



# Policy & Procedures Manual

## **REALTORS® Association of Franklin and Gulf Counties, Inc.**

The policies within are meant to coincide with and not preclude or override the bylaws of the REALTORS® Association of Franklin and Gulf Counties, Inc.

### **Core Values:**

**The REALTORS® Association of Franklin and Gulf Counties is a voluntary regional association whose purpose is to enhance the ability and opportunity of its members to conduct their business successfully and ethically by providing resources, education and guidance.**

## **ADMINISTRATION**

### **Executive Board**

The governing body of the Association shall be the elected positions of the Executive Board and shall consist of Officers and Directors.

### **Officers:**

**President** – serving a one-year term having been President-Elect and shall succeed to the office of Past President

**President-Elect** – serving a one-year term and shall automatically succeed to the office of President

**Past-President** – Serving a one-year term having been the President of the preceding year.

**Secretary** – serving a one-year term

**Treasurer** – serving a one-year term

(Amended 2/07)

### **Directors:**

**RAFGC Director: Not less than 5 REALTORS® members of the Association, each serving a two-year term. No Director shall serve more than three (3) consecutive two (2) year terms.**

**FR Directors: FR Directors shall be the President and the President Elect  
(Amended 2/07)**

The membership has a right to expect from every Executive Board member, good faith, reasonable care, and prudence in the consideration of every situation, decision or question that is presented to the Executive Board in managing the Association affairs.

The Executive Board shall have charge of the general conduct of the affairs of the Association and shall enact such rules for its government as deemed expedient providing that the same shall not be inconsistent with the Bylaws of the Association.

The Executive Board shall have exclusive management of all finances of the Association. The Executive Board may, at any time, cause an audit to be made of the books and accounts of the REALTORS® Association of Franklin and Gulf Counties by a certified public accountant appointed by the Association and at a meeting held prior to each Annual Meeting of the Association, make a full report of their proceedings in the previous year and such recommendations in the interest of the Association as in their judgment may seem proper.

It shall be the duty and responsibility of the Executive Board to see that the membership is kept reasonably and properly informed on all matters of particular interest and concern to the membership in respect to the Real Estate business and the Association. It shall be the further duty and responsibility of the Executive Board to secure, where time permits, the views of the membership upon any subject or subjects of particular concern to the membership, this procedure to be particularly applicable where the Executive Board is called upon to pledge the support of the Association on matters affecting the Real Estate business and on matters of civic, provincial or national interest.

The Executive Board shall act as a whole, not individually, in setting policy, procedures, rules and regulations affecting the REALTORS® Association of Franklin and Gulf Counties. No single member of the Executive Board shall have the authority to make decisions affecting the policy, procedures, rules, regulations or operations of the REALTORS® Association of Franklin and Gulf Counties.

## **MEETINGS**

The Board of Directors shall meet the 3rd Tuesday of each month.

The General Membership shall meet as determined by the President or Board of Directors.

Regular meetings of the Association shall be held two times each year.

The second regular meeting in a year shall be known as the annual meeting and shall be for the purpose of electing officers and directors and for conducting other association business.

**(Amended 7/14)**

It is the policy of the RAFGC to charge all individuals making reservations for an event that involves food and/or a speaker, **unless a written cancellation is received in the RAFGC office 24 hours before the event.** The RAFGC is required by contract to notify the facility manager or caterer of the number of attendees. The RAFGC is required to pay for the number contracted regardless of whether all attend. **We regret any inconvenience this necessary policy may cause.**

Meetings of the Members may be held at other times as the President or the Board of Directors may determine or upon the written request of at least 25% of the Members eligible to vote.

**Quorum:** A quorum for the transaction of business shall consist of 20% of the Members eligible to vote at the time of the vote, or by proxy. Advanced ballots will be considered for a quorum. **(Amended 2/07)**

### **EDUCATION**

If a member registers for an education class and cannot attend, they must notify the Association office at least 24 hours in advance, or they will be assessed a fee. (Amended August 2005)

### **CONTRACTS**

Florida REALTORSS®/Florida BAR contract is the preferred contract for use by the REALTORS® Association of Franklin and Gulf Counties

### **CHAMBERS OF COMMERCE**

RAFGC shall be a member of each Chamber of Commerce that falls within the territorial jurisdiction of the RAFGC as defined by our NAR charter.

### **CREDIT CARDS**

The President, President-Elect, and the AE may use the credit cards for Association expenses only.

### **DONATIONS**

When another organization makes a request for a donation from the RAFGC, Staff shall explain that the RAFGC is a not-for-profit corporation. The RAFGC does not make donations. However, if a written request is made, the staff will send it to the President for action.

### **FINANCIAL**

#### **Check Writing Authorization:**

Dual Signatures are only required on non-routine/unbudgeted or otherwise not Board

of Directors authorized payments over \$5,000. The Association Executive, current RAFGC Treasurer and current RAFGC President shall be authorized to sign checks. **(Amended 2/07)**

The current Treasurer shall be responsible for approving invoices and signing checks on an as needed basis. If the Treasurer is unavailable, the Association Executive or current President shall accept the responsibility. No checks may be signed by the individual who is the recipient of the payment. **(Amended 6/08)**

**Reserve Funds:**

The current RAFGC President, the current RAFGC Treasurer and the AE shall be the authorized signatures on all Reserve Fund Accounts. Reserve Funds may only be used in emergency situations and must utilize the following procedure; Any and all changes to the reserve fund accounts shall require two (2) authorized signatures at all times, as well as the minutes from the Board of Directors meeting adopting the resolution for said changes. **(Amended 11/08)**

An amount equal to fifty percent (50%) of the yearly operating budget will be held in reserve in an interest bearing bank account and shall be known as an Operating Reserve Fund. **(Amended 6/08)**

An amount of Forty-One Thousand Dollars (\$41,000) will be held in reserve in an interest bearing account and shall be known as a Loan Reserve Fund. **(Amended 6/08)**

**Budget:**

A Financial Review shall be conducted at the close of every fiscal year by a Certified Public Account as mandated by NAR Core Standards Policy. The accounting firm is selected by the Finance Committee and approved by the Board of Directors. A Financial Audit shall be conducted every five years. **(Amended 7/14)**

Annually the Association Executive shall make a lump sum request to the Board of Directors for all monies needed to administrate employee salaries for the next fiscal year. The amount of compensation paid to each employee shall be at the discretion of the Association Executive. The Finance Committee shall review the spreadsheet(s), approve it, and recommend its adoption by the Board of Directors. This should occur during the Finance Committees normal budget process.

**Return Check Policy:**

A \$25 returned check fee will be assessed on any check presented with non-sufficient funds.

## RAFGC DUES

**Application Fee** - Primary & Secondary Members: **Brokers - \$150 Agents - \$150**  
**(Non-refundable)**

RAFGC Annual Dues: (Primary & Secondary) \$400  
**(Non-refundable)**

REALTORS® dues are \$400 per year and billed quarterly. Invoices are sent out 30 days prior to the due date. All invoices are due and payable by the 1<sup>st</sup> day of the first month of each quarter. If an invoice becomes delinquent, late fees will be collected according to the following schedule:

16 to 30 days past due - \$50 Late Fee

31 days past due - Services will be suspended

31 to 59 days past due - \$100 Late Fee (includes reinstatement fee)

60 days past due - \$250 Late Fee (includes reinstatement fee)

Dues for new members shall be computed from the first day of the month, in which the Member has joined and shall be prorated monthly. Association services to the brokerage firm will be suspended if payment has not been received within thirty (30) days of the due date. Sixty (60) days after the due date membership may be terminated. (Amended 5/16)

## MLS FEES

### MLS Application Fee:

RAFGC Participants and REALTOR® MLS Only Participants	\$150
Non-Member MLS Participant	\$200
REALTOR® Only MLS Subscribers	\$150

**(Non-refundable)**

### Quarterly Access & Service Fee:

REALTORS® Participant or Subscriber	\$100 per quarter
Non-REALTOR® Participant	\$200 Annual
Non-REALTOR® Participant or Subscriber	\$150 quarter

(Amended 2007)

**(Non-refundable)**

MLS fees are \$400 (\$600 for non-REALTOR® participants) per year and billed quarterly. Invoices are sent out 30 days prior to the due date. All invoices are due and payable by the 1st day of the first month of each quarter. If an invoice becomes delinquent, late fees will be collected according to the following schedule:

16 to 30 days past due - \$50 Late Fee

31 days past due - Services will be suspended

31 to 59 days past due - \$100 Late Fee (includes reinstatement fee)

60 days past due - \$250 Late Fee (includes reinstatement fee)

MLS fees for new participants & subscribers shall be computed from the first day of the month, in which service began and shall be prorated monthly. MLS services to the participant's brokerage firm will be suspended if payment has not been received within thirty (30) days of the due date. MLS services to the participant's brokerage firm may be terminated Sixty (60) days after the due date.

(Amended 5/16)

In extreme circumstances the President or the AE may make an exception to the Rules regarding discontinuance of service for non-payment. The President or the AE shall notify the Board of Directors at their next regularly scheduled meeting to determine if the service may continue to be provided.

The Association Executive shall have the authority to write off outstanding invoices up to \$100.

Bad debt write-offs shall be maintained alphabetically by the member's last name. Staff shall check each application against the list. All applications and reapplications for membership shall be conditional upon the write-off being paid in full.

### **SUPRA LOCK BOX POLICY**

The association will loan 4 association owned boxes per agent to all Supra subscribers. Any additional boxes must be leased at a cost of \$100 per box.

### **ACCOUNTABILITY**

1. A copy of the quarterly statements provided by the institution(s) shall be made available by the Board of Directors at their first meeting following the close of the quarter.

## **FREE ADVERTISING**

The Association Executive shall be permitted to place information into Association Newsletter, Web Site<sup>®</sup> and in such other places when requested by any organization when such information may help the members of the corporation increase their knowledge, skill, or ability; except, however, when such information may cause financial harm to the corporation.

## **HONORARY MEMBERSHIP CRITERIA**

### **Process**

Anyone may nominate a person for Honorary Member status. Staff shall notice those nominated to the Board of Directors. The Board shall first vote to add the person to a list of those so nominated. Once a person is on the list, staff shall retain the name on the list for a period of three years after which staff shall purge the name. (Example: A person elected to the list in October of 1999, would be purged from the list effective January 1, 2003). The Board may consider conferring Honorary Member status at any time; however, staff shall place the information on the Board's agenda during the third quarter of each year.

Honorary Member status shall be conferred by a majority vote of the Board of Directors at any meeting at which a quorum of the Board of Directors is present.

The Board shall consider the following factors:

1. If a member, has held membership for at least 10 years in the Association and their resignation is pending;
2. If a member serves or has served as
  - a) Past officer
  - b) Past director
  - c) FR officer, director, or committee chair
  - d) NAR officer, director, or committee chair
  - e) 25 years as a REALTORS<sup>®</sup>
  - f) Served on numerous committees or task forces for at least 10 years
3. If not a member, there must be evidence of notable service
  - a) Elected to a governmental office (mayor, mayor pro tem, council, Chairman, etc)
  - b) Elected position in a charitable foundation or organization

## **KEYS TO THE OFFICE**

The following people may hold keys to the Association office; all staff, AE, Treasurer and the President. (Amended 7/14)

## **MEMBERSHIP ISSUES**

When a member who has resigned in good standing (paid all of their bills in full), or who fails to resign but has paid all of their bills in full, applies to the RAFGC within twelve months of the date the Board of Directors approved the resignation, the Staff shall collect: 1). \$55 processing fee; 2). If within the same calendar year, no further dues are due; 3). If the resignation occurred in one calendar year and the reapplication is in the next calendar year, the RAFGC dues for the year shall follow the guidelines set by the National Association of REALTORS® and the Florida REALTORS® and shall not be pro-rated.

If a member fails to resign and/or has outstanding bills, but reapplies within twelve months, the former member must pay all of the outstanding bills in full, a \$150 reinstatement fee, and pro rata dues if within the same calendar year. If the request for reinstatement is in the next calendar year, the dues for the year shall be based upon the guidelines set by FR and NAR.

When a member who has resigned in good standing, or who fails to resign but has paid all their bills in full, applies to the RAFGC after 24 months applicant will be subject to the same requirements and fees as a new applicant for membership. If a member who has resigned or failed to resign and/or has outstanding bills, but reapplies after 24 months, the former member must pay all of the outstanding bills in full and will be subject to the same requirements and fees as a new applicant for membership.

All non-REALTORS® licensees shall be billed directly to the Designated REALTORS® Member for any and all monies owed to the REALTORS® Association of Franklin & Gulf Counties. When the staff is notified of a new non-member sales licensee, staff shall charge the Designated REALTORS® a \$50 processing fee per non-member in addition to the non-member assessment fee. The local assessment fee for the REALTORS® Association of Franklin & Gulf Counties® shall be pro-rated monthly, based upon the date of the licensee's affiliation with the Designated REALTORS®. (Amended 11/2006)

## **MEMBERSHIP ROSTERS**

Only the Association Executive may provide membership lists (labels, rosters, electronic, etc.). Association Executive shall determine the price based upon actual cost plus a reasonable profit.



## MEMBERSHIP FAXING

Members may request the association to fax copies of their business related functions out to the general membership. The content of the material to be faxed must be approved by the Association Executive.

## MEMORIALS

When a member dies, staff shall send a donation from the RAFGC in the following amounts:

- a. Member \$25 and card sent to the family
  - b. Director/Officer (current) \$35 and card sent to the family
  - c. Current/Past President \$50 and card sent to family
2. Every effort shall be made by the following to represent the Association at either the visitation, the funeral, or the grave side services;
- a. President
  - b. Association Executive

Any book shall be signed as: REALTORS® Association of Franklin and Gulf Counties and then the name of the person attending and their title with the Association.

## REFUNDS

**(Amended by majority vote of the Board of Directors 5/17/2016)**

~~During the calendar year staff shall refund RAFGC dues of any resigning member less a \$50 handling fee. The RAFGC dues of any member so affected shall be refunded pro rata monthly.~~

RAFGC dues, MLS fees and application fees are non-refundable

## ORIENTATION

All new members (including REALTORS®S® transferring from another Association) must complete the full orientation session within 60 days of their application for membership. They may elect to take the Ethics Course online, however, it must be taken within the same week as the Orientation session and the printed results sent immediately to the Association Executive. Failure to complete the requirements will result in all services being suspended, including MLS. The agent shall also be removed from the Association Roster and the MLS Roster. A new application must then be submitted along with a \$500 reinstatement fee. When the training has been completed, the agent will be placed back on the Association Roster, the MLS Roster and all services shall be reinstated. Orientation is held on an as needed basis and scheduled by the Association office.

A fine of \$50 shall be assessed to any new member who fails to attend Orientation, MLS I or MLS II classes unless application to be excused from the class has been made and

granted 24 hours prior to the scheduled class. No member shall be excused from a scheduled class for any reason other than illness or family emergency.

The Staff shall provide the following information to anyone seeking a reduction from the requirement for membership or reapplication to membership: ***“The RAFGC members and Board of Directors have adopted bylaws, policies, and rules and regulations that specifically address membership applications, reapplications, dues, fees, and other charges. The Board of Directors and/or the Association office do not have the power to deviate from those provisions.”***

### **STATEMENTS OF POLICY**

Any matter brought before the Board of Directors may be considered by a panel of Directors appointed by the President for that purpose. Five (5) Directors or a quorum of the Board of Directors, whichever is less, shall constitute such a panel, which shall act on behalf of the Board of Directors. The decision of the panel shall be final and binding and shall not be subject to further review by the Board of Directors

### **REQUESTS FOR INFORMATION**

All requests for information concerning the REALTORS® Association of Franklin & Gulf Counties, Inc. that may be deemed confidential, including but not limited to, minutes, financial reports, tax returns, etc., shall be made to the Association Executive. If there is a request for copies of information, then such request shall be made in writing upon the **Request for Information** form. The request form shall include the following:

- < purpose of the information
- < non-disclosure clause
- < costs for the service
- < the date I wish to inspect the record(s) is \_\_\_\_ (at least five business days prior notice must be given to inspect corporation records)

Costs for visual inspections shall be the same as for written requests except that where the time is nominal (five to ten minutes), staff may waive the costs. All such requests whether in writing or visual shall be made at such time as is convenient with the Association Executive.

### **FR DIRECTORS**

FR Directors shall be selected in the following order: RAFGC President, and RAFGC President Elect. Additional directors, if any, shall be elected by the Board of Directors.

## **TRAVEL\*\***

**NAR and FR Travel** - The President, President Elect, Treasurer and Association Executive should attend all FR Governance meetings and NAR Governance meetings. If it becomes necessary to elect FR Directors other than the President and President Elect, those Directors shall be reimbursed for travel expenses under the same reimbursement plan.

The President Elect should also attend the FR CEO Symposium, FR Spokesperson Training Seminar, and any other FR and NAR training seminars offered for incoming Presidents. Each incoming Education Chairman shall attend the FR Education Workshop.

The Association Executive should also attend the Association Executive's Institute, FR Education Workshop, other seminars/workshops specifically held for educational purposes that will benefit the Association and also those seminars/workshops attended by the President Elect.

Individuals attending conferences, meetings or workshops on official business as a representative for the REALTORS® Association of Franklin & Gulf Counties are expected to attend all relevant business sessions in order to receive reimbursement.

Relevant business sessions include, but are not limited to: AE Education session, AE Council, MLS Practices Forum, President's Information Exchange, Treasurer's Information Exchange, Board Leadership Forum, Professional Standards Forum, Member Update, District Meetings and the Board of Directors Meeting.

**\*\*All travel and travel reimbursement shall be determined annually during the normal budget process and may be adjusted. (Amended 6/08)**

Reimbursement is as follows:

**Automobile:** Reimbursement will be at the standard IRS mileage rate. Tolls will be reimbursed as incurred

**Air:** Coach Class

**Taxi/Shuttle:** Taxi/shuttle service expenses associated with member travel between the airport and the hotel.

**Hotel:** Single room rate at the FR or NAR headquarters hotel (when available) is not to exceed \$200 per night including taxes & resort fees unless approved in advance by the board. When traveling with spouse/guest, member will be responsible for the difference between single occupancy and double occupancy room rates (if any) and any difference in excess of the rates stated above. Hotels for FR/NAR seminars (other than the FR/NAR annual or mid-year conventions) may be reserved by the

Association Executive upon request, using the FR/NAR discounted hotel list.

Tips: Actual cost of up to \$2.00 per bag for skycap, doorman, and bellman.

Meals: Meals shall be reimbursed at the rate of \$75 per Diem with no receipts required.

Parking Fees: Airport Parking and Hotel Parking (when it is a mandatory charge by the hotel) will be reimbursed.

Registration: Registration fees to attend any approved Convention, Conference or seminar shall be reimbursed.

Rental Car: Consult the Association Executive if you need to rent a car. Rental cars are reimbursable only when other methods of transportation are not reasonably obtainable. If it is necessary to rent a car, the following will apply:

- I. The collision damage waiver must be purchased. (This is to ensure that you will not be liable for out-of-pocket expenses should an accident occur)
- II. Parking costs will be reimbursed as incurred.
- III. Tolls will be reimbursed as incurred.
- IV. Reimbursement will be for dates of convention only. Any days a car is rented for personal use will not be reimbursed.

Non-Reimbursable Expenditures:

Laundry	Valet Services	Toiletries
Personal Entertainment	Purchase of book/magazine	
Barber or Beautician	Alcohol	

(Reimbursements Amended 1/17)

## AMENDMENTS

These Policies & Procedures may be amended by a majority vote of the Board of Directors present and qualified to vote at any meeting at which a quorum is present. The Board of Directors shall have the authorization to amend these Policies & Procedures from time to time as voted and approved in the Board meetings, as long as amendments stay within the guidelines of the National Association of REALTORS® Bylaws, Policies and Rules and Regulations.

Any and all such amendments shall be appropriately distributed to the general membership within 20 days by means of electronic mail, US Postal Service, fax or other reliable source. Distribution shall be to at least each office and designated broker, REALTORS® Member and available for review at the Association office.