LEBANON COUNTY ASSOCIATION OF REALTORS®

POLICIES AND PROCEDURE MANUAL

First Edition, August 2024

Amendments:

September 18, 2024 – Nominating Committee, Nominations of Petition

July 15, 2025 – New Member Orientation Policies, PAR Voting Directors, Check Signers, Banking Policy

BOARD MEMBER JOB DESCRIPTIONS

The Board of Directors of the Lebanon County Association of Realtors® (hereafter referred to as the Board) is comprised of President, President-Elect, Immediate Past President, Secretary, Treasurer, four (4) Directors and two (2) Members At Large.

In order to hold a position on the Board, the member must hold a real estate license and be a member of the National Association of Realtors® (NAR), Pennsylvania Association of Realtors® (PAR) and the Lebanon County Association of Realtors® (LCAR).

All board members should be familiar with the following:

- Current LCAR Bylaws
- LCAR Policy & Procedures Manual
- Current Bylaws of the State and National Associations
- Code of Ethics and Arbitration Manual
- Robert's Rules of Order Procedures
- LCAR Committee Responsibilities
- Legislative Activities affecting the industry and the Board on a local, state and national level.
- Board objectives, the Board's Strategic Plan and programs and activities at local, state and national levels.
- Current issues relevant to the real estate professional and to Realtors® in particular.

LEADERSHIP STRUCTURE

LEADERSHIP TEAM: President, President-Elect, Secretary, Treasurer, Immediate Past President and Association Executive (AE).

EXECUTIVE COMMITTEE: President, President-Elect, Secretary, Treasurer and Immediate Past President.

BOARD OF DIRECTORS: President, President-Elect, Secretary, Treasurer, Immediate Past President, four (4) Directors and two (2) Members at Large.

Any PAR Past President and/or current PAR Officer/District VP who is also a member of LCAR may sit on the Board as an advisory Council Member. He/She receives a vote at LCAR Board Meetings.

A quorum of the LCAR Board of Directors shall consist of a majority of members eligible to vote (simple majority).

All Board of Director Members must sign the following EACH year in office:

- Acknowledgement of Duties
- Confidentiality Statement
- Conflict of Interest Policy

PRESIDENT

The President serves as Chief Elected Officer of the Board, representing the entire membership, directs other officers, presides as Chairman over Board actions and acts as Chief Spokesperson for the Board.

Term: Two (2) years

Specific Responsibilities:

- Attend all Executive Committee, Board of Director and general membership meetings.
- Represents the Board and acts in it's name and best interest, subject to its policies.
- Serve as the spokesperson for the Board and represent the interests and objectives of the Board in dealing with the news media, local and state legislators, the general public and the state and national associations.
- With the assistance of the Officers, Directors and Association Executive, guide the business affairs of the Board.
- Exercise personal leadership in the motivation of other officers, board members and committee members.
- Work with the Association Executive in changing, planning, formulating and presenting to the Executive Committee for consideration basic policies and/or procedural changes that will further the goals and objectives of the Board.
- Establish annual goals for the Board and carry out same with other Officers, Directors, Members and the Association Executive.
- Is the chair and presides at all meetings of the Executive Committee, Board of Directors and general membership.
- Schedule and prepare, in conjunction with the Association Executive, agendas for meeting of the Executive Committee, Board of Directors and general membership.
- Outline the purpose, goals and duties of committees and monitor their progress.
- Oversee Board expenditures to ensure operations are within the annual budget and keep the officers and members informed as to the condition and operation of the Board.
- Be a signee on bank accounts.

PRESIDENT-ELECT

The President-Elect will serve as the representative of the President at such times as may be assigned or in the absence of the President.

Term: Two (2) years

Specific Responsibilities:

- Assume all duties of the President in the event of his/her absence, removal from office or resignation.
- Serve on the Executive Committee.
- Attend all Executive Committee, Board of Director and general membership meetings.
- Participate in all Board functions and projects or as requested by President.
- May attend PAR Conventions (Inaugural and Annual) at own expense.
- May attend the PAR Leadership Conference and other Seminars/Conferences as deemed necessary by the Executive Committee at own expense.
- Be a signee on bank accounts.

The President-Elect shall succeed to office of President.

IMMEDIATE PAST PRESIDENT

The Immediate Past President shall support and advise the President and Executive Committee. The Immediate Past President shall act as the representative of the President and President-Elect in such matters and at such times as may be assigned to him/her. It is important the Immediate Past President be familiar with all Board activities and business affairs.

Term: Two (2) years

Specific Responsibilities:

- Assume all duties of the President - Elect in the event of his/her absence, removal from office or resignation.
- Serve on the Executive Committee.
- Attend all Executive Committee, Board of Director and general membership meetings.
- Participate in all Board functions and projects or as requested by President.

SECRETARY

The Secretary will prepare all minutes and ensure that a permanent record of Board activities is maintained.

Term: One (1) Year

Specific Responsibilities:

- Serve on the Executive Committee
- Attend all Executive Committee, Board of Directors and general membership meetings.
- Participate in all Board Functions or as requested by the President.
- Be a signee on bank accounts.

TREASURER

The Treasurer shall review the financial records of the Board on an annual, monthly and/or as needed basis.

Term: Two (2) Years

Specific Responsibilities:

- Serve on the Executive Committee.
- Attend all Executive Committee, Board of Directors and general membership meetings.
- Participate in all Board Functions or as requested by the President.
- Review monthly bank statements after reconciliation prepared by the Association Executive.
- Communicate with accountant and/or financial advisors and report to the Executive Committee.

DIRECTORS

The responsibility of a Director is to represent the entire membership as part of the Board of Directors.

Term: (3) Two (2) year terms; (1) Three (3) year term

Specific Responsibilities:

- Attend all Board of Directors and general membership meetings.
- Participate in all Board functions or as requested by the President.
- Each Director reports to and is responsible for his/her actions to the President and the Executive Committee.
- Each Director should sit on at least one LCAR Committee.

MEMBER- AT -LARGE

Two Realtor members shall be appointed annually by the President to serve as non-voting members of the Board of Directors. The purpose of appointing

Members-at-Large is to identify feature leadership candidates and provide them with initial experience in Association governance. Term: One (1) year

PAR VOTING (STATE) DIRECTORS

The State Directors shall be the President and a Realtor member of LCAR. The President-Elect is the alternate. If any of these officers wish to decline the appointment, the President, with the approval of the Board, shall appoint from all Realtors who are members of LCAR.

ASSOCIATION EXECUTIVE

The Association Executive (AE) shall be responsible for the day-to-day operations of the Board, in addition to performing such other duties as directed by the Executive Committee.

- Required to attend all regularly scheduled Board and committee meetings.
- Required to attend “called”, “emergency” or “executive session” meetings.
- Along with Executive Committee, shall establish a Strategic Plan, Bylaws and Policy and Procedures and goals for the Board and work towards their accomplishment.
- Shall support and enforce the Bylaws and Policies and Procedures of the LCAR Board.
- Shall actively support the activities of the Association (RPAC, community service, fundraisers, etc).
- Responsible for working with the Executive Committee to produce an annual budget.
- Shall represent the Association at PAR meetings.
- Shall represent the Association at the Regional and National AE conferences and is required to maintain 6 hours of accredited training per year as budgeted by the Association.
- Shall represent the Association at the AE Institute as budgeted.
- Shall attend the PAR Leadership Development Conference as budgeted.
- Attend the NAR Leadership Conference in August with President Elect.

Other duties and responsibilities:

General

- Review and process materials and correspondence received from PAR and NAR and inform President and/or committee chairs and Board members of important issues, problems, activities, policy changes, etc.
- Make recommendations to the President and/or committee chairs on matters of general interest, concern and importance to the membership.
- Handle and process all correspondence promptly and professionally, including pickup and delivery of the mail.
- Maintain Board records including: membership, financial statements, check registers, budget data, governmental records, historical and educational

materials, confidential files on each member and all grievance and professional standards investigations, notices and hearings.

- Maintain website and social media content with assistance of the communications committee.
- Collaborate as needed with the Legislative Field Representative on local, state and national legislative issues.

Membership

- Ensure all members receive courteous service with prompt response.
- Prepare annual membership billing.
- Update membership records as necessary.
- Prepare and maintain Realtor® membership rosters.
- Identify and implement opportunities for new membership growth.

Budgets and Finance

- Prepare checks for accounts payable, deposit checks for accounts receivable and reconcile bank statements.
- Review the financial records with the Treasurer monthly.
- Be prepared to assist the Executive Committee and Accountant on financial or legal counsel maters.
- Prepare and submit Board financial records to Board Accountant for annual audit/review as directed by Core Standards.

The Association Executive shall report to the President and the Executive Committee.

AE should be ready to handle any special project or assignment as deemed by the President.

An annual employee performance review shall be conducted by the LCAR President with the entire Board's feedback taken into consideration.

NOMINATIONS OF OFFICERS AND DIRECTORS

Nominating Committee

No later then the regular September board meeting, the President shall appoint, subject to approval by the board, a Nominating Committee of five (5) members of LCAR. The President-Elect shall serve as chair of the committee. No more than (3) three of these committee members may be current members of the board.

The nominating committee shall prepare and recommend a slate of candidates to serve terms to replace the board members whose regular terms are expiring. The slate of candidates shall be presented to the full board no later than the board's regular October meeting.

Publicity of Nominations

Following the approval of the Nominating Committee's slate of candidates by the Board, the AE shall immediately notify the membership of the names of persons nominated. The membership shall also be informed that additional Board candidates may be nominated by means of petition.

Nominations by Petition
Additional names of consenting candidates may be nominated by petition bearing the genuine signatures of at least 25 members of LCAR. Such petition shall be filed with the Nominating Committee within 10 days after the publicity of Nominations has been given, by mail or electronically. The determination of the Nominating Committee as to the legality of the petition(s) shall be final.

Determination
If no petition is filed within the designated period, the nominations shall be closed, and the nominated slate of candidates shall be elected by the Board of Directors at the Board's regular November meeting.

If a legal petition shall present additional candidates, the names of all candidates shall be arranged on a ballot in alphabetical order. Instructions shall be to vote for the number of eligible candidates only. The AE shall mail or electronically send the ballot to all active members of LCAR at least 15 day prior to the regular November board meeting.

Balloting
The ballots shall be marked in accordance with instructions printed on the ballot and returned to the LCAR office within ten (10) days from the date of mailing/emailing. The President shall appoint, subject to approval by the Board, at least three (3) but no more than five (5) judges who are LCAR members in good standing, but not members of the board or candidates for election. Such judges shall have complete supervision of the election, including the auditing of ballots. They shall report the results of the election to the board at the regular November Board meeting.

COMMITTEES

Standing committees shall include: Education, Legislative, Programs, Communications, Habitat Auction, Public Relations and Professional Standards.

Minutes are to be taken at each meeting by the AE and sent to committee members within 48 hours and posted on the LCAR website for the general membership.

All committees shall refer to and support the established goals of the association.

All special committees or task forces may be organized throughout the year by a majority vote of the Board of Directors.

EDUCATION COMMITTEE

PURPOSE: Responsible for conducting the new member orientation classes, educational programs, continuing education courses and administering the Realtor Continuing Education Scholarship. Conducts a 50/50 raffle at luncheon meetings and events to support the Mary A Rakow Scholarship Program.

DUTIES & RESPONSIBILITIES:

- Schedule a minimum of 14 hours of continuing education in renewal years.
- Schedule classes at minimal cost to the members of LCAR. A higher fee may be charged to non-members providing there is space available.
- Schedule PAR Forms Update speaker at least once a year when there are changes to forms.
- Schedule Ethics class once every two (2) years and/or promote members to take the online Ethics class through the NAR website.
- Obtain speakers for all classes and reserve location for the class.
- Shall schedule Industry Partner speakers/sponsors for Realtor® information sessions.
- Shall perform such other duties as directed by the Executive Committee.

COMMUNICATIONS COMMITTEE

PURPOSE: responsible for engaging membership through a variety of communication avenues (website, email, social media). Responsible for maintaining the integrity of communication to the membership.

DUTIES & RESPONSIBILITIES:

- Develops, updates and monitors the associations' website and social media accounts.
- Develops a communications plan, setting the standards for newsletter and website content.
- Maintain an active Social Media presence.
- Update the association's website as needed with events, news, links or other data.
- Develop handout material for events and community meetings.
- Publish, at least monthly, an electronic newsletter to all members.

HABITAT AUCTION

PURPOSE: Fundraising specifically for Lebanon/Lancaster Habitat for Humanity through a benefit auction.

DUTIES & RESPONSIBILITIES:

- Plan and organize all aspects of the fundraising event including choosing a venue, food, etc that minimizes expenses to the Association.

- Maintain financial and attendance records for the event.
- Request donations from Industry Partners, Realtor® members, corporate sponsors and local businesses.

LEGISLATIVE/RPAC

PURPOSE: Educates members as to the importance of local and national policies, monitors the activities of elected and appointed officials regarding issues affecting real estate, supports legislative candidates and provides an information system for the membership and the public.

DUTIES & RESPONSIBILITIES:

- Meet as needed to discuss legislative priorities (at least six (6) times annually).
- Promote the Vote, Act, Invest initiative outlined in the NAR Core Standards.
- Coordinate with local and state elected officials for any committees wishing to have legislative officials in attendance.
- Actively seek to educate the membership concerning the impact of RPAC.
- Operate fundraising in compliance with the FEC, PAR and NAR.

PROFESSIONAL STANDARDS

PURPOSE: Conducts all arbitration and ethics hearings in accordance with policies and procedures of the National Association of Realtors®. Receives and reviews complaints from the public and fellow Realtors. Annual Training is required through PAR.

PROGRAMS COMMITTEE

PURPOSE: Develops information for the benefit of members and non-members that will stress the value of Association membership. Coordinates several annual meetings for the Association.

DUTIES & RESPONSIBILITIES:

- Coordinate award pins and certificates to be ordered by the Association Executive for member recognition.
- Review and update, as necessary, the Industry Partner guidelines and dues.
- Recruit and promote new members to the Industry Partner Program.
- Plan and carry out the January Installation Luncheon, April Member Luncheon, July Member Picnic, October Industry Partner Event and Holiday Party (special committee).

PUBLIC RELATIONS

PURPOSE: Promotes the Realtor® image and community relationships. Coordinates and plans projects in which the members of the Association help to raise funds for community betterment. Administers the Realtor® scholarship awards for high school seniors.

MEETING POLICIES

ROBERT'S RULES OF ORDER

The rules contained in the current of "Robert's Rules of Order Newly Revised" shall govern the Board.

BOARD OF DIRECTORS MEETING

The board of directors meeting shall take place on the 2nd Thursday of every month unless modified by the Board of Directors. The AE shall send out an email reminder of the meeting and the agenda at least two (2) days prior to the meeting. Meeting minutes to be sent out to the Board within seven (7) days of meeting.

COMMITTEE MEETINGS

All committee meetings shall be held during regular board business hours with the AE in attendance to act as a liaison. Should it be necessary to hold outside the Association office, the AE should be notified in advance of this change. The AE duties at all committee meetings will be to take notes and to advise the committee chair on anything that might be illegal, in violation of the bylaws/policies or detrimental to the good of the membership.

GENERAL MEMBERSHIP MEETINGS/LUNCHEONS

The membership meetings shall take place quarterly in January, April, July and October. AE to send out save-the-date as soon as possible once date and revenue are determined and an official invite at least three (3) weeks prior to the event.
Non-Member guests of members are permitted so long as they pay for the cost of the meal (+$10 fee) in advance of the event.

NEW MEMBER ORIENTATION

Applicants for Realtor® membership shall be granted provisional membership immediately upon submission of a completed application agreement. The provisional membership will be released when the new member completes New Member Orientation and NAR Code of Ethics. These courses are mandatory for all new licensees and must be completed within six (6) months in accordance with the bylaws. Failure to complete New Member Orientation within six (6) months from the date of application shall necessitate the submission of a new membership application, payment of a $100 application fee and an additional $100 charged to the broker.

In-person New Member Orientation classes will be held a minimum of four (4) times a year. Orientation will be conducted by the Education Committee and scheduled with all parties by the AE.

PAR BUSINESS MEETINGS

The PAR Voting Directors and the President-Elect shall make every effort to attend the Business Meetings. Overnight accommodations will not be reimbursed, however receipts for parking and meals should be submitted to the AE for reimbursement. All other general members and Board members many attend at his/her expense.

NAR MEETINGS

NAR Leadership Conference is be attended by the President Elect and the AE.

TRAVEL POLICIES

- Food reimbursements shall be up to $50 a day.
- Personal credit cards to be used for hotel incidentals, such as parking, room service, etc. Only appropriate charges will be reimbursed.
- Expense reports with attached receipts are to be turned into the AE within 30 days of the incurred expenses.
- The Treasurer has the right to review the expense report and judge as to what should or should not be reimbursed.
- The most economical method of travel, either mileage at the current IRS rate or airfare, will be reimbursed. All baggage fees for airline, parking fees at airport and transportation to and from the airport will be reimbursed.

FINANCIAL POLICIES

CHECK SIGNERS

Eligible signers are the President, President-Elect, Secretary, Treasurer and Past President. The AE does not have the authority to sign checks. Any checks over $1000 require 2 authorized signatures.

AUTHORIZED EXPENDATURES

The Executive Committee shall create a budget for the upcoming year's expected expenditures. Budget must be approved by the Board of Directors by the November meeting.

BUDGET POLICY

- It shall be the policy of LCAR to base the annual budget on a zero bottom line. The budgeting process will begin no later than August of the current year for the budget for the following calendar year. A draft budget must be in place prior to voting on the dues amount for the following year.
- The Board of Directors will establish the level of dues on or before the September Board Meeting.
- Prior year end figures and current year figures to date will be reviewed by the Treasurer and Association Executive.
- AE to compute all information/estimates into budget form and present before the Executive Committee for review and changes by the October Board Meeting. Once approved, the Executive Committee will go before the board for adoption before the November Board Meeting.
- Changes in the budget can be approved by the Board of Directors, subject to maintaining the bottom line.

LCAR/PAR/NAR DUE BILLING AND POLICY PROCEDURE

- Annual membership dues for a member of LCAR will be initially billed to each member on or before October 14th but with a January 1st due date. Any dues not paid by January 1st, will be assessed a late fee.
- Members that have not remitted payment will be assessed a $50 late fee after January 1st, a $50 late fee after February 1st, a $50 late fee after March 1st and a $100 reactivation fee after March 31st.
- Members that have not remitted payment by March 31st will be automatically terminated from the NRDS system. The dues, late fees and reactivation fee will then be billed to the Designated Broker of said member if that member remains on their roster.
- Annual dues paid to PAR and NAR are non-refundable for any reason whatsoever for the year in which they were paid. LCAR dues are only refundable under special circumstances and at the discretion of an Executive Officer. Refunds will be prorated on a monthly basis.

FEE SCHEDULE

- A late payment fee of $50 will be assessed after January 1st of the current billing year.
- A late payment fee of $50 will be assessed after February 1st of the current billing year.

- A late payment fee of $50 will be assessed after March 1st of the current billing year.
- The returned check fee is $40.
- A $100 reactivation fee will incur after March 31st.

NO CALL/NO SHOW POLICY

Once a member RSVP's to an event, cancellations after the final head count will result in a penalty charged to the member. The penalty will be cost of the meal charged to LCAR. If the spot is able to be filled, no fee will be charged.

FINANCIAL RECORDS

The financial records of LCAR will be maintained in accordance with generally accepted accounting standards. The adoption of policies and changes to policies require the approval of the Board of Directors.

CONTRACT SIGNING AUTHORITY

- The AE is granted the authority, pending review and approval of the Board President or designee, if the purchase price is less than $500.
- If the cost is great than $500, the Board's approval is required before authority to sign the contract is granted.

RESERVE LEVELS

LCAR should retain a sufficient balance in the savings account to provide for at least six (6) months of operating reserves. These reserves should have the ability to be withdrawn at any time.

The additional funds of reserves in excess of the six (6) month levels shall be placed in a CD or other interest-bearing account, with consideration made to invest those funds with a higher rate of return.

PURCHASING POLICY

- Two (2) written quotes are required for all purchasing of expenditures in excess of $500.
- The Board of Directors must vote on all expenditures over $500 with the exception of travel expenses outlined in the Travel section of this manual.
- The AE is granted the authority to make purchases under $100 without approval of the board.

CASH RECEIPTS

The AE sorts the daily mail and collects any payments. Payments are deposited into the bank and a copy of the checks and deposit is retained in Quickbooks.

BANKING POLICY

The AE reviews the monthly bank statements, performs the bank statement reconciliation, which is then reviewed by the Treasurer and Bold Accounting.

FINANCIAL STATEMENTS

Every month, a P&L Statement and a Balance sheet are generated by Bold Accounting and reviewed by the AE. The reports are submitted to the President and Treasurer for review and acceptance before the next Board of Directors meeting. The reports are included in the Board packet that is provided at the Board of Directors meetings along with applicable bank statements.

BEREAVEMENT POLICY

Upon notification, the Association will provide a bereavement honorarium to the bereaved member or family of the member in the form of flowers or a donation to charity not to exceed $75.

DECISION MAKING WHEN TIME IS OF THE ESSENCE

Every effort will be made to make financial decisions based on a vote by the entire Board of Directors. In the few circumstances in which a quick decision must be made that cannot wait until the next board meeting, permission is granted to the Executive Committee to make a decision with a majority vote of the committee.

LCAR FACILITY RENTAL

The association does permit use of the LCAR facility for members who wish to host a session for other members or REALTORS. LCAR does not allow the building to be used for sessions for the general public.

AMMENDMENTS

This Policy and Procedure manual may be amended by a majority vote of the Board of Directors at any given meeting as deemed necessary.