

# The Warren Area Board of REALTORS®, Inc.

## Policy Manual

### Section 1. Membership Application *(revised 10/2002)*

#### **A. Primary Members (Revised 1/09)**

1. Individuals applying for Primary membership in the Warren Area Board of REALTORS®, Inc. shall be required to submit a completed REALTOR® application, a copy of the applicant's real estate license or, if the license has not been received at the time of application, a copy of the notification of having successfully tested for a real estate sales or broker license from the Ohio Division of Real Estate or appropriate licensing authority or an approved 3<sup>rd</sup> party testing facility, an application fee of \$125.00, and the appropriate local, state and national dues pro-rated in accordance with the National Association of REALTORS® dues policies. Payment of the application fee and pro-rated dues for new applicants may be paid by the individual licensee or by the broker. If steps for membership are not initiated within thirty (30) days from the date of licensing, the broker shall be assessed for the licensee's dues. (see WABOR Bylaws: Article X Dues and Assessments, section 2)
2. Applicants shall be scheduled for a mandatory orientation program within (90) days of their application for membership in the Board. The application and appropriate fees must be received prior to attending the orientation program which shall consist of at least 2 hours on the By-laws, Policies, Programs and services of the local, State and National REALTOR® Associations. Orientation must be completed before an applicant can be considered by the Board of Directors and approved as a member. Names of applicants shall be submitted to members, via the monthly newsletter and/or WABOR website, one month preceding board approval.
3. Applicants shall be granted conditional membership pending formal approval by the Board of Director's following completion of the application process.
4. Members shall be invited to attend the next regular General Membership Dinner Meeting following Board approval as guests of the board to participate in a formal induction ceremony.

#### **B. Secondary Members (Revised 2/04)**

Individuals applying for Secondary membership in the Warren Area Board of REALTORS®, Inc. shall be required to submit a completed REALTOR® application and complete the application process as described above except that the application fee shall be \$100.00 and only pro-rated local dues will be collected. A letter from the applicant's primary REALTOR® organization, indicating that state and national dues have been paid for that year and that the applicant is a member in good standing, shall also be submitted at the time of application. Secondary applicants shall only be required to attend the portion of the orientation program that is relevant to the local organization. Application fee for member transfer will be waived in the month of December (see WABOR bylaws Article 10 Dues and Assessments, section 2)

#### **C. Real Estate Companies / Designated REALTOR®**

Real estate companies desiring membership within the Warren Area Board of REALTORS®, Inc. shall be required to have a Designated REALTOR® (see WABOR Bylaws Article V, Section 2) submit a completed REALTOR® application and complete the application process described above as either a Primary or Secondary member.

#### **D. Affiliate (Revised 10/08)**

Businesses desiring Affiliate Membership in the Warren Area Board of REALTORS®, Inc. shall submit a completed signed application for membership to be accompanied by a \$50.00 application fee and appropriate Affiliate dues pro-rated quarterly upon the application date

**E. Former REALTOR® Member**

See WABOR Bylaws Article X, Dues and Assessments, Section 3.

**F. Transfer Status (Revised 2/04)**

A REALTOR® member whose license is returned to the Ohio Division of Real Estate and is then placed with another member broker shall be considered a "Transfer." A copy of this real estate license must be provided to the Board WITHIN 15 WORKING DAYS of transfer date appearing on license. . Individual REALTOR® transfer fee is \$25.00. In the event of an office merger, this fee is waived.

**G. Minority Applicants (Revised 10/08)**

The Warren Area Board of REALTORS®, Inc. agrees to standards and criteria for the selection and admission of members which shall be non-discriminatory and non-exclusionary in terms of race, color, religion, sex, handicap, familial status, military status and national origin, and to take affirmative action to encourage minority brokers and agents to apply for REALTOR® membership.

**H. Non Sufficient Funds - \$35.00 Processing fee (Revised 10/08)**

## **Section 2. Committees**

The Warren Area Board of REALTORS®, Inc. endorses the concept of the HUD-NAR Fair Housing Partnership to identify, address, and promote fair housing.

**A. Committee Chairperson Selection and Confirmation Process (revised 10/08)**

1. The President-Elect, by October 1, shall, with the aide of the current President, choose those members who will serve as chairpersons of standing WABOR committees during the President-Elect's term as President.
2. The list of chairpersons selected shall be submitted to the Board of Directors at their October meeting for confirmation.
3. When the Directors have approved the chairpersons and the election of officers has been completed, the incoming President and President-Elect shall meet with the chairpersons to select or recommend the balance of the respective committee members.
4. All committee budgets will be reviewed and approved by the Board of Directors prior to expenditures.
5. Reporting Process – Completion of Action Plans for the year, regular minutes of the meetings, regular updates as required by the Executive Committee or President and completing of a year-end report shall be submitted by each committee chair. Committee reporting forms shall be available from the Board office.
6. The Chairperson shall have their meal paid by the Board at their event.

**B. Committee / Task Force Chairperson Responsibilities (revised 10/08)**

1. Assist in the selection of members for the committee / task force.
2. Convene and chair meetings of the committee / task force.
3. Report to the Board of Directors as defined in the Reporting Process.
4. Recommended that each committee meet monthly; as needed. Committee chair turns in report to President monthly.

C. **Standing Committees**

**1. Executive Committee**

The Executive Committee shall include the President, President-Elect, Treasurer, and Past- President. The President will chair the Executive Committee and is responsible for all staff reviews. It is the duty of the Executive Committee to perform staff evaluations in March and September, and make procedural and salary recommendations to the Directors at least once a year.

**2. Bylaws / Policy Committee (revised 2/04) (Revised 1/09)**

This committee is charged with the responsibility for recommending amendments to the Board Bylaws and the Board Policy Manual and other regulations as needed so that the Association can fulfill its purpose, function and obligations to its members and the Ohio and National Association of REALTORS®.

The Bylaws / Policy Committee shall be chaired by the President-Elect and made up of the remainder of the Executive Committee of WABOR, that is; the President, Past President, and Treasurer, plus two members chosen according to the Committee Selection and Approval Process. See Section 2 – Committees, Sub Section A.

The Bylaws / Policy Committee in cooperation with the Executive Officer must review the Board Bylaws and Policy at least annually, by the June Board of Directors, for consistency and compliance with the policies, constitutions and bylaws of both the State and National organizations and be certain that the bylaws of the Warren Area Board of REALTORS®, Inc. are clear, enforceable and practicable.

**3. Finance Committee (revised 2/04)**

This committee shall consist of the executive committee plus 3 current WABOR directors and shall be chaired by the current WABOR Treasurer. It shall be the responsibility of the Finance Committee, under the direction of the Board of Directors, to supervise the finances of the Board and to prepare an annual budget to be presented to the Directors for approval at their October meeting. The committee will meet quarterly to analyze investments and make recommendations to the Board of Directors as needed. The incoming Treasurer each year shall be a participant in the budget process.

**4. Fair Housing / Cultural Diversity Committee (revised 2/04)**

This committee will be chaired by a current WABOR Director, or as appointed and approved by the board of directors, and is responsible for:

- a. Addressing fair housing issues and promoting cultural diversity within the community and develop measurable strategies and actions to address those issues.
- b. Assuring that members recognize their obligation to treat all people fairly and equally through education programs and dissemination of current information regarding Fair Housing laws and practices.

**5. Legislative / RPAC Committee (Revised 1/09)**

Each committee may be co-chaired, of which one chairperson will be a current WABOR Director. The function of this committee is to:

- a. Disseminate legislative information affecting the real estate industry and private property rights;
- b. Educate members on legislative activity and the importance of political awareness;
- c. Encourage members to take an active interest in the political affairs of the local, state and federal government through analysis and suggested action on important legislation affecting REALTORS®;
- d. Monitor government action on all levels.
- e. The Legislative and RPAC Committees shall also organize and operate for the purpose of collecting political contributions.
- f. Any REALTOR® members may submit to Legislative and/or RPAC politicians/issues names for consideration of RPAC fund solicitation.
- g. Meet to collate names/issues for presentation to board of directors for approval.
- h. Provide a Candidate forum representing all parties for Directors and Legislative Committee to interview candidates.
- i. Disbursement of tickets for any event paid for with RPAC dollars; i.e. auction, dinners, etc., shall be distributed in the following order: President, President Elect, Legislative Chair, RPAC Chair, RPAC Contributors, understanding that preference shall be given to RPAC contributors based on their contribution level.
- j. Legislative Chair shall submit a plan for the legislative dinner to be approved by the Board of Directors.
- k. Committee members are strongly encouraged to be at least a Capital Club Contributor.

The committees *shall* conduct an annual campaign for contributions to RPAC. NAR's publication: RPAC Fundraising Handbook is a useful aid. Committee members are encouraged to attend State and National Association legislative meetings.

#### **6. Membership Services** *(revised 2/04)*

The purpose of the Membership Services is to enhance membership awareness of the products, programs, and services, provided by the Warren Area Board of REALTORS® and to continually find ways to meet the members changing needs. Membership Services shall be made up of three subcommittees: *Products & Services / Trade Show, Orientation, and Education*. *Objectives of the respective subcommittees are as follows:*

- a. Conduct an annual review of Programs, Products, and Services offered to WABOR members *and to recommend changes and additions of new products and services.*
- b. Responsible for the design and implementation of an Orientation Program for new members. This includes the creation of curriculum, training of facilitators, and scheduling for each session. The Orientation program shall be reviewed annually and updated as needed by the committee.
- c. Plan, co-ordinate, and promote all educational programs and seminars conducted by the Board providing local educational programs with quality instructors.
- d. Contact community agencies for approved educational programs.
- e. Promote professional designations.
- f. Shall strive to be financially self-sustaining.

7. **Strategic Planning Committee** (revised 05/2001)

The Strategic Planning Committee shall be chaired by the Past-President and consist of one additional member of the Executive Committee, two members of the WABOR Board of Directors and two members at large to be appointed by the President. The purpose is to develop and monitor the strategic plan of the Board and to recommend changes as necessary.

8. **Nominating Committee** (revised 8/04)

The Nominating Committee is comprised of at least seven (7) REALTOR® members, plus (2) alternates, representing three (3) different brokerages, it is strongly recommended that the nominating committee shall have each been a member of WABOR for 3 years, appointed by the Executive Committee with the approval of the Board of Directors. See WABOR Bylaws Article XI, Section 5.

- a. Meets prior to the June Directors meeting to determine a slate of officers for the following year.
- b. Slate of officers is to be submitted to the Board of Directors at the July meeting and voted on by the membership through a ballot vote at the September General Membership Dinner Meeting.
- c. See Election Criteria (Section 3) for specifics.
- d. As per Roberts Rules of Order, the committee shall present 1 name for each vacant position.

9. **Community Projects Committee:** Ensure involvement in at least one community "housing related" project each year. (Revised 1/09)

- 1) Review and select an annual project.
- 2) Create a plan of action for implementation and completion of project.
- 3) Develop a plan for member involvement and recruit members.
- 4) Follow established reporting process of Board of Directors.

10. **American Home Week Committee:** Plans and coordinates American Home Week activities in April each year. Subcommittees must be approved by the board of directors at the February meeting. Subcommittees and their guidelines are as follows:(Revised 1/09)

1a) **Medallion Awards**

- a) Set a deadline for entries.
- b) Make an announcement at February and March WABOR meetings for entries.
- c) Solicit entries from homeowners/business owners who have significantly improved their properties.
- d) Schedule a tour for the committee to view entries and select winners.
- e) Invite winners to the American Home Week Banquet.
- f) Arrange to have the yard signs installed and taken down.

1b) **Community Pride Awards**

- a) Set a deadline for entries.
- e) Make an announcement at February and March WABOR meetings for entries.
- f) Solicit entries from businesses, organizations or associations who have made significant contributions to the community.
- g) Schedule a meeting of the committee to view entries and select winners.
- e) Invite winners to the American Home Week Banquet.

- 2) **Essay or Board Approved Contest** (revised 2/04)
  - a) Choose a topic relating to real estate.
  - b) *Market the contest to all high schools and home school students within Trumbull County.*
  - c) Awards will be given to winners
  - d) Set a deadline for entries, arrange for judges, and then choose winner.
  - h) Invite the winners and two (2) guests (see WABOR policy Sec. 7, C, 2) to the American Home Week Banquet and have submission judged. If the teacher is the source for student participation, the teacher will be invited as a guest and receive a complimentary dinner.
  
- 3) **Poster Contest** (revised 10/2002)
  - a) Choose a topic relating to real estate.
  - b) Contact elementary art teachers and home school students and set deadline for entries.
  - c) Arrange for judges and prizes.
  - d) Display winners at the American Home Week Banquet and submit photographs to the Tribune of the winners with their poster.
  
- 4) **REALTOR® of the Year** (revised 8/04)
  - a) Shall be chaired by previous years' recipient. The committee must consist of (5) members – former recipient, (1) affiliate member, and (3) other REALTOR® members representing (3) different Broker offices. Committee must be submitted and approved during February board of directors meeting. All (5) members must be present to review applications and vote. No phone or proxy votes will be accepted.
  - b) Have nomination form available to membership at least one month prior to the deadline.
  - c) Meet at least two (2) weeks prior to American Home Week Banquet to choose the winner.
  - d) Make sure winner shall be present at the American Home Week banquet.
  - e) Winner will automatically be submitted for consideration for OAR's ROTY award.
  - f) Chairperson, in conjunction with Executive Officer, shall be responsible for submitting REALTOR® of the Year information to OAR.
  - g) Should no candidate emerge who meets the qualifications or nomination criteria, no award will be given.
  
- 5) **Walter D. Graham Civic Award (revised 8/04)**
  - a) Shall be chaired by previous years' recipient and include (2) REALTOR® members from different broker offices. Committee must be submitted and approved during February board of directors meeting. All (3) members must be present to review applications and vote. No phone or proxy votes will be accepted.
  - b) Have nomination forms to membership at least one month prior to deadline.
  - c) Meet at least two (2) weeks prior to American Home Week Banquet to choose the winner.

- d) Make sure winner will be at the Banquet.
- e) Should no candidate emerge who meets the qualifications or nomination criteria, no award will be given.

6) **Affiliate of the Year (revised 8/04)**

- a) Nominations will be accepted by the office manager for presentation to the board of directors for winner selection by March meeting.
- b) No Affiliate company shall receive award (2) years consecutively.
- c) Should no candidate emerge who meets the qualifications or nomination criteria, no award will be given.

7) **Publicity Chairperson:** Take photos and submit articles and photos to area media.

**11. Grievance Committee**

There shall be a standing Grievance Committee of nine (9) REALTOR® members in good standing. The members of the committee shall be appointed annually by the Executive Committee, subject to confirmation by the Board of Directors, to staggered three (3) year terms. The President shall select the chairperson and vice-chairperson. The President shall have the power to appoint a substitute for any member who may be a party of controversy or who may be disqualified for any valid reason. Members of the committee shall be eligible for reappointment.

No more than two (2) REALTOR® members from any one real estate company shall serve on this committee at the same time.

The Grievance Committee functions like a Grand Jury to review complaints and requests for arbitration from either Board members or the public and judge the merits of the complaint. If a complaint is appropriate, the committee shall refer the matter to the Professional Standards Committee for an ethics or arbitration hearing.

The committee meets at the call of the chairperson regarding complaints that require committee consideration.

Committee members shall be knowledgeable of the following documents:

1. The Code of Ethics of THE NATIONAL ASSOCIATION OF REALTORS®
2. The Code of Ethics & Arbitration Manual of The National Association of REALTORS®
3. Interpretations of the Code of Ethics
4. WABOR Bylaws and Policy Manual
5. Professional Standards Training Manuals

MANDATORY TRAINING IS REQUIRED for each term served and must be completed prior to hearing any case and is to be administered by a qualified instructor. If training is not completed within the first six months of the term, member may be replaced at the discretion of the Board of Directors. Records are to be kept by the Executive Officer.

The President does not serve on this committee but shall be notified of meeting dates.

## **12. Professional Standards (Revised 1/09)**

There shall be a standing Professional Standards Committee. The committee shall consist of twelve (12) REALTOR® members in good standing; at least three (3) of which shall be Brokers. Members of the committee shall be appointed by the Executive Committee, subject to confirmation by the Board of Directors, to staggered three-year (3) terms. The President shall have the power to appoint a substitute for any member who may be a party of controversy or whom may be disqualified for any valid reason. The chairperson, appointed by the President, shall preside at Professional Standards Committee meetings. Members of the committee shall be eligible for reappointment. A member of the Board of Directors may not serve on this committee.

No more than three (3) REALTORS® from any one real estate company shall serve on this committee at the same time.

The function of the Professional Standards Committee is to enforce the Code of Ethics of the NATIONAL ASSOCIATION OF REALTORS® and to handle the arbitration of business disputes.

Three or more disinterested members of this committee, appointed by the Professional Standards chairperson, shall act as a Hearing Panel to determine complaints of ethical misconduct or act as arbitrators when matters of arbitration involving business disputes are submitted to the Board. See Code of Ethics and Arbitration Manual regarding Hearing Panel qualifications. A secondary function of the Professional Standards Committee is to educate the membership on the meaning and interpretation of the Code of Ethics.

Professional Standards committee members must have had previous experience as a member of the WABOR Grievance Committee in order to be appointed to the Professional Standards Committee. MANDATORY TRAINING IS REQUIRED and is to be administered by a qualified instructor within the first year of the first term.

Committee members shall be knowledgeable of the following documents:

1. The Code of Ethics of the NATIONAL ASSOCIATION OF REALTORS®
2. Code of Ethics and Arbitration Manual (NAR)
3. Interpretation of the Code of Ethics
4. WABOR Policy and Bylaws
5. OAR and NAR Constitution and Bylaws
6. Professional Standards Training Manual

MANDATORY TRAINING IS REQUIRED for each term served and must be completed prior to hearing any case and is to be administered by a qualified instructor. If training is not completed within the first six months of term, the member may be replaced at the discretion of the Board of Directors. Records are to be kept by the Executive Officer.

The President does not serve on this committee but will be notified of hearing dates.

There will be a \$250.00 fee charged to the party requesting an appeal.

There will be a \$250.00 arbitration-filing fee.

There will be a \$250.00 procedural review-filing fee.

Refund of filing fees deposited with WABOR (7/04): When expenses incurred exceed monies deposited, no refund will be given.

Consistent with the recommendations of the NATIONAL ASSOCIATION OF REALTORS® and Board legal council, WABOR will regularly tape record ethics and arbitration hearings. All parties at these hearings will be apprised of the tape recording. Hearing tapes are confidential and will be retained as part of the case file only until expiration of the time of all appeals, or until a date when any sanction or award imposed by the Board has been completed, and then will be erased. All tapes are exclusive property of the Warren Area Board of REALTORS®, Inc. Board tape recordings shall be considered the official record of the proceeding. Copies of any tape recording or any transcript prepared from any tape recording of a hearing are to be used only for the purpose of appeals. Any party to a hearing has the right to obtain a copy of the official tape recording subject to payment of the Board's duplication costs and duplication will be conducted under the supervision of the Executive Officer. Unauthorized use of tape recordings or transcripts other than for purposes of appeals may be construed as a violation of Article 15 of the Code of Ethics.

At the conclusion of an Ethics or Arbitration Hearing and after the appeal period has expired, the Executive Officer will present to the Board of Directors the Final Decision and Recommended Discipline from the Hearing Panel referring only to the case number and not names of the Complainant or Respondent for final approval by the Board of Directors.

Within twenty (20) days after the Hearing Panel's final decision has been rendered if no petition for rehearing has been filed, or within ten (10) days after denial of a petition for rehearing, the complainant or the respondent may file an appeal with the President. (Revised 11/95)

### **Section 3. Election Criteria for Officers and Directors / Voting Procedures**

#### **A. Election Criteria** (revised 8/2004)

##### **1. Officers**

- a) Minimum of two years' experience on the Board, either as an Officer or Director of the Warren Area Board of REALTORS®, Inc.,
- b) Must be bondable.
- c) Must be actively involved in the current real estate field.
- d) Must attend mandatory meetings; see WABOR bylaws article 12 section 2.
- e) All officers are strongly encouraged to be at least Capital Club RPAC contributors.

##### **2. Directors**

- a) Must have served as a chairperson or co-chairperson of an active committee within the past three years or served as an Officer or Director, and must have been licensed as a real estate salesperson/broker for a minimum of two years.
- b) If none of the above criteria are met, he/she must have been licensed in the real estate profession for a minimum of five years.
- c) Must be a member of WABOR for at least two years.
- d) Not more than three Officers/Directors should be elected from one brokerage.
- e) Must be actively involved in the real estate field.
- f) Training is mandatory for Grievance and Professional Standards see Section 2, (11)

- g) All directors are strongly encouraged to be at least Capital Club RPAC contributors.

### **3. Limitations / Maximum composition**

- a) *No more than three Officers/Directors can serve from any one company during the year.* If the Officers/Directors from the company involved are undecided about which party should resign, the last transferring Officer/Director must resign. If an Officer/Director is nominated and elected and then transfers before January 1 to an office which already has three Officers/Directors serving the following year, one of the four Officers/Directors must resign and will be replaced by the Board of Directors at the January meeting.

Nominations from the membership shall be accompanied by a letter from the nominee stating that they will serve if elected.

### **B. Voting Procedures**

The voting process is defined in Article XI, Section 5 of the Warren Area Board of REALTORS® Bylaws.

Absentee Ballots will be available 5 business days prior to election in person at the Board office during regular business hours for those members unable to attend the annual election at the General Membership Dinner Meeting.

## **Section 4. Description/Duties of Officers, Directors, State Trustees**

### **A. President (Revised 1/09)**

1. The President is the chief elected officer of the Board and official spokesperson and is charged with the responsibility for the general direction of its affairs and is to preside at all meetings. He/she is authorized to appoint special committees/task forces, subject to the approval of the Board of Directors, and is an ex-officio member of all committees (except the Nominating Committee, Professional Standards, and Grievance Committee). He/she is expected to perform such duties as may be assigned by the Board of Directors. The President is a standing member of the Executive, Strategic Planning, and Bylaws and Policy Committees.
2. Other duties of the President are:
  - a) To represent the Board in community activities. If the President is unable to attend a community function he/she should designate another Officer or member to attend the function as the Board's official representative;
  - b) To cooperate with the Ohio Association of REALTORS® and the NATIONAL ASSOCIATION OF REALTORS®;
  - c) To attend OAR and NAR Conventions and Meetings and otherwise become familiar with their personnel, policies and operations;
  - d) To strengthen the organizational structure of the Board;
  - e) To work closely with the Executive Officer and other elected Officers of the Board;
  - f) To appoint the most competent committee chairpersons possible;
  - g) To encourage maximum membership participation;
  - h) To see that a comprehensive plan for the year is formulated and carried out;
  - i) To eliminate outdated policies and practices;
  - j) To make certain that the Board does not participate in programs which are illegal or outside its prerogatives as a trade association;
  - k) To assure that the Board finances are in sound position and make certain that the Board maintains its fiscal integrity;
  - l) To make certain that the Board promotes high standards of conduct;

- m) To promote the use of the term "REALTOR®" and enhance member image;
- n) To assist in furthering the development of the community;
- o) To promote free enterprise and the real estate industry.
- p) Be familiar with Roberts Rules of Order.
- q) The Board President shall have a \$500.00 discretionary fund as approved by the Board of Directors annually.
- r) Submit weekly articles for local paper
- s) Submit articles for the Homes Magazine on date determined by "Homes" staff

**B. President-Elect** (revised 8/04)

- 1) The President-Elect shall serve in the absence of the President and be familiar with other duties and responsibilities of said office.
- 2) Other duties of the President-Elect are:
  - a) To serve as a Director of The Warren Area Board of REALTORS®, Inc.;
  - b) Serves as a standing member of the Executive and Strategic Planning Committees;
  - c) Serves as a chairperson of the Bylaws and Policy Committee;
  - d) Keeps abreast of all Board activities to aid the President;
  - e) Be aware of the short-term and long-term programs as approved by the Board of Directors;
  - f) Be familiar with Robert's Rules of Order;
  - g) Attend all meetings of the Board of Directors, General Membership Dinner Meetings and any special meetings of the membership (see WABOR bylaws article 12, section 2);
  - h) To serve as a Director of the Ohio Association of REALTORS® (see WABOR policy section 4, G);
  - i) Perform such duties as may be assigned by the President;
  - j) Selection of committee chairs will be made by the President-Elect by October 1. (See Section 2. Committees, Committee Selection and Approval Process)

**C. Treasurer** (Revised 1/09)

- 1) The Treasurer is designated to be the custodian of the Board's funds and ensures that those funds, the physical assets and other properties of the Warren Area Board of REALTORS® are appropriately safeguarded and administered.
- 2) Other duties and responsibilities of the Treasurer include:
  - a) To serve as a Director of the Warren Area Board of REALTORS®, Inc.;
  - b) To serve as a Director of the Ohio Association of REALTORS® (see WABOR policy , section 4, G);
  - c) To serve as Chairperson of the Budget and Finance Committee;
  - d) To serve as standing member of the Executive, and Strategic Planning Committees;
  - e) Preparation of following year's budget with the assistance of the newly elected Treasurer. Budget to be presented to the Board of Directors at the October Director's meeting;
  - f) Responsible for reviewing monthly financial statements. including bank statements and reconciliation reports, budget reports, investment fund reports, and to cause a condensed report to be presented to the Board of Directors each month and an expanded report quarterly.
  - g) Responsible for ensuring the timely signing of all checks and disbursements on the 15<sup>th</sup> and 30<sup>th</sup> of each month, or as needed by the Executive Officer.
  - h) To ensure that the WABOR operates within the limits of the annual approved budget;

- i) To exercise such other powers and perform such other duties as may be assigned by the President;
- j) Keep abreast of all WABOR activities to aid the President;
- k) Be aware of the short-term and long-term programs as approved by the Board of Directors;
- l) Be familiar with the Policy Manual and Bylaws of WABOR and Robert's Rules of Order;
- m) Attend all meetings of the Board of Directors, General Membership Dinner Meetings and any special meetings of the membership (See WABOR bylaws article 12, section 2);
- n) Present in person (or designate a representative to present) a financial summary of the WABOR's operations at all regular Board of Director's meetings;
- o) To ensure WABOR funds are earning the best return with a reputable financial institution. Any substantial changes must be referred to the Board of Directors.
- p) Verify funds collected at all WABOR functions and along with the Executive Officer or *an alternate* Director, confirm such totals on the deposit reports prior to the deposit being made.

**D. Immediate Past President (revised 2/04)**

1. The Immediate Past President shall automatically serve as an Officer/Director of the WABOR for one additional year. In the event the Immediate Past President is not available to serve, the position will be filled in accordance with the Board's Bylaws. The primary role of the Immediate Past President is to advise the current Board leadership and make recommendations based upon the experience gained as a Board President.
2. Other duties and responsibilities are:
  - a) Keep abreast of all the WABOR activities to aid the President;
  - b) Will be chairperson of the Strategic Planning Committee , and standing member of the Executive Committee;
  - c) Be familiar with the Policy Manual and Bylaws of WABOR and Robert's Rules of Order;
  - d) Attend all meetings of the Board of Directors, General Membership Dinner Meetings and any special meetings of the membership (see WABOR bylaws article 12, section 2);
  - e) Perform such duties as may be assigned by the President;
  - f) Serve as a Director of the Ohio Association of REALTORS® (see WABOR policy section 4, G).
  - g) Will chair the Past Presidents committee.

**E. WABOR Directors (revised 2/04)**

1. The primary responsibility of the Directors of the Warren Area Board of REALTORS®, Inc. is to serve as the governing body of the Board. The Directors have the authority over all committees to carry out all duties, expressed or implied, that are included within the total management jurisdiction of the Association. This responsibility is contained in the governing documents of the Association. The Board of Directors approve policies and plans which provide the framework within which major Board operations must be accomplished.
2. Although the Directors are responsible for the general overall management of WABOR's affairs, they are not responsible for the day-to-day operations. This is accomplished by the Executive Officer in close coordination with the elected officers and committees.
3. Specific duties and responsibilities of the Directors are:

- a) To familiarize themselves with the following documents:
    - (1) The Bylaws of the Warren Area Board of REALTORS®, Inc.
    - (2) The Policy Manual of WABOR
    - (3) The Bylaws and Rules and Regulations of the Multiple Listing Service
    - (4) The Professional Standards Manual of NAR
    - (5) The Code of Ethics of NAR
    - (6) Robert's Rules of Order
  - b) Maintain confidentiality; per signed confidentiality agreement.
  - c) To approve an annual financial plan for Board operations and cause to have such a plan published in the form of a budget;
  - d) To approve new policies as required;
  - e) To serve as a *liaison* to a WABOR Committee, as assigned by the President, to communicate directives from the Board of Directors to the committee, and to report committee activity to the Board of Directors. The Affiliate Director shall serve as the liaison to the Affiliate membership. *(revised 04/00)*
  - f) To serve the best interest of the membership in all matters pertaining to the community;
  - g) To be aware of the goals and objectives established by the President of WABOR;
  - h) To keep abreast of all Board activities to aid the President;
  - i) To attend all meetings of the Directors, General Membership Dinner Meetings and any special meetings of the membership (see WABOR bylaws Article 12, section 2);
  - j) Participate in the activities of the WABOR ; See Bylaws, Article XII Meetings, Section 2.
  - k) To attend all meetings of the Ohio Association of REALTORS® if appointed to serve as an OAR Director (see WABOR policy section 4, G).
  - l) All Directors should have some Professional Standards training within first year of their term.
  - m) All disbursements must be approved by the Board of Directors.
  - n) All expenditures exceeding the budget or those that are not budgeted shall be pre-approved by the Board of Directors.
4. Attendance
- a) Any absence must be called in to the WABOR President or Executive Officer prior to the meeting in question. The Executive Officer shall keep an attendance sheet of the attendance or absence of each Director at all Board meetings, both regular and special and monthly General Membership Dinner Meetings, and said list will be available at meetings. Within one absence of being in violation of the Bylaws Meeting Policy, a letter will be sent, signed by the Executive Officer, prior to the next scheduled directors meeting, indicating that the board member is one meeting away from being in violation. If a Board member leaves the Director's meeting before the meeting is over, that time will be recorded.

**F. *Ex-Officio Directors*** *(revised 05/2001)*

Any REALTOR member of WABOR who is an officer, chairman, or vice chairman of an OAR or NAR committee, or who holds the OAR District 1 VP position, or who is the recipient of the OAR DSA designation, or who is a Director of the CRIS MLS will automatically become an Ex-Officio member of the WABOR Board of Directors without voting privileges, *except that an OAR DSA recipient shall have voting privileges.* When a quorum is lacking at a BOD meeting, one or both DSA's may be asked to vote.

Actions taken by WABOR Directors that affect policy will be incorporated into the Policy Manual immediately following the meeting approving the change and sent to the member offices as soon as practicable to update their member copy of the WABOR Policy Manual

thereby ensuring the membership is aware of the most recent policies of the Warren Area Board of REALTORS®, Inc.

### **G. State Directors** (revised 8/04)

#### **1. Qualifications for Appointment**

- 1 a. The current President will automatically serve as a State Director. The Immediate  
2 Past President, current President-Elect and Treasurer will fill the remaining  
3 positions. The number of state directors changes annually depending on OAR  
membership guidelines. It is the responsibility of the Executive Officer to monitor  
the number of directors permitted annually to assure compliance.
- 4 b. Remainder of Directors to be appointed shall meet the following criteria:  
5 (1) Currently serve as a Director of WABOR, or have served as Director or Officer  
within the past five (5) years.  
(2) Be approved by the Board of Directors.  
(3) Shall provide a commitment to attend all Tri-Annual meetings of OAR.
- c. Two alternate state directors will be appointed at the January Board of Directors  
Meeting.

#### **2. Duties and Responsibilities (revised 8/04)**

- 6 a. Attend all Tri-Annual meetings of OAR (see WABOR policy section 7, G).
- b. Committee coverage assignments shall be made by the President prior to the  
meetings.
- 7 c. Those Directors will be expected to arrive at the meetings no later than noon on  
8 the first day of the meetings.
- 9 d. Those directors attending the State Convention and having meetings the first day  
10 of the Convention shall have lodging reimbursed for the previous night.
- 11 e. The Executive Officer, when required to attend meetings, shall make a report to  
12 the Board of Directors at the next Directors meeting.
- 13 f. A Designated Director will summarize the state meetings at the next Director's  
14 meeting, the General Membership meeting, and the monthly newsletter.

Note: Any deviation from the above recommendations are to be approved by the Board of Directors. Alternates, if necessary, shall be appointed using the above criteria.

### **Section 5. Structure of Board Office** (Revised 1/09)

- A. There will be a full-time salaried Executive Officer who will be primarily responsible for the overall operation and administration of the Warren Area Board of REALTORS®, Inc., and will be directly responsible to the President and Board of Directors. In the event a salaried person must make a decision on office policy, the Executive Officer shall be responsible.
- B. There will be an assistant who reports to the Executive Officer. The Executive Officer will have the authority to determine a job description for the position determined by the scope of the individual filling the position. The duties of the assistant include but not limited to performing clerical tasks, dinner meeting logistics, managing the Lockbox Key Accounts and other tasks as deemed necessary. The need for a part-time assistant will be determined by the Board of Directors.
- C. The WABOR office shall be covered at all times by the staff unless special permission is obtained from the WABOR President.
- D. For full-time employees, salaries are based on a 40-hour week during regular business hours with Board approval, plus evening WABOR meetings, and travel as designated. Each employee shall have a different lunch hour so that someone is always available in the Board office. The Executive Officer will serve as staff liaison of all committees.
- E. Executive Officer must keep weekly timesheets for all employees. President must approve Timesheets.

- F. All employees of WABOR (full or part time) must sign a confidentiality agreement.
- G. Fringe Benefits:
  - 1. Full time staff will be granted eight paid holidays per year: New Year's Eve, New Years Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. If the holiday falls on a non-business day, the next business day will be considered a holiday.
  - 2. Hospitalization: as may be negotiated
  - 3. Vacations for full time staff: after one full year-one week paid, after two full years-two weeks paid.
  - 4. Full time staff shall be granted six (6) sick days/personal days with pay (Sick days permitted include staff members, or members of their immediate family who live in the household). Sick/Personal days will not be accumulated into the next year. (1) Sick/personal day accruing in each (2) month period of employment.
  - 5. Days off in excess of the sick/personal days may be charged against vacation time if employee chooses this or will be deducted from salary using this formula: 52 weeks times 5 days (260) divided into salary for per day amount. Extended absence is subject to approval of Executive Committee.
  - 6. Pay vacation time accrued upon severance with the Board. No sick days paid on termination.
  - 7. Travel as noted in Section 7 (F).
- H. Salaries and wages of office employees to be paid by WABOR.
- I. In the event of a death within the immediate family; children, spouse, parents, brother or sister, paid time off will be allowed up to a maximum of 5 working days. Such absence shall not be deducted from sick leave or vacation days.
- J. In the event of a death of other relatives; grandparents, or in-laws, paid time off will be allowed to a maximum of 3 working days. Such absence shall not be deducted from sick leave or vacation days.

## **Section 6. Employment Policy (Revised 1/09)**

It is the policy of the Warren Area Board of REALTORS®, Inc. to carry out employment practices and personnel actions that conform to both the letter and spirit of the laws and regulations pertaining to equal opportunity and nondiscrimination in employment.

The administration and implementation of all employment or employee activities shall be solely on the basis of valid criteria such as standards of merit, ability, experience and length of service and shall be without regard for race, religion, color, national origin, ancestry, age, sex, handicap, military status or veteran status in accordance with applicable law. Harassment will not be tolerated (see WABOR bylaws Article VI, section 14).

No relative of a WABOR member shall be considered for employment.

## **Section 7. Financial Obligations and Reimbursed Expenses (revised 1/09)**

### **A. Financial Obligations**

WABOR is to collect money owing from members or those who are no longer members of WABOR. The due date for all fees, fines, or other assessments including amounts owed to the Board will be fifteen days after the date shown on the *invoice*. It shall be noted on all invoices that "PAYMENT IN FULL IS DUE UPON RECEIPT." Invoices, except for dues invoices, 60 days past due will be charged a \$5.00 or 2%, whichever is greater, late fee per month and the member/office will be on a cash only basis until all past due invoices are paid. Dues billing date is November 1<sup>st</sup> with a due date of December 1<sup>st</sup>. Dues not received as of December 30<sup>th</sup> will be assessed a \$50.00 late fee. WABOR staff is required to complete paperwork and submit dues to OAR in February.

**B. Suspension of Service and/or membership (revised 8/04)(Refer to WABOR bylaws Article 10, section 4)**

1. When money is owed by an office/member to the Board, services will be discontinued to that office/member two weeks after second notice of nonpayment. When a member's services are to be discontinued the broker will be notified by registered letter.
2. WABOR will notify CRIS Administrative Services that the non-paying member is no longer in good standing with the Board.

**C. General Membership Meetings (revised 1/09)**

1. Individuals who make reservations for the monthly General Membership Dinner Meetings and do not attend or find a replacement will be billed through the broker.
2. The WABOR President, any Board employee or invited guest, if requested by WABOR to attend dinner meetings, will have his dinner paid for by the Board.
3. Two complimentary tickets for the Installation Banquet will be given to the outgoing President, incoming President, the District 1 Vice President, installing OAR Officer, Minister, Board employees, and any other distinguished guests as determined by the incoming President and Board of Directors.
4. Members owing outstanding invoices for previous events must pay all invoices in full prior to admittance to WABOR luncheons, dinners and/or WABOR sponsored CE.
5. The cost of the general membership luncheons/dinners includes CE, when offered, unless otherwise notified.

**D. Lending Board Equipment (revised 1/09)**

1. Board office equipment will not be loaned out.
2. Any member using the WABOR copy machine must use Board supplies (paper, ink, etc.) and pay the price of the service as determined by the Executive Officer.
3. The fax machine is a membership service and members will be charged for the cost of the call. All calls must be registered with the Executive Officer. *Broadcast faxing is available at a cost of \$10.00 for up to 3 pages.*
4. *WABOR Member rosters and or mailing labels of company/member names, mailing addresses and contact information will be made available to WABOR members only to purchase upon request. There will be a \$10.00 fee for each roster and \$25.00 fee for labels.*

**E. Rental of Board Room (revised 2/04)**

1. Members of the Warren Area Board of REALTORS®, Inc. and tenants of the building at 345 High St. NE, Warren, Ohio will be permitted to use the board room on a first-come, first-serve basis for a fee of *\$15.00 per hour*. All requests will be presented to the Executive Officer for approval.

**F. Reimbursed Expenses (revised 1/09)**

1. The following is a list of the State (OAR) and National (NAR) meetings for which Board representation is important, the normal month for the meeting, and the "Designated" traveler(s) for that meeting. All travel to OAR meeting by DSA's will be capped at \$200 per person per event. The Washington Legislative meeting of NAR will be capped at \$1000 per attendee. State Committee chairpersons traveling to OAR meetings will be considered for reimbursement of \$200 per event. All travel priorities have been approved and are listed here as follows:

**MEETING (revised 1/09)**

<b><u>OAR MEETINGS</u></b>	<b><u>MONTH</u></b>	<b><u>DESIGNATED TRAVELER</u></b>
Winter Conference & Inaugural	January	President, President-Elect, DSA, Executive Officer, State Directors (See WABOR policy section 4, G)
Legislative Conference	March	President, President-Elect, Legislative or RPAC Chair
Spring Conference	March	President, President-Elect, DSA, Executive Officer, State Directors, (see WABOR policy, section 4, G)
CEO/CSO Symposium	July or August	President-Elect, Executive Officer
State Convention	September	President, President-Elect, DSA, Executive Officer, State Directors (see WABOR policy section 4, G)
Misc. workshops	(varies)	Pertinent designees

<b><u>NAR MEETINGS</u></b>	<b><u>MONTH</u></b>	<b><u>DESIGNATED TRAVELER</u></b>
Washington Legislative	April-May	President, Federal Political Coordinator
NAR Leadership Summit *** Pending transportation is only cost.	August	President-Elect, Executive Officer
NAR Convention	November	President, President-Elect,
Misc. workshops	(varies)	Pertinent designees

Miscellaneous Workshops, *Training Programs*, *Special Trips* and Pertinent Designees shall be determined on a case-by-case basis by the Board of Directors *and reimbursed accordingly*.

*Expenses for designated travelers will be reimbursed covering the following areas and subject to submission of a completed "Request for Reimbursement" form available from the WABOR office: mileage expense at the current government rate, air travel when necessary, hotel expenses at the discounted group rates including parking for no more than the duration of the meetings, registration fees, tips (includes luggage handling and valet parking), taxi's (to and from official functions only) and a daily per diem (see request form) with receipts attached. A "Request for Reimbursement" must be submitted for approval by the Board Treasurer and President before expenses will be reimbursed.*

In the event that the CRIS President is a member of WABOR, the board will pay for transportation costs to and from State meetings *unless reimbursed by CRIS*.

NOTE 1: The cost of OAR dinner tickets for the WABOR REALTOR® of the Year recipient and WABOR President to attend the OAR banquet at the state convention will be paid by WABOR.

NOTE 2: Only convention room rates and applicable taxes are reimbursed by the Board.

NOTE 3: The Board is only responsible for the travel arrangements of the "Designated Travelers".

NOTE 4: While each "Designated Traveler" is entitled to their own single room when staying away over night, every effort should be made to share, when practical, in order to minimize expenses. The room expenses will be divided evenly to the appropriate accounts of the "Designated Travelers" when sharing rooms. If the person sharing a room is someone other than a "Designated Traveler", the amount of the difference between a single room and a double room will be passed on to the individual (i.e., spouse, fellow REALTOR®, relative, friend etc.) staying with the "Designated Traveler."

NOTE 5: At all times the hotel where the meetings are being held should be the first choice when making reservations; the next closest should be second and so on, in order to save on transportation costs and for safety reasons.

NOTE 6: Any specially requested dinners must have the approval of the President.

NOTE 7: Car pool arrangements shall be coordinated by the President. The number shall be limited to two (2) vehicles. Transportation expenses are to be based on the current government prevailing rate for automobiles.

NOTE 8: Expense reimbursements will be made within two (2) weeks of the receipt of the "Request for Reimbursement" with a written report from the meetings attached.

All members of the Warren Area Board of REALTORS®, Inc. are encouraged to attend State and National meetings.

## **Section 8. Lock Box Security Requirements and Participation**

### **A. Member Service and Participation** (revised 1/09)

*The Supra Electronic Lock Box System shall be a member service of The Warren Area Board of REALTORS®, which hereby adopts the "Minimum Security Measures" for common lock box systems as specified by the National Association of REALTORS® in its Handbook on Multiple Listing Policy as from time to time may be amended.*

*Every REALTOR and non-principal broker, sales licensee and licensed or certified Appraiser who is affiliated with Designated REALTOR of the Warren Area Board of REALTORS or who is affiliated with an MLS "Participant" of CRIS and/or a licensed or certified Appraiser or representative who is associated with an authorized Affiliate Member of the Warren Area Board of REALTORS provided the lease agreement is signed by the key holder and by a principal, partner or corporate officer of the keyholders firm, or is an authorized Affiliate Member of the Warren Area Board of REALTORS or a licensed or unlicensed personal assistant and or administrative/clerical staff representative who is under the direct supervision of a REALTOR member of the Warren Area Board of REALTORS provided the lease agreement is signed by the key holder, the sales associate or broker for whom the key holder works, if applicable, and by the firm's principal or Executive Officer of the keyholders firm so long as an unlicensed or clerical staff key holder is only accessing the firms listings, is eligible to participate in the SUPRA Electronic Lock Box System and to hold a SUPRA key subject to their execution of a SUPRA lease agreement, payment of the required activation fees and the appropriate annual system fee pro-rated at the time of issuance, and provided they comply with all rules and regulations governing the operation of the SUPRA electronic lock box system.*

*No one shall be required to lease a key from the association except on a voluntary basis. Possession of a SUPRA key, however, acknowledges that the key holder has read, understands, and agrees, as a condition of the lease agreement, to be bound by the rules and regulations of the Warren Area Board of REALTORS governing the operation of the lockbox system.*

**C. Security Standards**

All keys shall be of a non duplicative variety and additionally shall be designed as a programmer so that each key requires an individual code to be entered into the lock box before gaining access to the lock box and said key shall be ineffective without its individual code. All lock boxes shall be of a recording type so the Board or any law enforcement agency may determine what key/codes have been used to open the lock box on a property.

The Warren Area Board of REALTORS®, Inc. shall maintain accurate current records of all keys/codes issued to any authorized person. There shall be an audit at least annually of all keys, whether issued or in inventory. This requirement may be satisfied by a physical inventory or, alternatively, by receipt of a statement signed by the key holder and the Designated REALTOR®, broker of record, or in the case of an affiliate member, by a principal, partner, or corporate officer of the key holder’s firm, attesting that the key is currently in possession of the key holder.

*Note: The SUPRA key cannot be transferred to anyone.*

Any key holding member *that causes membership to terminate or is suspended or otherwise not in good standing, or whose lease agreement required additional signatures other than their own and causes their affiliation with the signatory firm to cease, shall be required to return the key within 30 days and held until such time as the member is returned to good standing.*

*The Warren Area Board of REALTORS shall maintain an inventory of 10 lockboxes to be used to replace defective boxes while under warranty. Authorized participants in the SUPRA Electronic Lock Box System wishing to purchase additional lock boxes shall be required to pay half of the cost of their order at that time and shall pay the remaining balance owed at the time of delivery which is subject to availability of the product manufacturer.*

**Section 9. General**

**A. Policy Revisions/Additions**

Actions taken by WABOR Directors that affect policy will be incorporated into the Policy Manual immediately following the meeting approving the motion. The policy revision and/or addition will be numbered as to month and year when revised and/or added. This date will follow the last line of revision and/or addition and be enclosed in parenthesis, i.e. (03/93). The policy Manual will be distributed to all broker offices, thereby ensuring the membership is aware of the most recent policies of the Warren Area Board of REALTORS®, Inc.

**B. Flowers**

Flowers will be sent to members of the Executive Committee, Directors, or employees, who may be hospitalized. In the event of a death of a WABOR member or spouse or, in lieu of flowers, a donation of \$50 may be made to the OAR Scholarship and Education fund or a charity requested at the discretion of the President. WABOR Presidents shall have the discretion to send flowers to other WABOR members, where they feel it is appropriate.

**C. Newsletter** (revised 1/09)

Only WABOR business and Realtor community information can be included in the WABOR newsletter and no personal requests for space will be honored.

**D. WABOR Building Keys** (revised 2/04)

The President of the Board shall have the responsibility for naming who will have keys to the front door and upstairs offices, and the President will inform the Directors as to those who have keys. Key holders shall include the President of the Board, Executive Officer; part-time staff assistant (in the absence of the Executive Officer), and downstairs tenants will have limited access keys.

**E. Smoking** (10/2002)

There will be **NO SMOKING** in Board-occupied areas within the WABOR building, but allowed at designated areas at board functions.

**Section 10. Record Retention** (revised 1/09)

Board records shall be retained for the specific lengths of time as set forth herein or as the policy may be amended from time to time by the Board of Directors. The Executive Officer is charged with the custodial responsibility for the records and shall maintain same in a manner consistent with this policy and which affords reasonable protection against their damage or destruction. All disposed records shall be shredded.

**A. General Provisions**

1. All corporate minutes, permanent agreements and licenses, bylaws, rules and policies – Indefinitely
2. Financial records relating to income & expense – 7 years
3. All other documents – 4 years

**B. Indefinite Retention – Specific**

1. Articles of Incorporation and any amendments
- 15 2. Charter and Jurisdiction Approval with National Association of REALTORS®,  
16 REALTORS® logo agreement, MLS License agreement and Voluntary Affirmative  
17 Marketing Agreement as signed by the Board or its member Designated REALTORS®
3. Board Bylaws, as from time to time amended
4. MLS Rules and Regulations, as from time to time amended
5. Corporate minutes, resolutions, policies, and annual meeting notices
6. Documents of a historical value, such as member rosters, officer and director rosters, committee rosters, and issues of any Board-produced newsletter.

**C. Seven-year Retention – Specific** (current fiscal year plus preceding 6 years)

1. Financial records relating to income and expenses, or receipts and disbursements, including but not necessarily limited to:
  - a. General ledger and journals
  - b. Daily receipts record and receipt books
  - c. Deposit slips
  - d. Invoices
  - e. Canceled checks and statements
  - f. Tax and payroll records
  - g. Membership dues and multiple listing fee records
  - h. Corporate income tax returns
- 18 2. Capital asset records (Special, see item E)

**D. Four-year Retention – Specific** (current fiscal year plus preceding 3 years)

1. General membership records

- 19 2. Correspondence (except with legal counsel, see Item VI)
- 20 3. General information files
- 21 4. Multiple Listing Service compilations
- 22 5. Committee minutes, (except case files of the Grievance and Professional Standards
- 23     Committees, see Item VII)
- 24 6. Continuing Education records (Special, see Item VIII)

**E. Special: Capital Asset Records**

Financial records related to Board-owned real or personal property shall be retained, along with all records of expenses incurred for that specific capital asset, for as long as the Board owns the property. The seven-year retention period (current fiscal year plus preceding six years) begins when the Board disposes of the property.

**F. Special: Privileged Communications**

Attorney-client privileged communications between the Board and the Board's legal counsel(s) shall be maintained in a separate, appropriately marked file until, in the opinion of Board counsel and the Executive Officer following an annual review, the issue discussed in the communications has become irrevocably moot.

**G. Special: Case Files of Grievance and Professional Standards**

Case files generated as a result of the activity of the Grievance and Professional Standards Committee shall not be retained for more than three (3) years from the date the decision became final provided that a copy of the Decision shall be placed into the individual member record(s) in those cases in which the member or members was/were found in violation of one or more articles of the Code of Ethics.

**H. Special: Continuing Education Records**

Course outlines, approval certification, and attendance records for all accredited continuing education courses developed by the Warren Area Board of REALTORS®, Inc. or for which the Board is the accredited sponsoring entity, will be retained in accordance with rules set forth by the Ohio Division of Real Estate and the Ohio Real Estate Commission.

**Replacement of CE Certificate** (revised 10/2002)

WABOR will charge \$5.00 for each certificate previously issued

The retention periods set forth herein will not be shortened without further action by the Board of Directors, but may be automatically lengthened to comply with federal, state, or local laws or agency regulations as they may from time to time be issued or amended.

**Section 11. Miscellaneous**

Any deviation from this policy shall be done only with the approval of the Board of Directors.