** required to give them the floor. Consider announcing basic etiquette for guests at the beginning of the meeting: i.e., seating is in the area designated for guests (not at main table), participation in the meeting is limited strictly to committee members and guests who have been invited for a special purpose, material should not be removed from the table.

COMMITTEE REPORTING PROCEDURES

PREPARING THE RECOMMENDATIONS

Chairs should endeavor to make certain that any motions approved for subsequent presentation to the Finance Committee and the BOD are:

1. Items requiring budgetary appropriation not previously considered and planned for.
2. Items that constitute a change in policy of the Board, including operating policy of the Committee.
3. Items that would establish a new policy or program for SBR.

Recommendations that are questionable as to their appropriateness for presentation should be discussed with staff who will then seek advice, as necessary, to resolve the matter appropriately.

Committee Chairs and members should recognize the importance of preparing clear and concise recommendations for presentation to the Board of Directors.

WHO SHOULD APPEAR

Most committee requests would be presented, orally or in writing (minutes), by way of the committee Chair with the assistance of the EO, to the Finance Committee and/or the BOD.

CONTROVERSIAL RECOMMENDATIONS

Some controversial recommendations may require lengthy discussion and the President will give ample time for the Directors to express their viewpoints, pro and con, towards the recommendation. Following discussion, the President will call for a vote and the matter will be concluded.

APPROVED RECOMMENDATIONS

After final approval of any recommendation or proposal, the originating committee, with assistance of staff, should proceed to implement. It is the chairman's responsibility to see that implementation follows the final approval exactly, i.e., amount of monies approved, time frames, condition of contracts, etc.

SECTION 4: FINANCIAL POLICIES

4.1 ANNUAL BUDGETING PROCESS

Budgeting is one of the most important functions of financial management and guides many of the operations of the Board. The process is continuous, as once the budget is approved it is subject to constant review and change when necessary.

The Treasurer and Executive Officer are ultimately responsible for submitting the budget. An annual budget will be prepared for each fiscal year and presented to the Finance Committee and then the BOD for approval. The following time frame is a guideline for those participating in the budget process.

Mid June Treasurer & EO review

- Proposed budget on which dues are based

Mid to Late July for review and approval

- Budget to Finance Committee
- Budget to Board of Directors

Committee and administrative budget submittals should be as detailed as possible indicating what the request is for and when it is needed. Some budget submittals may be general in nature, but should be accompanied by a general discussion of the purpose for the request.

4.2 GENERAL OPERATING GUIDELINES

The following shall serve as guidelines concerning financial management

Fiscal Year

The fiscal year of the Board shall be the calendar year.

Reviews/Audits

In accordance with the bylaws and per NAR guidelines, the EO shall employ an independent accounting firm to conduct an annual review and an overall financial audit every four years or as directed by the BOD. A bookkeeper shall also be employed to review and balance the checkbook/register, to do the quarterlies, and payroll on a monthly basis.

Records

The following records, and others deemed necessary, shall be maintained relating to the Board's finances:

- Balance Sheet and Income Statements
- Cash receipts and disbursement records
- Inventory
- Payroll records
- Annual reviews and or audits

All records shall be clear, concise and available to the members of SBR.

Dues/Assessments

The level of dues and any assessments shall be established as described in the Bylaws and/or policy manual. Dues will be prorated for new members on a monthly basis. Dues and other assessments shall not be refundable unless otherwise approved by the Board of Directors.

Fidelity Bond

All officers with authority to handle funds, and the EO, shall be bonded.

Insurance

In accordance with the annual budget, the EO shall review and make any appropriate recommendations for change to the levels and limits of all Board insurance protection plans.

Lending/Borrowing

The BOD shall have the sole authority to authorize the lending or borrowing of funds.

Staff Compensation

The BOD shall negotiate an annual contract with the EO. Lacking a contract stating otherwise, the BOD shall determine the compensation of the EO with an annual adjustment. Any annual increase shall not exceed the last published Department of Labor COLA plus 2%.

The EO shall recommend individual staff salaries within the budget.

Bonuses or other compensation shall be recommended by the Personnel Committee and approved by the BOD.

Cash & Investment Management

The selection of operating accounts shall be at the discretion of the Executive Officer with the approval of the Treasurer and the Finance Committee. Checking accounts and withdrawals from savings accounts will require two (2) signatures. The authorized check signers are the Treasurer, Executive Officer, and Vice President.

4.3 INVESTMENT GUIDELINES

The following investment guidelines are being adopted by the Board of Directors of the Seacoast Board of REALTORS in order to clearly define the parameters by which investments will be made on behalf of the membership of the Seacoast Board of REALTORS. These parameters must be adhered to by employees and elected officers of the Board as well as any outside investment advisor. These parameters can only be changed by a vote by the Board of Directors.

Types of Investments:**Cash**

By definition, a cash investment must have a maturity of less than one year. The types of cash investments that are acceptable include insured certificates of deposits, bank and brokerage money market mutual funds, commercial paper, U.S. treasury instruments, and investment grade municipal instruments.

Fixed Income

By definition, fixed income investments will include debt instruments with maturities ranging from one to thirty years. The types of acceptable fixed income investments include debt instruments of the U.S. Government and its Agencies, investment grade government bonds, investment grade U.S. corporate bonds and unit investment trusts constructed of investment grade debt instruments.

Equity

By definition, equity would include ownership of U.S. and International corporations through common and preferred stock. The types of acceptable investments include individual common and preferred stock, ADRs, equity mutual funds, and unit investment trusts. The individual stocks and mutual funds should be comprised of established corporations with a modest amount of risk.

Asset Allocation

Depending on the cash flow and liquidity needs of the Seacoast Board of REALTORS, an Asset Allocation will be established by the Board of Directors. This allocation will dictate in what quantity each type of investment can be utilized. The Treasurer and Executive Officer will be responsible for the regular monitoring of the asset allocation. The asset allocation can be adjusted on “a need” basis by a vote of the Board of Directors.

Review

An annual review of the investment account will be conducted by the Finance Committee with the results being reported to the Board of Directors. If an outside Investment Advisor is utilized by the Seacoast Board of REALTORS, then a performance review must include a benchmark return based on the asset allocation. If the investment advisor under-performs the benchmark return then the Board of Directors will have cause to replace the advisor. The S&P 500 Index and the Lehman Brothers U.S. Government Bond Index will be used for comparison purposes.

The BOD shall have the right to modify these guidelines for good cause, with approval of the Finance Committee.

4.4 CONTRACT GUIDELINES

All non-personnel contracts must be reviewed by the EO and/or general counsel, and approved by the BOD. If there is any doubt as to the determination of whether a particular situation requires a contract, the general counsel will provide guidance.

The EO shall execute all non-personnel contracts for approved budgeted items.

Elements

The specific terms of contracts covered by this procedure may vary depending on such factors as the goods or services to be provided, the particular contractor, the risk to the Board, etc. Therefore, it is not possible to specify a model contract. There are, however, basic elements, which should be included in all contracts. These are:

- The parties to the contract must be specifically named.
- Scope of work or services should adequately specify the work to be performed.
- Cost and payment schedule (specifying that payments will not exceed the percentage of the work performed).
- Term of the contract.
- Frequency and type of reports to be provided.
- Penalty clause

Depending on the subject of the contract and other factors, other clauses may be added on an individual basis.

In order to avoid problems, which will impede the negotiation process, requests for proposals should include a list of those clauses the SBR will require in a given contract. In order to assure the inclusion of all appropriate clauses, the Executive Officer should be consulted prior to the release of requests for proposals.

Copies of draft or final contracts shall not be disseminated outside the BOD without prior review by the Executive Officer and/or general counsel. Further, no employee, officer or member, other than those specifically authorized to do so, shall make any commitments on behalf of the SBR

Processing Procedures

The originator shall submit proposed contract documents to the EO.

Normally, only two copies of a contract are signed. Exceptions will be made only when there are more than two parties to the contract or where some other requirements (such as with government) must be met. Exceptions are to be noted on the covering memorandum.

An original of the completed contract is to be returned to the EO or his/her designee for retention and filing. No payments will be made to any contractor until the EO or his/her designee has received an executed copy of the contract.

4.5 EXPENSE REIMBURSEMENT PROCEDURES

The following shall serve as guidelines concerning expense reimbursements:

Expense Reimbursement Approval

Only expenses related to authorized SBR business budgeted for through the BOD adopted annual budgets and other policies shall be reimbursable.

Expense Recipients

The following shall be authorized expense reimbursement recipients:

1. Staff Members (as authorized in SBR annual budget)
2. Officers (as authorized in SBR Annual Budget):
 - a. President
 - b. Vice-President
 - c. Treasurer
 - d. Executive Officer

Expense Reporting and Documentation

No expense will be reimbursed unless the expenses are reported to the EO on prescribed expense report forms and documented with receipts, per current IRS receipt guidelines, prior to reimbursement. Expenses shall be reported within thirty (30) days of the expenditure. All expense reimbursement requests for a particular fiscal year must be received prior to December 31 of that fiscal year.

Reimbursable General Expenses

Reimbursable expenses shall be transportation; parking; lodging; meals; gratuities; registration fees in relation to conferences outlined in position descriptions authorized by the Executive Officer in accordance with the adopted policies and the SBR Annual Budget.

SECTION 5: GENERAL POLICIES

5.1 SMOKING POLICY

It is the policy of the SBR that smoking of any kind will not be allowed in the SBR office building, or within twenty feet of an entrance or exit, or at an SBR sponsored function.

5.2 RECORD RETENTION

All record retention shall be in compliance with insurance requirements and amended as necessary.

<u>Type of Record</u>	<u>Recommended Period</u>
Basic	
Corporate documents including Bylaws, all meeting minutes, and annual financial operation and sales reports.	Permanently
Cloud Retention As required for insurance purposes	
Correspondence	
General	2 years
Legal	Permanently
Financial Documents	
Accounting journals and ledgers	10 years
Accounts receivable and credit	2 years
Audits	Permanently
Billing and cash receipts record	Until federal and state tax clearance
Canceled checks	7 years
Chart of accounts and depreciation schedules	Permanently
Financial statements	2 years
Insurance	
Policies (expired)	3 years following expiration
Other records (claims, etc.)	Permanently
Accident reports and claims	7 years
Legal Documents	
Copyrights	Permanently
Contracts and leases (expired)	6 years following expiration date
Deeds	Permanently
Lawsuits (settled)	6 to 10 years following settlement
Membership Applications	3 years
Payroll	
Earnings records	4 years
Payroll register	4 to 6 years
Pension information	Permanently
Personnel	
Applications	Permanently
Files (after termination)	Permanently
Contracts	Permanently
Postage Meter	1 year
RPAC Records	2 years
Production	
Orders	2 years
Operating reports (monthly)	2 years
Operating reports (annual)	Permanently
Securities	
Stocks and bonds (canceled)	Permanently
Tax Returns	
Excise	4 years
Purchase and use	3 years
Federal and state	Permanently

5.3 EXECUTIVE OFFICER GUIDELINES

The EO is the executive of the SBR. The BOD shall follow the policies set forth in his/her employment agreement, which shall include but not be limited to the following major sections:

- Employment Term
- Job Description
- Duties and Responsibilities
- Compensation
- Insurance
- Expense Reimbursement
- Other Benefits
- Evaluation
- Nondisclosure of Confidential Information
- Indemnification
- Amendment and Termination

Reporting Relationships

The EO reports to the SBR BOD.

Resignation/Termination Procedure

An EO resignation must be accepted by the current SBR President in writing and must be signed by both parties. The BOD shall be informed in a timely manner and should meet within five (5) working days to plan and initiate the formation of an Executive Officer Search Committee (“EO Search Committee”). The EO Search Committee shall provide a report to the SBR BOD at its next meeting and request approval of written guidelines for staffing the EO position to include a search budget, salary range, and benefits. The top three (3) candidates identified by the EO Search Committee shall be presented to the SBR BOD with confidential summaries of resumes and interview notes. The SBR BOD shall approve candidates in order of preference and authorize the President, Vice President, Treasurer and Immediate Past President to offer employment on behalf of the Board. All negotiations between SBR and candidates for the EO position shall be in writing.

Grievance Procedure

In any work environment questions or problems may arise. The following procedure is the guideline for the Executive Officer to following to settle a grievance in a fair and timely manner:

1. The EO should first address the matter with the SBR President.
2. If the problem is not settled to the satisfaction of the Executive Officer or President, the next step is to discuss it with the SBR Immediate Past President.
3. If this does not settle the problem or the problem concerns the President and/or Past President, the next step is to take the issue in writing to the BOD members who are not party or parties to the complaint.

Evaluation Procedure

During the EO’s employment, the Personnel Committee shall evaluate and assess the performance of the EO on an annual basis in June of each year.

5.4 ANNUAL CALENDAR OF DEADLINES

January

- Fiscal Year begins
- New Year’s Holiday – Office Closed
- Martin Luther King Holiday – Office Closed
- Reminder to all members who have not paid dues that the deadline for payment without penalty has past.
- President’s Leadership Meeting
- Scholarship Reminder to Schools
- Honor Society forms are distributed by NHAR

-
- Local Orientation

February

- Professional Standards Workshop at NHAR
- President's Day Holiday – Office Closed
- February 15 is dues to NHAR deadline
- Register for May Mid-year Convention

March

- AEI Institute Conference
- March 31 is deadline for SBR Honor Society application to NHAR
- April 1 is deadline for Local Boards to submit Credentials Working Group names
- ROTY/AOTY nomination forms are distributed - Deadline April 1st
- Final Deadline for dues payment – members dropped March 31st
- NHAR Board of Directors meet

April

- April 30th – Deadline for ROTY/AOTY applications
- ROTY/AOTY Task Forces appointed
- April 30th – Scholarship applications due
- Local Orientation
- Personnel Committee Meets

May

- Scholarship Recipients selected by Community Service Committee
- NAR Mid Year Legislative Meetings in Washington, DC
- Register for NAR Convention
- ROTY/AOTY Task Forces meet – Plaques ordered
- Credentials Committee appointed
- Memorial Day Holiday – Office Closed

June

- Awards Luncheon
- Register for NHAR Convention
- Deadline for committees to complete annual program budgets
- Deadline for staff to complete annual administrative budgets
- BOD Applications distributed
- Credentials Committee Meets
- NHAR Board of Directors meet

July

- July 4th Holiday – Office Closed
- Budgets submitted to Finance Committee
- Finance Committee meets for budget approval
- Local Orientation
- Budget submitted to Board of Directors
- Board of Directors approves budget
- BOD approves Slate of Officers

August

- Committee sign up sheets distributed
- Installation request forms are distributed to the Local Boards
- NHAR Board of Directors meet

September

- Labor Day Holiday – Office Closed
- Annual membership meeting/election of officers
- Committee Chairs report at Annual Meeting
- NHAR Annual Convention/Installation of Officers

October

- Columbus Day Holiday – Office Closed
- First Dues billing
- Certificate of NAR Annual Convention Voting Delegate to NAR
- Local Orientation
- Scholarship forms to Schools
- Personnel Committee Meets

November

- NAR Annual Conference and Exposition
- Veteran's Day Holiday – Office Closed
- Thanksgiving Holiday – Office Closed
- Committee member appointments submitted to BOD
- Notify committee members of appointments

December

- NHAR Annual Leadership Conference
- Local boards notify NHAR of ensuing year's NHAR directors and alternates
- Holiday Party and Installation
- NHAR Board of Directors meet
- Christmas Holiday – Office Closed
- Annual dues deadline December 31st

APPENDIX A
BYLAWS OF THE SEACOAST BOARD OF REALTORS®, INC.

BYLAWS

Of The

SEACOAST BOARD OF REALTORS®

Amended 2015

APPENDIX B
APPLICATION PROCESS OF THE SEACOAST BOARD OF REALTORS®, INC.

APPLICATION PROCESSES

Of The

SEACOAST BOARD OF REALTORS®

Seacoast Board of REALTORS®

To: Credentials Committee, Seacoast Board of REALTORS®, 110 Corporate Dr.,
Suite 4, Portsmouth, NH 03801

**CREDENTIALS APPLICATION FOR
OFFICER/BOARD OF DIRECTORS**

I wish to be considered for the following position (select only one):

_____ President _____ Vice-President _____ Treasurer _____ Director

Name: _____

Firm: _____

Business Address: _____

Telephone: _____ Email Address: _____

Number of years as an active REALTOR® Member: _____

Number of years as an RPAC/IMF Contributor Member: _____

Number of years as a member of NHAR Honor Society: _____

If elected I agree to move up through the Chairs: _____ Yes _____ No

LOCAL BOARD ACTIVITY

Have you had any prior involvement in the Seacoast Board of REALTORS in the
past? (Committees or task forces or offices held):

New Hampshire Association of REALTORS® and National Association of REALTORS® Conference(s)/Conventions(s) attended within the past three years:

Attendance at Seacoast Board of REALTORS® monthly membership meetings within the past twelve (12) months _____.

By completing this application you are hereby willing to meet and accept the FULL commitments and responsibilities required of the position you applied for and are in good financial standing with the Seacoast Board of REALTORS®.

Brief statement of why you are applying for this position:

I hereby consent to the submission of my name to the Credentials Committee for consideration for the position I am applying for.

I hereby acknowledge the above information as being true and accurate and agree to fulfill the duties of the office if elected.

(Signature)

Board President/Executive Officer Verification:

(Signature)



APPLICATION FOR REALTOR® MEMBERSHIP SEACOAST BOARD OF REALTORS®

To the Seacoast Board of REALTORS®, I hereby apply for REALTOR® membership in the above named Board and enclose my check in the amount of \$_____ for a one time application fee and \$_____ for my _____ (year) dues payable to the Seacoast Board of REALTORS®. My application fee and _____ (year) dues will be returned to me in the event I am not accepted to membership. In the event my application is approved, I agree to abide by the Code of Ethics of the National Association of REALTORS®, which includes the duty to arbitrate and the Constitution, Bylaws, and Rules and Regulations of the above named Board, the State Association and the National Association, and if required, I further agree to satisfactorily complete a reasonable and non-discriminatory written examination on such Code, Constitutions, Bylaws, Rules and Regulations. I understand membership brings certain privileges and obligations that require compliance. Membership is final only upon approval by the Board of Directors and may be revoked should completion of requirements, such as orientation, not be completed within timeframe established in the association's bylaws. I understand that I will be required to complete periodic Code of Ethics training as specified in the association's bylaws as a continued condition of membership.

*Amount shown is prorated according to month joining.

Note: Applicant acknowledges that if accepted as a Member and he/she subsequently resigns or otherwise causes membership to terminate with an ethics complaint request pending, the Board of Directors may condition renewal of membership upon applicant's certification that he/she will submit to the pending ethics proceeding and will abide by the decision of the hearing panel. 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®

I hereby submit the following information for your consideration:

Name: _____ Real Estate License #: _____

Office Name: _____

Office Address: _____

Office Telephone: _____ Office Fax: _____

E-Mail Address: _____

Home Address: _____

Home Telephone: _____ Home Fax: _____

Preferred Mailing: [] Home [] Office Preferred Phone: [] Home [] Office

Are you presently a member of any other Association of REALTORS®? ___ No ___ Yes
If "yes," name of Association and type of membership held: _____

Have you previously held membership in any other Association of REALTORS®?
___ No ___ Yes
If "yes," name of Association and type of membership held: _____

Have you been found in violation of the Code of Ethics or other membership duties in any Association of REALTORS® in the past three (3) years or are there any such complaints pending? _____ (If yes, provide details as an attachment.)

If you are now or have been a REALTOR®, indicate your NAR membership (NRDS) #:

And last date, with year, of completion of NAR's Code of Ethics training requirement:

Are you a principal, partner, corporate officer or branch office manager? _ (If yes, you must complete application for Designated Brokers/Branch Managers.)

I hereby certify that the foregoing information furnished by me is true and correct, and I agree that failure to provide complete and accurate information as requested, or any misstatements of fact, shall be grounds for revocation of my membership if granted. I further agree that, if accepted for membership in the Board, I shall pay the fees and dues as from time to time established. Note: Payments to the Seacoast Board of REALTORS® are not deductible as a charitable contribution. Such payments may, however, be deductible as an ordinary and necessary business expense. No refunds.

By signing below I consent that the REALTOR Associates (local, state, national) and their subsidiaries, if any (e.g., MLS, Foundation) may contact me at the specified address, telephone numbers, fax numbers, email address or other means of communication available. This consent applies to changes in contact information that may be provided by me to the Association(s) in the future. This consent recognizes that certain state and federal laws may place limits on communications that I am waiving to receive all communications as part of my membership.

Dated: _____ Signed: _____

(Optional Information)

Date of Birth: _____ Social Security Number: _____

Specialty: [] Residential [] Commercial [] Resort [] International [] Other: __

How long with current real estate firm? _____

Previous real estate firm (if applicable): _____

Number of years engaged in the real estate business: _____

APPLICATION FOR REALTOR® MEMBERSHIP: Designated Brokers/Branch Managers

Company Information: Sole Proprietor DBA Partnership Corporation

Your Position: Principal Partner Corporate Officer Branch Office Manager

Names of other Partners/Officers of your firm: _____

Have you ever been refused membership in any other Association of REALTORS®?

_____ Yes _____ No

If yes, state the basis for each such refusal and detail the circumstances related thereto: _____

Is the office address, as stated above, your principal place of business?

_____ Yes _____ No

If not, or if you have any branch offices, please give addresses: _____

Do you hold, or have you ever held, a real estate license in any other state?

_____ Yes _____ No

If so, where: _____

Have you or your firm been found in violation of stat real estate licensing regulations within the last three years? If yes, provide details: _____

Have you or your firm been convicted, adjudged, or otherwise recorded as guilty by a final judgment of any court of competent jurisdiction of a felony or other crime? If yes, provide details: _____

I hereby certify that the foregoing information furnished by me is true and correct, and I agree that failure to provide complete and accurate information as requested, or any misstatements of fact, shall be grounds for revocation of my membership if granted. I further agree that, if accepted for membership in the Board, I shall pay the fees and dues as from time to time established. Note: Payments to the Seacoast Board of REALTORS® are not deductible as a charitable contribution. Such payments may, however, be deductible as an ordinary and necessary business expense. No refunds.

By signing below I consent that the REALTOR Associates (local, state, national) and their subsidiaries, if any (e.g., MLS, Foundation) may contact me at the specified address, telephone numbers, fax numbers, email address or other means of communication available. This consent applies to changes in contact information that may be provided by me to the Association(s) in the future. This consent recognizes that certain state and federal laws may place limits on communications that I am waiving to receive all communications as part of my membership.

Dated: _____ Signed: _____

AFFILIATE MEMBERSHIP APPLICATION

I hereby apply for **AFFILIATE Membership** in the Seacoast Board of REALTORS®.
I hereby submit the following information for your consideration:

Company Name: _____

Name of Representative who will be listed in the roster and who will receive mailings : _____

Mailing Address: _____

Billing Address (if different): _____

Telephone Number: _____

Toll Free Telephone Number: _____

FAX Number: _____

E-Mail Address: _____

What position does representative hold with firm: _____

Are you a member of another NH Board of REALTORS: YES NO

If YES, please list Board(s) name(s): _____

Do you belong to the N.H. Association of REALTORS: YES NO

I agree that if accepted for membership in the Seacoast Board, I shall pay the fees and dues as from time to time established.

Date: _____ **Signed:** _____

Fees due with this application: Application Fee \$450.00

Prorated Local Dues (\$80.00 as of July 1, 2007) for a total of \$530.00

(Voluntary) NHAR Dues \$ 80.00 – Total with NHAR \$610.00

TOTAL DUE \$ _____

Please make check payable to SBR and mail to: 110 Corporate Drive, Suite 4,
Portsmouth, NH 03801

APPENDIX C
POLICIES OF THE SEACOAST BOARD OF REALTORS® , INC.

MEMORIAL POLICY
TRAVEL REIMBURSEMENT POLICY
ROOM LEASE POLICY
PUBLIC SPEAKER POLICY

of the

SEACOAST BOARD OF REALTORS®

Seacoast Board of REALTORS®
BOARD POLICY
Memorial Fund

BUDGET: \$750.00 Annually

ACTIVE REALTOR®: \$150.00 (option of up to an additional \$100.00 – based on Activity)

SPOUSE/CHILD OF A REALTOR®: \$100.00 (option of up to an additional \$100.00 – based on Activity)

PARENT OF REALTOR®: \$100.00

RETIRED REALTOR®: \$100.00

SIBLING/EXTENDED FAMILY: Card

Approved by BOD: November, 2002

Seacoast Board of REALTORS® TRAVEL REIMBURSEMENT POLICY

A. General Policy:

General policy will apply to all Officers of the Association who seek reimbursement for travel and other expenses incurred on behalf of the Association. Expenses incurred for travel expenses must be ordinary, necessary and directly related to the purpose of the Association such as conventions, transportation, lodging, meals and other legitimate business travel expenses. The Seacoast Board of REALTORS® shall reimburse in accordance with the line item approved in the budget for the year in question.

Remember that at some time you may be asked by the membership to justify your travel and expense reimbursement costs.

Expense Reimbursement Forms:

All travel and expense reimbursement forms are to be completed and turned in to the Association within 30 days of the actual event.

Association Credit Cards:

Officers are required to complete the reverse of all credit card slips showing details of the item/goods purchased, the purpose and the names of all persons present when meals or hospitality are involved. Attach a separate schedule if necessary. All credit card slips are to be turned in within 30 days of the actual transaction. On no account may Association credit cards be used for personal charges. Credit cards will be issued to the President, President Elect and Executive Officer. The President will surrender the card at the end of his/her term.

Authorization of Travel/Expense Claims:

The Executive Officer will be responsible for authorizing payment of all claims for expense reimbursement from Officers of the Association. Any questions or matters requiring interpretation will be referred to the Treasurer for a final decision. In the event that the Treasurer is uncomfortable with authorizing any claim, he or she will refer the claim to the Board of Directors for consideration at their next meeting.

Seacoast Board of REALTORS **Room Contract**
110 Corporate Drive, Suite 4, Portsmouth, NH 03801

Date _____ Time _____

CONDITIONS OF CONTRACT

Details: Use of the Room at the Board Office to accommodate a maximum of 65 – classroom style.

1. \$50.00 for 1-4 hours Monday – Friday 8AM – 5PM –
2. \$100.00 for 4-8 hours Monday – Friday 8AM – 5PM

Payments/Reservations: A 50% ***non-refundable*** deposit or Payment in Full if required to secure the room. The balance is due 5 days prior to the date.

Indemnification: Member hereby jointly and severally agrees to indemnify, defend and hold the Seacoast Board of REALTORS harmless from all claims, suits, actions at law, judgments, liabilities, losses and damages (including attorney’s fees) arising from the use of this property, however caused, including without limitations, any injury or damages resulting from negligent, careless, improper or unlawful conduct.

The room must be clean and in the same condition as when entered.

TERMS AND CONDITIONS ARE AGREED TO BY:

Member Signature

Member Printed Name

Date

Political Speakers Policy

1. The Breakfast Meetings are not a place for political campaigning. Although, we recognize the need to be politically informed and active, there are many other places and opportunities to do so. Therefore, we suggest that there be no “Grip and Grin” before or campaigning during the meetings.
2. Local & state office holders, whether elected or appointed, have information that impacts our industry. Acknowledging that politicians are always campaigning, we recommend that such office holders be invited to a Membership Meeting during his/her first year in office only...making it clear that he/she is being invited to speak to the issue of concern, not to campaign...ie the AG to speak on Meaghan’s Law or the DOT to speak on the Gen. Sullivan Bridge.

Approved by BOD: March 24, 2005