

Central Oregon Coast Board of REALTORS® Policy and Procedures

Approved by COCBR® Board of Directors April 17, 2014
Updated October 26, 2016 and October 13, 2017 and March 21, 2019

POLICY PURPOSE AND FORMULATION

Policy statements establish guidelines and standards for internal association operations. All policies shall become effective upon adoption and approval by the Board of Directors each year. Approved policy statements from one year shall remain in effect until the Board of Directors adopts the policy statements for the following year.

MISSION STATEMENT

The mission of the Central Oregon Coast Board of REALTORS® is to provide services to help our members succeed.

GENERAL POLICIES

Commitment to Free Trade and Competition

The Central Oregon Coast Board of REALTORS® does not and will not establish or maintain fixed or recommended commission rates, listing terms or services provided to principals. Commissions, listing terms and services are a matter of negotiation between the principal and the principal's agent. The Central Oregon Coast Board of REALTORS® will not interfere in such negotiations or inhibit or restrict in any way, the freedom of members to negotiate their own business agreements. In order to avoid even the appearance of anticompetitive behavior or purpose, participants in all meetings called or sponsored by the Central Oregon Coast Board of REALTORS® will discuss only the legitimate business purposes of the Association as prescribed by in the meeting agenda and recorded in the minutes of the meeting. The chairperson of any meeting called or sponsored by the Central Oregon Coast Board of REALTORS® shall not allow discussion of commission rates, listing terms, services other subjects that might be viewed as anticompetitive and will remind those in attendance of the Association's commitment to free trade and competition. If anyone in attendance at a meeting or called or sponsored by the Central Oregon Coast Board of REALTORS® persists with discussions that could give the appearance of anticompetitive behavior or purpose, the meeting shall be adjourned. The minutes of the meeting shall reflect the reason for adjournment and the incident shall be reported immediately to the Legal Affairs Department at the Oregon Association of REALTORS®.

Referrals and Recommendations

Central Oregon Coast Board of REALTORS® does not respond to requests from the general public, written or verbal, for references or recommendations of individual members.

Access to Legal Counsel

OAR® legal counsel staff will be available to discuss governance issues and other issues impacting or regarding the Central Oregon Coast Board of REALTORS®. Legal counsel will not be generally available to discuss or give legal advice regarding personal business or private legal matters, unless the matter comes properly through the Legal Hotline, administered and staffed by the Legal Affairs staff.

Authorized Spokesperson

The President, or state director in the president's absence, shall be the only authorized spokesperson for the Central Oregon Coast Board of REALTORS®. No other individual shall speak for the Central Oregon

Coast Board of REALTORS® on matters affecting the Central Oregon Coast Board of REALTORS® or its membership.

Arbitration Procedures

The Central Oregon Coast Board of REALTORS® shall conduct arbitrations based on Article 17 of the Code of Ethics.

Sexual Harassment

The Central Oregon Coast Board of REALTORS® has a strict policy prohibiting all forms of sexual harassment. The policy applies to all employees when they are acting within the scope of their employment and to employees and members in connection with any Central Oregon Coast Board of REALTORS® function.

No employee or member shall engage in any conduct constituting sexual harassment. No employee or member against whom a charge of sexual harassment has been made shall in any manner seek reprisal against the employee or member making the charge.

An employee or member who observes an act of sexual harassment shall report the act to the Executive Officer or a member of the Central Oregon Coast Board of REALTORS® Board of Directors.

Definition

“Sexual Harassment” is defined for purposes of this policy as any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature or with sexual overtones. It includes, but is not limited to:

1. Offensive comments,
2. Jokes or suggestions about the gender or gender-related physical attributes of another;
3. Sexually suggestive jokes, profanity or euphemisms,
4. Obscene or lewd gestures,
5. Unwanted physical contact,
6. The display of sexually explicit or suggestive pictures, drawings or written materials, or
7. A social invitation accompanied by a discussion of performance reviews, evaluation or merit considerations.

Enforcement

All charges that a Central Oregon Coast Board of REALTORS® employee or member has sexually harassed a member or another employee shall be referred to the Executive Officer or President for investigation and appropriate action in accordance with the Central Oregon Coast Board of REALTORS® personnel policies. All charges that a member or the Executive Officer has sexually harassed another Officer or member of the Central Oregon Coast Board of REALTORS® shall be referred to the Board of Directors for appropriate action, which may include, without limitation, counseling, oral or written reprimand, or expulsion from the organization.

Conflicts of Interest

No member of the Central Oregon Coast Board of REALTORS® Board of Directors, Executive Officer, or any member of any Committee shall engage in discussion of any matter involving a conflict of interest transaction without first disclosing the conflict and obtaining the approval of the majority of the body present. In no event shall the member cast a vote in any matter involving a conflict of interest transaction. A conflict of interest transaction in any proposed business transaction with the Board in which:

1. As a result of the transaction with the Board, a member will or could gain or lose personal financial benefit;
2. Or the member has voting rights in a business organization directly or indirectly affected by the transaction.

A conflict of interest shall not exist as a result of the normal operations of the member's local board/association.

(See attached Conflict of Interest and Confidentiality Statement for further requirements. The statement is to be signed annually upon acceptance of their position.)

Non-Discrimination Policy

The Central Oregon Coast Board of REALTORS® believes that every employee has the right to work in surroundings that are free from all forms of unlawful discrimination. It is the Central Oregon Coast Board of REALTORS® policy that employees be treated fairly at all times, without regard to race, religion, color, sex, pregnancy, childbirth, national origin, ancestry, marital status, or age (if the employee is 18 year or older) or of any person with whom the employee associates, or any expunged juvenile criminal record or physical or mental handicap of the employee, or because the Central Oregon Coast Board of REALTORS® employs a family member of the employee, or on any other basis prohibited by local, state or federal law.

Alcohol Policy

The Central Oregon Coast Board of REALTORS® shall not pay for alcoholic beverages served at any Board sponsored event.

OPERATIONAL POLICIES

Contracts and Encumbrances

The President and/or the Executive Officer, on advice of legal counsel, and with the approval of the Board of Directors, shall be the only individual(s) authorized to enter into contracts or agreements which incur financial or other liabilities to the Central Oregon Coast Board of REALTORS®.

Employer/Employee Guidelines

The Central Oregon Coast Board of REALTORS® adopts the National Association of REALTORS® Employer/Employee Guidelines, as amended by the National Association of REALTORS® from time to time as an attachment.

Office Management

The Board of Directors is responsible for employing an EXECUTIVE OFFICER. The EXECUTIVE OFFICER shall report to the President, and is empowered, within budgetary limitations, to manage the regular and daily functions of the COCBR office.

Crisis Communications and Business Continuity Plan

The Board of Directors will review and approve the Crisis Communications and Business Continuity (Disaster Recovery) plan annually.

BOARD MEETINGS

Central Oregon Coast Board of REALTORS® Meetings

All Central Oregon Coast Board of REALTORS® meetings shall be open to all members with the exception of Elections, Realtor of the Year, Legal Action and Board of Directors Executive meetings, which may be attended only upon receiving prior approval of the President.

Appearance Before the Board of Directors

Anyone, other than Central Oregon Coast Board of REALTORS® Directors, wishing to appear before the Board of Directors, must have the approval of the President.

COMMITTEES

Committee Communications

Communications from each Committee regarding the committee's functions, responsibilities and programs shall come from the Chairperson, or at the direction of the Chairperson. Staff will facilitate such communications and Staff will forward copies to elected leadership, when appropriate.

Committee Absences

Committee members who miss meetings without notifying their Chairperson or the Executive Officer may be replaced at the discretion of the President on the recommendation of the Chairperson.

PROGRAMS

Request for Speakers

Requests for speakers or other resource people relative to the Central Oregon Coast Board of REALTORS® policies, programs, procedures and activities shall be coordinated through the Executive Officer.

MLS

Multiple Listing Tour Meetings

The Central Oregon Coast Board of REALTORS® tour meetings shall be held every Wednesday morning at 8:30AM with a tour of homes following unless otherwise cancelled with notification to all participants with not less than 7 days prior notice. Attendance at the meetings and tour is strictly voluntary. The tour meetings shall be hosted voluntarily on a monthly rotation by each office willing to host. No Board or Committee business shall be discussed at these meetings. Announcements of Board actions will be allowed as needed to keep the members well informed.

Lockbox Lending Library

The Executive Officer will maintain a system to track lockbox usage to insure all lockboxes are accounted for and returned to the Board office following the termination (sale of property or expiry) of the listing. The EO will take necessary action needed to recover the cost of the lock box in the event a Member fails to return a box to the Board office within 30 days following the termination of the listing. Members transferring a lockbox between listings must follow procedures established by the Board. The lockbox lending library is available to all Primary REALTOR® members in good standing of the Central Oregon Coast Board of REALTORS® to use in any area and to secondary members in good standing to use only in areas: 225, 226, 227, 228, 229, 230, 231 & 238 as defined by RMLS. (as discussed, voted on and approved by the board of directors on 3/21/2019.)

FINANCIAL – BOARD OPERATIONS

Zero Based Budgeting, User Fees and Core Services

The Central Oregon Coast Board of REALTORS® shall use a zero-based budgeting model in the process of developing and approving its annual budget, adopting in the process the "Core Services" and "User Fee" concept. Core Services are those programs and services that benefit all members and therefore, are supported by member's dues. User Fee programs and services are those that benefit only those who participate in the program or activity and therefore are funded by the members who use them.

Amendments to Increase Annual Proposed or Approved Budget

Any amendments or proposals to increase expenditures in the Central Oregon Coast Board of REALTORS® proposed or approved annual budget in excess of \$100.00 (individual or cumulative) in any budget line item must be submitted in writing to the Executive Officer prior to the meeting at which the amendment or proposal will be presented to the Board of Directors.

Capital Expenditures Authorization

Capital expenditures in excess of \$500.00 must be approved by the Board of Directors.

Books and Records

The Executive Officer of the Central Oregon Coast Board of REALTORS® shall maintain the following records in compliance with Internal Revenue Service requirements and policies of the National Association of REALTORS®.

Cash Receipts	Cash Disbursements	Membership Records
Rosters	General Ledger	General Journal
Payroll Records Inventory Records	Office Equipment Records	Investment/Bank Account Records

Operating Funds and Investment Policy

All operating funds, not immediately required, and all special funds shall be invested in interest bearing accounts through federally insured or SIPC insured financial institutions, which offer the highest available yield at the time of investment and shall be reviewed annually.

Investment Responsibility

The Treasurer shall be responsible to invest the Central Oregon Coast Board of REALTORS® monies, over and above those needed for operations and pursuant to guidelines established herein or as approved by the Board of Directors. Unless otherwise instructed by the Board of Directors, the Treasurer will invest available monies pursuant to the following guidelines:

1. All funds possible shall be placed in interest bearing accounts.
2. Whenever possible, investment periods should not exceed five years.

Charitable Requests

The Central Oregon Coast Board of REALTORS® recognizes there are many worthwhile activities and organizations serving the needs of our community. The Central Oregon Coast Board of REALTORS® encourages charitable giving and participation by its' individual members.

Corporate Credit Card

President, President Elect and Treasurer may be issued a corporate credit or debit card to be used for certain board related expenses including but not limited to; travel & meetings; event registration, and other related board purchases. Credit limits to be established annually by the Board.

Reserve Funds

It shall be the goal of the Central Oregon Coast Board of REALTORS® to maintain a minimum of six (6) months operating expenses in a reserve fund, in accordance with the recommendation of the National Association of REALTORS®

All reserve funds shall be placed in federally insured accounts.

All maturities should be staggered whenever possible.

All Association monies shall be deposited in interest bearing accounts, whenever possible

All interest shall be reinvested, as directed by the Board.

Internal Financial Support

The Executive Officer of the Central Oregon Coast Board of REALTORS® shall provide, on a monthly basis, to the Board of Directors the following financial reports:

- 1) Balance Sheet, 2) Statement of Income & Expense, 3) Budget Variance Report,
- 2) 4) Summary of Cash Receipts and Disbursements, 5) Credit card statements

The Executive Officer shall maintain a petty cash fund of \$50.00 to be used for miscellaneous office expenses.

The Executive Officer and Treasurer shall prepare and file the annual tax return as required for a non-profit organization and maintain the required records.

The Executive Officer and Treasurer shall prepare the financial records for a compilation report prepared by a Certified Public Accountant as stipulated by NAR's CORE Standards.

Budget Approval

It shall be the responsibility of the Executive Officer/Budget Committee to prepare an annual budget for approval by the Board of Directors. The initial budget shall be presented to the board in December to be approved by the board in January. In addition, the budget will be reviewed quarterly by the Executive Officer/Treasurer and amended with Board approval.

Insurance

It shall be the responsibility of the Executive Officer to maintain insurance which reflects adequate coverage for the facilities, equipment and, as fitting, for the Officers, Directors and staff of the Association.

Method of Accounting

The accounting records of the Central Oregon Coast Board of REALTORS® shall be maintained on a cash basis.

Bank Accounts

The Central Oregon Coast Board of REALTORS® shall maintain its funds in local FDIC insured financial institutions, with preference given to those institutions who are affiliate members of COCBR®. The treasurer may recommend to the Board of Directors changing or adding banking institutions at any time.

Signatures on Bank Accounts

At the end of each year, signature cards will be re-issued with the names of the new President, President-elect, Secretary and Treasurer as signers of checks and on Certificates of Deposit and other investment accounts. The Central Oregon Coast Board of REALTORS® checking account requires two signatures on all checks written over \$200.

Member and Service Records

The COCBR® Office shall maintain a master database (roster) of all active members by category REALTOR® or Affiliate.

Said information shall be retained solely for the use of members of the Board of Directors and appointed committee chairpersons. In no case shall the membership roster be accessible to any person, group or organization other than COCBR®. However, a mailing list of REALTOR® Brokerage firms may be distributed upon request. Further, no individual or service information contained in COCBR® records shall be made available to any person, group, or organization other than as authorized by this paragraph, without the express written consent of the subject individual. The COCBR® office shall also maintain a list of committees, committee chairpersons, and current data on committee activity. This information shall be available to any COCBR® member upon request.

FINANCIAL – MEMBERSHIP

Dues Billing

Combined COCBR®, OAR®, and NAR® dues will be announced to the membership at least two months before January 1st of the year being billed and at least two further announcements made between the first announcement date and January 1st Partial payments will not be accepted.

Dues Refund

No refund of dues paid to the Central Oregon Coast Board of REALTORS® shall be given after commencement of the current year for which the dues were collected without Board approval.

Reinstatement Fees

A full years dues shall be charged plus a \$50.00 reinstatement fee for all members suspended by their failure to pay their dues as of January 1st and who subsequently renew their membership in the same calendar year (OAR® and any other reinstatement fees still apply).

Bank Charges

Should a member's check be returned from their financial institution to the Central Oregon Coast Board of REALTORS® for any reason, the member will be charged \$50.00 for returned checks.

REIMBURSEMENTS

Reimbursement Policy

The Central Oregon Coast Board of REALTORS® shall reimburse, on a pre-approved basis, ordinary and necessary expenses for event registration, meals, travel and lodging for Board authorized members to attend. The Board will not reimburse spouse or guest expenses, unless the spouse is an authorized attendee. The Board will not reimburse expenses for alcoholic beverages. The Board should encourage participation at the following events:

1. NAR® Convention
2. OAR® State Convention
3. Realtor Day at the Capitol/Legislative Conference
4. Leadership Conference
5. Legislative Conference
6. Executive Officer Workshops

The Board will consider other events as they relate to Board member and organizational development.

Reimbursement Procedure

The Central Oregon Coast Board of REALTORS® will reimburse all individuals authorized to receive reimbursement for expenses associated with authorized travel provided:

- (a) The request for reimbursement is submitted to the Central Oregon Coast Board of REALTORS® within 30 days from the date the individual incurred the expenses;
- (b) Original receipts for all lodging and transportation expenses together with original receipts for any additional expenses are submitted with the request for reimbursement
- (c) Expense reimbursement requests for airfare are based upon coach class fare;
- (d) Expense reimbursement requests for in-state travel are based on actual expenses incurred.

Officer and State Director Travel

Pursuant to the Travel Reimbursement Policy and the annually approved budget, the Central Oregon Coast Board of REALTORS® will reimburse the President or State Director for authorized travel to the National Association of REALTORS® meetings contingent upon their attendance and participation at all relevant meetings including, but not limited to:

- (a) The Member and Director Update;
- (b) The meeting of the Oregon Association of REALTORS® NAR® Directors, if scheduled;
- (c) The National Association of REALTORS® Board of Directors meeting.

The Central Oregon Coast Board of REALTORS® President may make justifiable exception to this policy on an individual basis, in advance.

Realtor of the Year Meeting Expense

The Central Oregon Coast Board of REALTORS® will reimburse the Realtor of the Year to attend the OAR® awards ceremony.

CONTINUING EDUCATION

The Executive Officer/Continuing Education Committee Chair will establish procedures for maintaining continuing education in compliance with Oregon Association of REALTORS® and Oregon Real Estate Agency requirements.

1. All class instructors will be licensed or regulated in their field of expertise by the Federal, State of Oregon or local government responsible for their licensing and oversight, or demonstrate experience and competence in their field. Employees/elected officials of government agencies may serve as instructors.

2. Class attendees will sign out at the end of the class. Attendees must be present for the entire class to receive credit for the class. The sign-out sheet will be presented to the Board office, at which time Education Certificates will be printed by the EO within 3 business days of receiving the class sign-out sheet.
3. Class attendees are responsible for picking up their education certificates from the COCBR® office.
4. Copies of the class instructor's contact information, Class Subject/Date/Time and Education Class sign-out sheets will be kept at the Board office for possible inspection by the Real Estate Agency for a period of three years. The COCBR®'s Executive Officer is responsible for maintaining the education files at the COCBR® office.
5. Announcements and registration sheets for educational classes will be made available to the membership via email, COCBR® E-Newsletter and at the COCBR® office.
6. Pre Registration for all classes is required to insure that an adequate supply of class curriculum is available, guarantee seating and ensure adequate venue capacity.

Pre-registrants who are unable to attend are strongly urged to notify the COCBR® office and/or the Education Committee Chair if they are unable to attend. Non-registrants will be admitted to the class as seating is made available.
7. The Educational Committee Chair will be available to all members for inquiries or requests for class registration materials.
8. Educational classes will be free of cost to all COCBR® members and Affiliates unless otherwise noted on the registration materials.
9. Class fees for non-members of the COCBR® will be \$10.00 per hour, due and payable prior to the class. Any class fees are non-refundable if the registrant does not notify the COCBR® office or Education Committee Chair 48 hours prior to the event of their cancellation.
10. A charge of \$5.00 will be assessed for a 2nd copy of an Education Certificate requested by a Board Member or class attendee.

MEMBER COMMUNICATIONS

The official E-Newsletter of COCBR® shall be issued weekly. The association website: <http://www.cocbr.net> shall be the association website. The Executive Officer and Social Director will be responsible for maintaining the website unless the maintenance is outsourced. Informational items and class and event notices shall be communicated to the membership via the E-Newsletter which shall also be published on the website.