



REALTOR® Handbook



CENTRE COUNTY ASSOCIATION OF REALTORS®

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**Welcome
to the Centre County Association of REALTORS®!**

The Centre County Association of REALTORS® (CCAR) is an established organization with over 50 years of history supporting the growth and development of the real estate profession in Centre County. The mission and purpose of the Centre County Association of REALTORS® is to provide all members with resources and services that promote and maintain the highest ethical and professional standards while enhancing and advancing the profession and practice of real estate.

This Association is committed to serving its members and providing services and information that can help members perform effectively as real estate professionals. To continue this progressive approach to member support, the Association encourages the involvement of all members in Association committees/task forces, projects, and other affairs. Participation on an Association committee, as a committee Chair, or as a Director or Officer helps develop leadership abilities and maintain an edge as a successful professional organization.

This membership guide is designed to provide information about the Association of REALTORS®, the services that the Association provides to its members, and how to become more involved in the profession and the organization. We encourage the review of this material when first received. Throughout this guide the term "Association" refers to the Centre County Association of REALTORS® organization.

Again, welcome to the Association!

The Board of Directors
Centre County Association of REALTORS®

Overview and History

Membership in the Centre County Association of REALTORS® extends beyond the local community. Through the Centre County Association of REALTORS®, local REALTORS® receive the benefits of membership in a statewide and national organization. Members of the Centre County Association of REALTORS® automatically become members in the Pennsylvania Association of REALTORS®, and the National Association of REALTORS®. This three level structure, often referred to as the 3-Way Agreement, creates a unified REALTOR® voice to address current issues and the future development of the real estate profession.

National Association of REALTORS® (NAR):

The National Association of REALTORS® forms the base for the creation and management of state and local associations. NAR establishes the Association policies representative of the thinking of REALTORS®, and property owners through-out the country. The National Association:

- Sets and promotes high standards of professional conduct through its Code of Ethics which is adopted by all state and local organizations;
- Establishes bylaws which Member Boards agree to use as a model for their local Bylaws;
- Maintains the rights to the term REALTOR® and grants Member Boards/Associations the right to use the term REALTOR® to individuals qualified for membership;
- Monitors issues in the federal government which can have an impact on real estate practice, informs members about the issues and possible effects, and represents REALTORS®' interests in responding to issues at the federal level;
- Sponsors and creates broad scale programs involving education, public relations, and business development to support Member Associations;
- Publishes books, magazines, research reports, and other documents which provide members with up-to-date information regarding real estate markets, management, trends, and other issues relevant to members; researches the real estate environment and identifies trends which impact the real estate profession; develops goals and plans to help improve the practice of real estate.

NAR's Mission and Vision

Mission:

The core purpose of the National Association of REALTORS® is to help its members become more profitable and successful.

Vision:

The National Association of REALTORS® strives to be the collective force influencing and shaping the real estate industry. It seeks to be the leading advocate of the right to own, use, and transfer real property; the acknowledged leader in developing standards for efficient, effective, and ethical real estate business practices; and valued by highly skilled real estate professionals and viewed by them as crucial to their success.

Working on behalf of America's property owners, the National Association of REALTORS® provides a facility for professional development, research and exchange of information among its members and to the public and government for the purpose of preserving the free enterprise system, and the right to own, use, and transfer real property.

Memorable Dates of Growth and Development:

- 1908:** Formation of the National Association of Real Estate Exchanges (NAREE) on May 12, at the YMCA auditorium in Chicago, IL. There were 120 founding members, 19 boards, and one state association.
- 1912:** A group of local board secretaries formed the first specialty division, the Association of Secretaries of the National Association of Real Estate Boards. The group is still active today as the Association Executives Committee.
- 1913:** The Code of Ethics was adopted with the Golden Rule as its theme.
- 1916:** The association's name was changed to the National Association of Real Estate Boards (NAREB), and the term REALTOR® was adopted to distinguish members of the National Association, who subscribe to the Code of Ethics, from dishonest "curbstoners."
- 1923:** The National Association of Real Estate Boards divided into separate specialized interests. The Homebuilders and Subdividers Division came into being, a separate entity from the National Association of Real Estate Boards. New specialty divisions were also created within the Association for appraisers, property managers, mortgage and finance professionals, industrial specialists and real estate brokers.
- 1923:** The National Association established a library for use by its members across the country. The library now holds the largest collection of publications on real estate in the world.
- 1930:** Following the stock market crash and ensuing Great Depression, bankers everywhere in America became the involuntary owners of real estate properties due to foreclosure. The banks needed to know what the securities of these properties were worth. Because of this, real estate appraisals had to be more uniform and had to have a set criteria resulting in the formation of the American Institute of Real Estate Appraisals. A licensed real estate appraiser becomes a member of the Appraisal Institute (MAI).
- 1931:** The banks and wealthy individuals who had acquired real estate through defaulted loans needed assistance in selling the real estate properties they had amassed. Real estate managers existed, but their main function was to collect rent for property owners who had distant properties. Now, real estate managers have a much larger role, that of managing real estate transactions and helping property owners sell properties in the most advantageous way. Thus the American Institute of Real Estate Management was formed.
- 1933:** The Institute of Real Estate Management (IREM) of NAR was founded to develop knowledge and professionalism in property management. Many of its members hold the designation Certified Property Manager (CPM).
- 1938:** The Women's Council of REALTORS® (WCR) is founded.

- 1940:** A new division, Institute of Farm and Land Brokers was created. Members specialized in farms, ranches, and other rural properties. Although these brokers were available to farmers, farm land was primarily sold at auction, a practice which continues to be common today. Later, Brokers interested in subdivision development formed a new division, the REALTORS® Land Institute. The professional designation is Accredited Land Consultant (ALC).
- 1943:** The REALTORS® Washington Committee, was established to assist the federal government in providing housing for members of the armed forces and other activities in support of the war effort. In 1969 the Association formed the Real Estate Political Action Committee (REPAC) to solicit voluntary contributions from the Association's members and pool those funds to make contributions to candidates running for public office. REPAC's name was changed to the REALTORS® Political Action Committee (RPAC) in 1974 and is currently one of the largest trade association PACs.
- 1944:** The Farm and Land Institute (FLI) of NAR was originated for those who wanted to improve their professional competence in the land segment of the real estate industry. A professional designation may be earned through FLI, the Accredited Farm and Land Member (AFLM). The Certified Commercial Investment Member (CCIM) designation was established to recognize persons who have a superior level of knowledge and actual practice in commercial and investment real estate.
- 1949 and 1950** respectively, the Patent and Trademark Office registrations for the term REALTOR® and the REALTOR® emblem were approved. Dictionary publishers began to list the definition of "REALTOR" as a member of the National Association in 1967.
- 1969:** The Certified Residential Broker (CRB) designation was established and recognizes persons with the highest level of understanding and direct participation in real estate marketing management courses.
- 1969:** The Real Estate Political Action Committee (REPAC) is formed to accept donations from members and disburse campaign contributions to federal candidates who share NAR's commitment to free enterprise and private property rights. REPAC is now called the REALTORS® Political Action Committee (RPAC).
- Early 1970's:** The Association became the largest trade association in the United States, with over 400,000 members. Today, the National Association of REALTORS® has over 999,000 members, 54 State Associations (including Guam, Puerto Rico, and the Virgin Islands) and more than 1,300 local Associations.
- 1973:** The Association changed its name from the National Association of Real Estate Boards (NAREB) to the National Association of REALTORS®. NAR adopted the new "block R" logo to signify the organization's new name, replacing the emblem it had used since 1923.
- 1977:** The Certified Residential Specialist (CRS) designation was established to recognize persons who have capability in residential real estate sales.
- 1989:** The Association adopted The Voice for Real Estate as its theme and as part of its official logo. Along with this theme, the Association encouraged more members to include the REALTOR® emblem on their business cards and stationery.
- 1990's:** NAR saw progress on several technology fronts. REALTOR.COM, the official Internet site of the National Association of REALTORS®, was launched in 1997, giving

consumers a powerful tool to help them connect with REALTORS® and find a new home. Today, Realtor.com features over 2.1 million property listings viewed by over 5 million consumers each month and is recognized as one of the most successful business Web sites on the Internet.

1998: A national Public Awareness Campaign was launched to educate consumers about the vital role REALTORS® play in the real estate transaction

2000: NAR develops REALTOR e-PRO® Designation, a revolutionary training program presented entirely online to certify real estate agents and brokers as Internet Professionals. The National Association of REALTORS® is the first major trade group to offer certification for online professionalism. REALTOR e-PRO® is not just about technology - it's about leveraging the most powerful asset, people skills, into doing more business on the Internet. REALTOR e-PRO® offers: - Exhaustive Internet Training - Unique Competitive Advantage - Professional Distinction - CE credit is now available in several states.

2001: REALTOR.org was launched as a valuable tool providing REALTORS® with almost instant access to the information and services they need, including industry news.

2011: RPR (REALTOR® Property Resource) was launched. May 13, 2011

PENNSYLVANIA ASSOCIATION OF REALTORS® (PAR):

The Pennsylvania Association of REALTORS® is made up of local associations and individual members in outlying "non-board" territories. PAR acts as the link between the NAR and local Associations. PAR:

- Coordinates statewide programs and activities;
- Serves as a liaison, on behalf of local associations, with the state's executive, legislative, and regulatory agencies;
- Establishes a liaison with the state licensing agency to promote effective real estate licensing and regulatory activity;
- Sponsors business and educational meetings, an annual convention, a leadership conference, and regional meetings to help support the growth and management of local associations and promote the profession of real estate;
- Reviews the legal implications of state laws and city or county ordinances within the state as they relate to real estate.

PAR seeks to:

- Promote **homeownership**;
- Encourage **investment** in real estate;
- Protect the right to own and use **private property**;
- Enable members to transact business to the advantage and protection of the public and members;
- Promote and maintain high **standards of conduct**;
- Advance civil development and **economic growth** in the Commonwealth and among its citizens;
- Work for economy and **efficiency in government**;
- Lend **assistance** to the PA State Real Estate Commission and the State Board of Certified Real Estate Appraisers in the enforcement of their regulations.

Chartered in 1920 as the Pennsylvania Real Estate Association, today the Pennsylvania Association of REALTORS® is one of the largest trade associations in the state serving more than 29,000 members in the Commonwealth of Pennsylvania.

PAR's Mission and Vision

Mission Statement:

The Mission of the Pennsylvania Association of Realtors® is to protect private property rights, facilitate a consistent and reliable marketplace, and promote the professional, ethical and profitable practice of real estate.

Vision Statement:

PAR Members value the experience provided by Realtor® organizations.

PAR's Core Customer:

The Core Customers of PAR are the local associations that serve the members.

Strategic Goals:

Operational Excellence: PAR will provide great value to the members by creating a strategic-based culture.

Political Advocacy: PAR will lead the statewide effort to position the Realtor® organization as the most effective advocate for business and private property rights in Pennsylvania.

Professional Leadership: PAR will take a leadership role in defining and promoting the professional, ethical and competent practice of real estate.

Value Proposition: PAR will lead the way in coordinating, creating, and marketing the Realtor® organization's value proposition in Pennsylvania.

Memorable Dates of Growth and Development:

1920: The Pennsylvania Real Estate Association received their official Charter in Philadelphia from the NARB. The First President was a native of Pittsburgh. The Association is currently comprised of approximately 45 Boards / Associations, approximate 26,000 REALTOR®, and approximately 685 Affiliate members.

1922: In January, the Association adopted the Code of Ethics of the National Association of REALTORS®.

1943: The Association moved its headquarters to Harrisburg.

1943: The Pennsylvania Realtors® Education Foundation was founded; a fund established to provide scholarships to individuals and other educational facilities.

1970: In December, the Association held the first Graduate Realtors® Institute Program.

1972: The Equal Opportunity Program was established under President John Welsh.

1972: The Association formed a relationship with Caldwell & Kearns as Counsel with Tom Caldwell.

1974: The Association changed its name to the Pennsylvania Association of REALTORS® (PAR) and PAR and the PA Human Relations Commission adopted the Memorandum of Understanding.

1977: J. Alvin Hawbaker of the Centre County Association of REALTORS® was elected PAR President.

1978: The first lady President of PAR was Jane Theuerkauf of Erie.

1984: Thad and Sandy Stevens were the first husband and wife to both serve as State President. Thad in 1984 and Sandy in 1992.

June 30, 1990: Governor Robert P. Casey signed Senate Bill 558, amending the Licensing and Registration Act to require continuing education for real estate brokers and real estate salespersons.

1992: Thad and Sandy Stevens were the first husband and wife to both serve as State President. Thad in 1984 and Sandy in 1992.

1995: Another first was the first woman State Executive Vice President, Mary Busey Harris.

2005: Melissa Sieg of the Centre County Association of REALTORS was elected PAR President.

Centre County Association of REALTORS® (CCAR):

The Centre County Association of REALTORS® is the local organization. The participation and interest of members affect the growth and development of the local Association. The Centre County Association of REALTORS®:

- Offers an opportunity for involvement in Association activities;
- Helps to create the professional image recognized by clients and customers;
- Offers membership to the local, state, and national organizations;
- Grants members permission to use the term REALTOR®, ensuring the proper use of the term;
- Provides a way to discuss and implement plans affecting the development of the organization and the advancement of the real estate profession in the local community;
- Provides educational meetings and seminars on real estate topics and related business issues;
- Establishes the policies and procedures governing local REALTOR® members;
- Enforces the National Association of REALTORS'® Code of Ethics and arbitrates business and professional disputes through a Statewide Professional Standards Committee;
- Manages support operations such as the Multiple Listing Service and provides other services and benefits to local Association members;
- Helps individuals develop their leadership skills through participation and management of the organization;
- Creates a forum for REALTORS® to meet and build professional relationships.

The National Association establishes guidelines, policies, and speaks for all REALTORS®. The State Association activates policies, services local Associations, and seeks state legislation which supports the real estate profession. The local Association builds strong membership, implements policies, supports member activities, and encourages members to accept positions of public confidence and influence. Through these combined efforts, a complete structure is established which brings rewards to the individual, helps the community, and serves the best interests of the local, state, and national organizations.

Memorable Dates of Growth and Development:

- 1962:** Centre County Board of REALTORS® received their official Charter from the National Association of REALTORS® (January 23, 1962).
- 1974:** Centre County Multiple Listing Service, Inc. was formulated as a separate entity and independent of the Centre County Board of REALTORS®.
- 1980:** Centre County Board became an all REALTOR® membership, thus eliminating the REALTOR®-Associate status.
- 1982:** Articles of Dissolution filed for the Centre County Multiple Listing Service, Inc., and MLS became a committee of the organization.
- 1990:** Full-time Executive Officer's position established for the Centre County Board of REALTORS®.
- 6/30/90:** Governor Robert P. Casey signed Senate Bill 558, amending the Real Estate Licensing and Registration Act to require continuing education for real estate brokers and real estate salespersons.
- 3/29/93:** Membership voted to change the name of the Centre County Board of REALTORS®, Inc. to the Centre County Association of REALTORS®, Inc.

- 4/21/93:** Pennsylvania Association of REALTORS® approved the request to change name to Centre County Association of REALTORS®.
- 2002:** The Centre County Association of REALTORS® celebrated its 40th Anniversary!!!
- 2005:** Melissa Sieg, Prudential First Choice Realty, was elected as PAR President
- 2007:** Relocation – New facility purchased at 2040 Sandy Drive, Suite D, State College, PA (07/20/07).
- 2008:** American Dream Housing Fund established to provide financial assistance and encourage homeownership. (Reference Board Policy 2-8)
- 2012:** The Centre County Association of REALTORS® celebrated its 50th Anniversary!!!
- 2015:** Mifflin and Juniata Counties became part of CCAR’s jurisdiction in June 2015.

MISSION STATEMENT

The mission of the Centre County Association of REALTORS® is to provide all members with resources and services that promote and maintain the highest ethical and professional standards while enhancing and advancing the profession and practice of real estate.

Goals of the Centre County Association of REALTORS®

(Reference Bylaws Bylaw Article II and Article XIII)

I. Financial

- To have a financially strong organization which has competent leadership, and efficient facility and effective staff to support the Centre County Association of REALTORS®.

II. Membership

- Continue to build relations and communications between the Centre County Association of REALTORS® and the membership.
- Promote a strong professional image.
- Provide the means for all members to become involved in the Centre County Association of REALTORS® activities.
- Provide opportunities that will benefit all members including property managers, appraisers, commercial, industrial, and non-MLS Participants.

III. Education

- Improve orientation, continuing education and training of members, officers, directors, and committee chairs, by providing educational programs which meet the needs of all segments of the membership.
- Continue to campaign for legislation that will increase the education requirements for all persons in real estate.
- Encourage education and professionalism of members, by supporting adherence to and enforcement of the Code of Ethics.

IV. Committees/Task Forces

- Develop a structure for committee/task force appointments to assure committees/task forces have continuity and are representative of the general membership.
- Define the purpose, tasks, and establish time-tables for accomplishing the duties and responsibilities of the committees/task forces.

Equal Opportunity Housing Statement

The Centre County Association of REALTORS® subscribes to the policy that equal opportunity in the acquisition of housing can best be accomplished through leadership, example, education, and the mutual cooperation of the real estate industry and the public. In the spirit of this endeavor, this Association proclaims the following provisions of its Code of Equal Opportunity (NAR Code of Ethics, Article 10) to which each member is obligated to adhere:

1. In the sale, purchase, exchange, rental, or lease of real property, REALTORS® have the responsibility to offer equal service to all clients and prospects without regard to race, color, religion, sex, handicap, familial status, national origin, or sexual orientation.. This encompasses:
 - Standing ready to enter Broker-Client relationships or to show property equally to members of all racial, religious, or ethnic groups.

- Receiving all formal written offers and communicating them to the owner.
 - Exerting their best efforts to conclude all transactions.
 - Maintaining equal opportunity employment practices.
2. Members, individually and collectively, in performing their agency functions have no right or responsibility to volunteer information regarding the racial, religious, or ethnic composition of any neighborhood or any part thereof.
 3. Members shall not engage in any activity which has the purpose of inducing panic selling.
 4. Members shall not print, display, or circulate any statement or advertisement with respect to the sale or rental of a dwelling that indicates any preference, limitations, or discrimination based on race, color, religion, sex, handicap, familial status, national origin, or sexual orientation.
 5. Members who violate the spirit or any provision of this Code of Equal Opportunity shall be subject to disciplinary action.

Voluntary Affirmative Marketing Agreement (VAMA)

The Centre County Association of REALTORS[®], April 18, 1989, voluntarily adopted the Affirmative Marketing Agreement which promotes the spirit and the letter of the Fair Housing Law (Title VIII of the Civil Rights Act of 1968) by agreeing to certain activities and programs which acquaint the community at large and individual members with the tenets of equal housing opportunity.

REALTOR[®] Membership

The Bylaws of the Association of REALTORS[®] recognize several forms of membership in the local organization, including REALTOR[®] member, and Business Partner, along with others. Each membership type has rights and responsibilities outlined in the Bylaws. (Reference Bylaws Article IV) Membership in the Centre County Association of REALTORS[®] is approved by an election process.

The procedure for election into any membership includes:

- Applicants are granted provisional membership immediately upon completion of application and payment of fees and is subject to subsequent review by the Membership Committee with final approval of the Board of Directors. (Reference Bylaws Article V, Section 3(A) (a))
- The Executive Officer will provide all Designated REALTORS[®] a list of Applicants as applications are received and invite written comment if there is an objection to any of the applicants being elected into membership. (Reference Bylaws Article V, Section 3(A) (c))
- Completion of local orientation programs. (Reference Bylaws Article V, Section 2. (a) and (b))

REALTOR[®] Member applicants must participate in a two-part orientation program. All REALTOR[®] applicants must attend REALTOR[®] Orientation and applicants affiliated with a Participant of MLS are required to attend MLS Orientation. Applicants must attend applicable orientation programs within 120 days from submitting their application for membership. (Reference Bylaws Article V, Section 2. (a) and (b))

Membership Dues and Fees

As part of membership in the organization and to receive services provided by the Association, new members can expect to incur some fees and charges. Applicable dollar amounts are available

by calling the local Association Office, and are subject to change annually as approved by the Board of Directors. New applicants can expect to pay:

- An initial REALTOR® Application fee.
- Pro-rated dues according to the month of member licensure.
- REALTOR® dues payable annually, on or before January 1st.
- REALTORS® affiliated with a Participant of MLS should refer to the MLS Rules and Regulations, Exhibit I, for expenses.

Benefits of Membership

Members of the Centre County Association of REALTORS® are eligible to receive the following benefits:

Use of the REALTOR® Designation: Though there are many Real Estate Brokers in the market place, only members of local and state associations affiliated with the National Association of REALTORS® may use the professional designation of REALTOR®. The term REALTOR® is recognized by the public and distinguishes members from non-member real estate agents because of the adherence to a strict Code of Ethics and contribution to the development of the profession.

Multiple Listing Services and Publications: For members associated with firms belonging to the Multiple Listing Service, the MLS provides a means to expand sales offerings to all members of the organization. Listing the client properties with the MLS assures the exposure of the property.

Member Support Services: The Association employs two full-time and one part-time staff members. An Executive Officer, a Member Services Coordinator and an Events Coordinator oversee the day-to-day operations of the Association. The Association office is the hub of operations for the organization. Some functions managed by the Association's office include: monitoring membership, supporting committee / task force operations, maintaining the MLS system, as well as other functions.

Educational Program Opportunities: Continuing education is an important function in the local, state, and national organizations. Beginning with the REALTOR® orientation, the Centre County Association of REALTORS® provides a variety of programs to enhance continuing education. The REALTOR® luncheons are highlighted by guest speakers, including government officials as well as experts in local business and the real estate industry. The Education / Orientation Committee arranges seminars and workshops to improve REALTOR® business issues. The state and national organizations sponsor educational seminars and conferences. All these efforts are developed and coordinated with input from REALTORS® to insure the content is valuable and current to the industry. Membership also provides access to institutes affiliated with NAR. These institutes offer educational programs designed to provide specialized expertise and recognition through additional professional designations.

Periodicals: Membership includes a variety of publications designed to keep REALTORS® abreast of current issues in real estate as well as developments in the local, state, and national organization. These publications include:

>The Pennsylvania Association of REALTORS® publishes emails covering the state association's news, legal issues, and the business environment. The email also provides articles to help members succeed with their practice, highlights from local associations around the state, schedules of educational programs, and other valuable information.

>The National Association of REALTORS® publishes *REALTOR* which is a monthly magazine produced by the National Association of REALTORS® and covers legal issues, letters to the editor,

NAR happenings, etc. In addition, the magazine contains feature articles addressing sales, finance, management, and investment.

Government Support: The REALTORS® Associations represent the REALTORS® voice in local, state, and national politics. The organizations actively review government actions which can affect real estate owners, developers, managers, and REALTORS®. The Associations keep members aware of pending legislation and in some cases takes an active role in the development of legislation which can improve the real estate profession. The support of current REALTORS® coordinated through the efforts of PAR helped pass legislation requiring continuing education credits in order to maintain real estate sales licenses in Pennsylvania.

Award Programs: Through awards sponsored by the state and local associations, REALTORS® can receive special recognition for service and support provided to the profession. Awards include:

- State Scholarship - Each year the Pennsylvania REALTORS® Educational Foundation (PREF) awards scholarships. Members may apply for this award by completing an application form available at the PAR website.
- Monthly Education Scholarship Drawing - At each membership luncheon meeting a drawing will be held to award a \$100.00 scholarship to be applied toward a real estate course. (Reference Board Policy 4-2)
- Outstanding Service Recognition - CCAR recognizes outstanding service by REALTOR® and Business Partner members in Political Activity, Community Service, Professional Conduct or other areas recognized and nominated by fellow REALTORS® and Business Partners. (Reference Board Policy 4-12)

Personal and Professional Development Opportunities

Active participation in local, state, and national organizations offers an opportunity to gain valuable leadership experience which transfers to work and personal activities. Professional abilities are enhanced through continuing education and the receipt of professional designations which recognize member expertise in various areas of real estate practice.

Continuing Education Requirements: On July 9, 1990 the Governor of Pennsylvania signed Senate Bill 558 P.N. 1102. The Bill became effective in 1992. This legislation established an educational requirement for individuals wishing to renew their Pennsylvania State Real Estate Sales License.

The PA Real Estate Commission requires that new licensees (those **initially licensed** on or after December 1, 2007) take **specific, mandatory** courses to fulfill their continuing education requirements to renew their license in their first renewal cycle. Thereafter, the requirement is not necessary.

Professional Designations: Through PAR, NAR, and affiliated institutes, you can receive additional professional designations through continuing education and testing. These designations illustrate professionalism and expertise in various areas of real estate practice.

Participating in the Centre County Association of REALTORS®

Membership does not necessitate active involvement in Association affairs; however, participation in Association leadership and activities helps to improve management skills, make new friends, and develop professional abilities. Members can become more active in the Association of REALTORS® by:

Joining a Committee/Task Force:

Committee/Task Force vacancies are filled each year through appointments made by the incoming President. In some cases, appointments are restricted by Committee composition guidelines which address experience or limit the number of Committee members from the same office. Committee pre-requisites are discussed in this handbook. Members interested in a Committee appointment are encouraged to submit their name along with a list of Committees they would like to join to the Association's office before October. (Reference Bylaws Article XIII)

Becoming a Committee Chair:

Chairs are also appointed by the incoming President. Chair responsibilities and Committee/Task Force activities are provided in this handbook. (Reference Bylaws Article XIII, Section 5)

Through involvement on the Board of Directors:

Each year Directors are elected by REALTOR[®] members while Officers are elected by the existing Board of Directors. Previous involvement in activities and Committees/Task Forces shows dedication to the profession and the organization. (Reference Bylaws Article XI, Section 1 and 3)

Representing the Association as a PAR Director:

Representing the local Association as a PAR Director provides an opportunity to represent the local Association at state functions. Each year the Pennsylvania Association of REALTORS[®] holds three, state-level business and educational meetings in addition to the annual conference and convention. The PAR Directors are the President and Vice-President, with an Alternate determined by the Board of Directors. (Reference Board Policy 4-6)

Representing the Association as an NAR Delegate:

As much as the PAR Directors represent the Association at the state level, one NAR Delegate represents the association at the national convention. The individual representing the Association, if not the current President, is approved by the Board of Directors. (Reference Bylaws Article IV, Section (h))

Attending District Meetings:

The Pennsylvania Association of REALTORS[®] is divided into nine districts covering different regions of the state, each containing a number of local boards/associations. The Centre County Association of REALTORS[®] is a member of District 5. Each year district representatives meet at a special District Conference. The annual conference provides an opportunity for REALTORS[®] from the area of the state to gather, hear speakers including PAR Officers, and participate in educational and motivational seminars.

Membership meetings:

Membership meetings are scheduled throughout the year. Luncheon meetings typically begin at 11:30 AM with a social networking time and the meal served at noon. The agenda for each meeting includes business items and normally features a guest speaker to discuss special topics related to the real estate profession. (Reference Board Policy 4-1)

Community Involvement:

The Centre County Association of REALTORS[®] is a professional organization which focuses some of its efforts toward the benefit of charitable organizations and the local community. Organized through the Community Services Committee, the Association becomes involved in a variety of charitable events to promote, improve and participate in the community in which REALTORS[®] live and work.

Local seminar opportunities:

Through the efforts of the Education / Orientation Committee, periodic seminars are available to REALTOR[®] members free or at a nominal fee. These seminars give members valuable

information regarding professional duties, leadership training, industry trends, sales and customer service, and other topics.

Social events:

The Association creates opportunities for members to gather on a more relaxed, social basis from time to time.

Participating in the Pennsylvania Association of REALTORS®

The Pennsylvania Association of REALTORS® is operated by a professional staff and includes REALTORS® from different associations throughout the state. Members can become more involved in PAR activities by:

Joining PAR Committees/Forums:

Committees and/or Forums offer a chance to share ideas, influence decisions at a broader level, and bring a different perspective to local Association activities. Applications for PAR Committee membership are available from the PAR headquarters or the website.

Attending the PAR Meetings:

The Pennsylvania Association of REALTORS® holds business meetings throughout the year. Held in or near the Harrisburg area, these meetings provide PAR members with the opportunity to meet and conduct business as a group. Following the conclusion of quarterlies, reports and action plans are distributed or available on the PAR website. In addition to business meetings, quarterlies offer members the chance to participate in educational and professional seminars covering pertinent issues. PAR meetings may be attended by any REALTOR®, as well as Executive Officers.

Attending the PAR Annual Convention:

Each Winter marks the annual convention of the Pennsylvania Association of REALTORS®, “Triple Play.” Usually held in New Jersey each year, this event attracts REALTORS® from throughout the state. Convention programs include addresses by nationally recognized speakers, educational and professional seminars, PAR meetings, tours, and social events. Extending over 3 to 4 days, the annual convention also offers an exposition of vendor products and services.

Contacting PAR:

In most cases, the local Association's Executive Officer can assist in providing information concerning PAR programs and activities. For further assistance, the PAR address is:

Pennsylvania Association of REALTORS®, 500 North 12th Street, Lemoyne, PA 17043-1213
Phone: (800) 555-3390 / Fax: (717) 561-8796 / Website: www.parealtor.org

Participating in the National Association of REALTORS®

The National Association of REALTORS® operates over 100 Committees, sub-committees, and forums. Committee size can vary from five to over 200 members. These Committee members are REALTORS® from throughout the United States who wish to have an impact on the continuing development of the national association and the real estate profession. Local Association members can get more directly involved in the national organization by:

Receiving a Committee appointment:

The Committee appointment process begins in March of the year prior to appointment. Through application and recommendation by others within the organization members can be considered for appointment to a National Committee by the incoming NAR President. National Committees meet

three times each year, during two business meetings and the annual National Conference and Convention. Committee appointments carry a responsibility to attend each of these meetings.

Attending the NAR Annual Convention:

The National Association of REALTORS® presents a national convention and tradeshow each year. This annual event is attended by thousands of REALTORS® from all around the U.S. Committee meetings for the National organization are held throughout the convention as well as educational sessions, motivational programs, tours, and evening social events. A trade exposition operates throughout the convention and presents hundreds of vendors displaying products and services which can help REALTORS® work more effectively.

Contacting NAR:

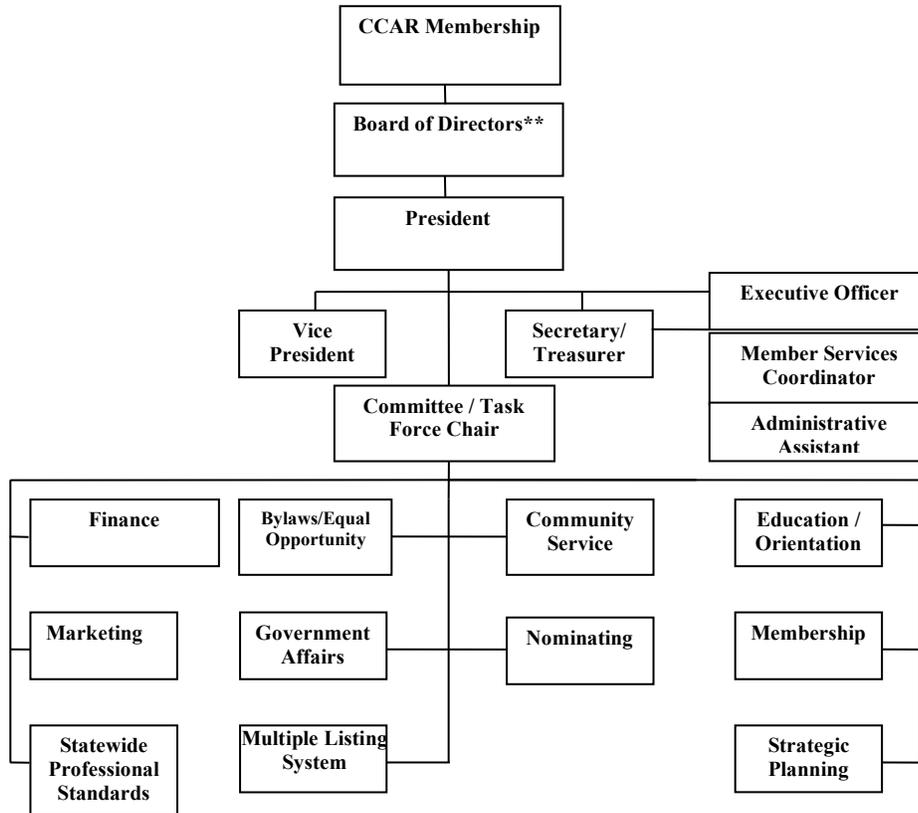
Most contact with the National Association of REALTORS® flows through the Executive Officer of the Centre County Association of REALTORS® or through the state association. To contact the national association directly by phone or mail:

National Association of REALTORS®, 430 North Michigan Avenue, Chicago, IL 60611-4087
(800) 874-6500 / Website: www.realtor.org

Organizational Chart

The Centre County Association of REALTORS® is governed by a Board of Directors, consists of Standing Committees, a Business Partner Advisory Committee, any special Task Forces as deemed necessary, and has two full-time and one part-time employees. The diagram below describes the organizational structure of the local Association.

Centre County Association of REALTORS® Organization Chart



**Includes Directors (6), Past President

The President shall appoint at least one member of the Board of Directors to the following task force/committees, including but not limited to: (Reference Board Policy 5-5)

Bylaws/Equal Opportunity
 Government Affairs
 Marketing

Education / Orientation
 Membership

Election of Officers and Directors

In November the Association elects Directors and Officers to lead CCAR in the upcoming year. The annual succession of the leadership is documented in the Bylaws of the Association. Below is a summary of that Article pertaining to the succession of the President and Officers of the local Association. (Reference Bylaws Article XI)

Active members of the Centre County Association of REALTORS® may be elected to serve a term as a member of the Board of Directors. In order to be considered for a position on the Board of Directors, members should have been active as REALTORS® for a minimum of three years and have actively participated in Association affairs by serving on Committees/Task Forces of the Association and being involved in other services of the Association. Directors serve staggered three-year terms in order that two Director terms shall be completed every year. (Reference Bylaws Article XI, Section 6. (b))

Each year the current President selects a Nominating Committee consisting of the most recent Past President, the current Vice-President, one other member of the Board of Directors, and members-at-large who are not affiliated with the same real estate firm not currently serving on the Board. The Nominating Committee must be approved by the Board of Directors. (Reference Bylaws Article XI, Section 6. (a))

At least three weeks before the election of Directors for the coming year, the Nominating Committee selects candidates for vacated Director positions as well as Officer positions in the coming year. Additional candidates for Director positions may be nominated by petition with the receipt of twenty-five signatures on a petition completed at least two weeks prior to elections. The Nominating committee shall also nominate members for the Officer positions of, Vice President, and Secretary and/or Treasurer. The entire membership shall participate in elections for new Director members for the Board of Directors. (Reference Bylaws Article XI, Section 6. (b) & (d))

The current Board of Directors shall elect the Officers for the upcoming year. Members do not need to be current members of the Board of Directors to be elected as an Officer; however, members elected to the position of Vice President should have served on the Board of Directors for at least two years within the previous five years prior to their election as an Officer. Each year the Vice-President shall automatically assume the position of President in the coming year. (Reference Bylaws Article XI, Section 6. (c) & (d))

Role of Officers and Directors

The Board of Directors when elected assume the responsibility for governing the organization. The Board of Directors includes the President, Vice President, Secretary and/or Treasurer, six Directors, and the immediate Past President.

President: During their year-long term, the President sets the tone for the operation and accomplishments of the organization. The President has spent the past year as Vice-President and is familiar with the activities of Committees/Task Forces and their goals. At the beginning of the tenure, the President selects Committee Chairs and members for vacant positions. With the help of these Committees/Task Forces and the continuity provided by the Executive Officer, Directors, and Board staff, the President sets objectives which will help the organization meet the challenges set forth its mission statement.

Responsibilities of the President include (Reference Bylaws Article XI, Sections 1-4 and Board Policy 5-4 and 5-5):

- Presiding over all meetings of the membership and the Board of Directors.
- Directing membership luncheon meetings and Board of Directors meetings.
- Participating as ex-officio member of all Committees/Task Forces. The President may attend meetings of various Committees/Task Forces each month, as well as the Board of Directors' meeting and monthly luncheons.
- Attend Budget Planning and Strategic Planning Committee Meetings.
- Appointing Committee/Task Force Chairs and members.
- Representing the organization at PAR and NAR business meetings and conventions when possible.
- Communicating with the Executive Officer regarding administrative tasks and projects.
- Representing the Association at local business and community functions.
- Remaining available to discuss member concerns and ideas affecting the organization.
- Reviewing all letters and memos to be distributed outside the organization, which represent the views of the organization. This may include newspaper articles and announcements.
- Reviewing and co-signing checks drawn on the Association's accounts when the Secretary/Treasurer is unavailable.

The amount of time the President can expect to spend each month to complete the duties associated with the position include:

- 6 hrs. Preparing and directing meetings
- 5 hrs. Overseeing organization operations, reviewing memos, phone calls, etc.
- 4 hrs. Attending Committee/Task Force meetings requiring personal attention
- 4 hrs. Additional administrative time associated with the position

Other activities which may occur, requiring 2-5 days per year:

- Attending PAR meetings/conferences
- Attending the National Convention

Vice President: As a future President of the local Association, part of the Vice President's primary responsibility is to become familiar with the operations of the Association and its Committees/Task Forces in preparation for the role of President in the coming year. Under some circumstances the Vice President becomes the acting leader for organizational activities when the President is unavailable. The Vice President is elected to office for one year followed by a year as President.

Responsibilities of the Vice President include (Reference Bylaws Article XI, Sections 1-4 and Board Policy 5-4 and 5-5):

- Performing the duties of the President in the absence of the President.
- Attending Association functions including meetings of the Board of Directors, selected Committee/Task Force meetings, and luncheons.
- Completing special assignments at the request of the Board of Directors.
- Remaining available to the membership for discussion of the Association's concerns, activities, etc.
- Representing the organization at PAR business meetings as a PAR Director
- Representing the organization at the Annual NAR Conference & Expo
- Serving on the MLS Committee.

The time the Vice President can expect to spend each month on duties associated with the position include:

2 hrs.	Board of Directors
2 hrs.	Membership Luncheon Meetings
3 hrs.	Committee/Task Force Meetings

Other activities which may occur, requiring 2-5 days per year:

- Attending PAR meetings/conferences
- Attending the National Convention

Secretary: In addition to making policy decisions as a member of the Board of Directors, in the absence of the Executive Officer, the Secretary is responsible for seeing that the minutes of the Board of Directors and Membership meetings are recorded and distributed. The Secretary is elected to a one-year term.

Responsibilities associated with the position of Secretary include (Reference Bylaws Article XI, Sections 1-4 and Board Policy 5-4):

- Reviewing Board of Directors and luncheon minutes.
- Recording minutes of Board of Directors meetings and Membership meetings when the Executive Officer is unavailable.
- Sending written acknowledgement to members in recognition of their achievements and personal crises.

The time commitment required each month to complete activities associated with the position of Secretary include:

2 hrs.	Board of Directors
2 hrs.	Membership Meetings
1 hr.	Review of Minutes

Treasurer: In addition to making policy decisions as a member of the Board of Directors, in the absence of the Executive Officer, the Treasurer directs the planning and management of Association's financial activities. As part of the duties of the position, the Treasurer, in cooperation with the Executive Officer, prepares the proposed annual budget. The Treasurer also reviews and co-signs all checks. The Treasurer is elected to a one-year term.

Responsibilities associated with the position of Treasurer include (Reference Bylaws Article XI, Sections 1-4 and Board Policy 5-4 and 5-5):

- Supervising all financial planning and transactions of the Association.
- Directing the preparation of financial reports.
- Reviewing and co-signing all checks drawn on the Association's accounts.
- Directing the annual budgeting process.
- Member of the Finance Committee.
- Attend Budget Planning and Strategic Planning Committee Meetings.
- Represent Finance Committee at Board Meetings.
- Collecting luncheon money from attending members.
- Reporting on the financial position of the Association at the Membership Meetings.

The time commitment required each month to complete activities associated with the position of Treasurer include:

2 hrs.	Board of Directors
2 hrs.	Membership Meetings
2 hrs.	Reviewing, Co-signing checks
1 hr.	Finance Committee Meetings

Directors and Past President: The six Directors and Past President bring experience and leadership to the governing body of the Association. Each month the Directors and the Past President are called upon to make governing decisions during Board of Directors meetings, to provide an example of Association leadership and to facilitate special projects when necessary. The Past President will serve one year on the Board of Directors after leaving the position of President. Elected Directors serve a three-year term which may change if the Director is elected to an Officer's position or is appointed mid-term.

Responsibilities of all individuals serving on the Board of Directors include (Reference Bylaws Article XI, Sections 1-4 and Board Policy 5-4):

- Attending Board of Directors meetings and voting on planning management issues of the Association.
- Supporting Association activities by directing special projects as requested by the Board of Directors.
- Providing consultation to the President and members of the Board of Directors with concerns related to the organization.
- Maintaining contact with membership and remaining available to members to answer questions and discuss concerns.
- Providing an example to membership through participation in activities of the Association.
- Keeping informed of current issues and events in the real estate industry and all REALTOR® associations which could affect the practice of real estate or the functioning of the Association.

The time commitment associated with a position on the Board of Directors involve the following:

2 hrs.	Board of Directors Meeting
2 hrs.	Membership Meeting
2 hrs.	Assigned Committee Meeting

Executive Committee of the Board of Directors

The Executive Committee of the Board of Directors shall consist of the following members of the Board of Directors (Reference Bylaws Article XI, Section 1 and Board Policy 5-4):

President
Vice President
Secretary and/or Treasurer

Personnel Committee

The Personnel Committee shall consist of the following members of the Board of Directors:

President
Vice President
Secretary and/or Treasurer
The Immediate Past President

Committees/Task Forces of the Local Association

There are several standing Committees and Task Forces of the Centre County Association of REALTORS®. With assistance from a full-time administrative staff, these Committees/Task Forces carry out the projects and activities that support the goals and mission of the local Association. (Reference Bylaws Article XIII, Sections 1-6; Board Policy 5-5; and Strategic Plan)

➤ **BYLAWS**

Bylaws provide governing policies used to establish and develop an organization. NAR has established Bylaws for its operations and require local Associations to adopt a similar set of Bylaws to provide a basis for organizational policy.

Purpose: Review Bylaws, to assure that the document is in accordance with NAR Model Bylaws for local Associations, for clarity, for adherence to other policies, and for practicality. Review all Association documents that Reference Bylaws to the Board of Directors.

Meeting Frequency: As needed

Activities: The primary focus of the Bylaws Committee is to review and recommend changes to the Association's Bylaws and the Rules and Regulations of the Multiple Listing Service and other governing documents. Reviews and recommendations for change may come as a result of needs identified for clarity, for consistency, for adherence to other policies, and for practicality.

➤ **COMMUNITY SERVICE**

Through the activities of the Community Services Committee, the local community learns more about the concern and charitableness of REALTORS® by the committee reinforcing public awareness and respect of REALTORS® through community projects

Purpose: Reinforce public awareness and respect of REALTORS® through community projects.

Meeting Frequency: As needed

Activities: The development and coordination of projects to benefit charitable organizations and the communities in Centre County. The Centre County Association of REALTORS® American Dream Housing Fund is set up to partner with established programs which share common goals related to affordable workforce housing including Centre County First Time Home Buyer Program, State College Land Trust, Centre County Land Trust and Tri-County Habitat for Humanity and other housing related organizations based in Centre County. The Community Service Committee develops and implements action plans to accomplish support of approved community service projects; increases public awareness about the organization and members; and selects beneficiaries of CCAR Community Service Fund.

➤ **EDUCATION / ORIENTATION *****

The focus of the committee is to ensure that REALTORS® have the proper knowledge and understanding about their duties as REALTORS®, and to help them expand their knowledge and understanding to address current changes in the marketplace. And to teach orientation of new members; reviews and updates material used by instructors for orientation classes. Orientation requires trainers with at least 3 years of real estate sales practice and at least one or more NAR approved designation.

Purpose: To encourage and provide continuing education and training to the membership.

Meeting Frequency: As needed

Activities: The committee recommends and coordinates beneficial seminars relevant to the professional and personal development of members; promotes educational classes to encourage greater participation in classes offered locally; encourages earning of designations through education scholarships; provides professional development through education topics that are relative to current issues concerns, technology and designation education; educates membership regarding major changes in the conduct of business.

The committee is also responsible teaching Code of Ethics, MLS and Real Estate After 12 Months Orientations to new members and reviewing and updating materials used by instructors for those orientation classes.

***Requires trainers with at least 3 years of real estate sales practice and at least one or more NAR approved designation, instructor training and committee approval.

➤ **FINANCE**

The Association is a recognized non-profit organization but maintains a significant annual budget for operations. The role of the Finance Committee is to oversee financial activities of the Association and to make and implement recommendations related to financial matters by developing and promoting sound financial planning for the Association.

Purpose: To formulate and make recommendations concerning strategic and financial planning, investment management control, budgeting, and to monitor Association finances to provide efficient utilization of its resources.

Meeting Frequency: Quarterly or as needed

Activities: The Finance Committee directs the budget planning process and develops a balanced annual budget; reviews financial status and budget for possible adjustments; makes recommendations concerning strategic and financial planning; controls investment management; monitors Association finances to provide efficient utilization of its resources; and develops long-term financial plans.

➤ **GOVERNMENT AFFAIRS**

The Government Affairs Committee, along with its counterparts at PAR and NAR, monitors legislation affecting real property ownership; participates in lobbying efforts to support legislation which will best preserve the ability of REALTORS® to serve the public; takes a lead in collaborating with appropriate allied groups to achieve favorable real estate treatment; raises awareness of the benefits for RPAC participation; attends local governmental meetings in Centre County; organizes annual Candidates Forum; recommends yearly fund-raising goal to Board of Directors; implements fund raising projects as approved by the Board of Directors; and evaluates those fund raising special events for effectiveness.

Purpose: To keep REALTORS® aware and involved in the decision making process of legislation. To create and manage fund raising activities to support the efforts of the REALTOR® Political Action Committee (RPAC).

Meeting Frequency: Monthly

Activities: A primary function of the Committee is to stay abreast of issues being addressed by legislative governing bodies. The Committee solicits contributions for RPAC, and sponsors fund raising events in order to attain the yearly RPAC Goal. (Reference, Board Policy 5-2)

The committee along with the BOD meets annually for round table discussions with our County Commissioners, local legislators and local municipality leaders. Your input at these meeting is invaluable *to help create positive change that supports the work of real estate professionals and the consumers you and they serve.* With your help we have the opportunity to take a proactive approach to the changes and challenges that are evolving all around us.

➤ **MARKETING**

The Marketing Committee enhances public awareness of the Association's achievements and activities by creating and promoting programs and activities which reflect a positive, professional image linking CCAR and the community. The committee also supports media campaigns conducted by PAR & NAR and assists with promotion of Association events to members and public to encourage greater involvement.

Purpose: Reinforce REALTOR® involvement and public awareness of the Association's achievements and activities by use of external and internal media.

Meeting Frequency: Monthly or as needed

Activities: Write articles relating to the local activities. Organize press conferences as needed and submit press releases as approved by the President.

➤ **MEMBERSHIP**

The Membership Committee creates and promotes programs and activities which reflect a positive, professional organizational image and excellent community relationships; supports media

campaigns conducted by PAR & NAR; assists with promotion of Association events to members and public to encourage greater involvement; provides committee chairs with materials and instructions to promote committee activities/events to the media; plans and coordinates special social events (such as the annual holiday celebration) and selects speakers for the monthly membership meetings.

Purpose: Actively pursue new Business Partner members. Process all membership as outlined in Bylaws. To arrange for guest speakers who will contribute to the monthly meetings of the membership, and to organize special social events.

Meeting Frequency: Monthly

Activities: Committee members promote Business Partner memberships to businesses and organizations that can benefit from the Association's goals and operations. The Committee is also responsible for reviewing all new membership applications. The Membership Committee organizes programs to recognize members for their service to the organization and arranges for guest speakers who will contribute to the monthly meetings of the membership, organizes special social events, and evaluates effectiveness of past programs and events to formulate recommendations for improvement. (Reference Bylaws Article V, Section 3(A) (a))

➤ **MULTIPLE LISTING**

By maintaining a current record of all properties listed by MLS participants, the Service offers a centralized source to locate properties listed for sale in the local area. The MLS is the only area of the organization that regularly receives fees for the services it provides to members.

Purpose: To supervise the operational activities of the Multiple Listing Service in accordance with the Rules and Regulations, subject to approval from the Board of Directors.

Composition: The MLS Committee will consist of eleven (11) members. At least two (2) of the committee members shall be Associate Brokers or Participants in the Multiple Listing Service. The Vice President and Secretary (or Secretary/Treasurer) or another member of the Board of Directors, appointed by the Board of Directors, shall serve as two (2) of the eleven (11) members of this committee for one (1) year terms. (Reference Bylaws Article XVIII, Section 5)

Meeting Frequency: Monthly

Activities: The Committee is responsible for the purchase and operation of a computer system used to publish and distribute information regarding real estate listings, sales, etc. The Committee is also responsible for monitoring the activities of the MLS; staying abreast of NAR's recommended MLS Rules and Regulations to maintain compliance; recommending rules and policies to the Board of Directors to enhance MLS effectiveness; recommending updates and changes to the MLS; and developing procedures for REALTOR® use and enforcement of the MLS Rules and Regulations. A primary goal of the MLS is to identify the needs of the system users and determine how to best meet those needs.

➤ **STATEWIDE PROFESSIONAL STANDARDS***

The **Statewide Professional Standards Committee** consists of a "panelist pool" for the purpose of selecting panelists (Grievance panel and/or Hearing panel) for ethics and arbitration proceedings. The panel members are unpaid volunteers giving their time as an act of public service. Their objective is to be fair, unbiased, and impartial; to determine, based on the evidence and testimony presented to them, what actually occurred; and then to determine whether the facts as they find them support a finding that the Article(s) charged have been violated. *Mandatory training class required.

➤ **STRATEGIC PLANNING**

To better prepare for the growth and development of the Centre County Association of REALTORS®, the Long Range Planning Committee (Strategic Planning) was created in 1988. By establishing this Committee, the Association has been able to review the organization as a whole, the environment supporting the organization, and creates goals and a direction for the Association

to guide and assure the performance of those tasks and functions necessary for the efficient and effective conduct of services to members in a fiscally responsible manner.

Purpose: To develop an operational plan to recommend to the Board of Directors that will guide the Association and assure the performance of those tasks and functions necessary for the efficient and effective conduct of services to members in a fiscally responsible manner.

Meeting Frequency: Quarterly or as needed

Activities: The Strategic Planning Committee analyzes the culture of Association and determines an operational plan and recommends adjustments to the Board of Directors that will guide the Association. Utilizes membership questionnaires and the experience of Committee members to create goal statements for the Association. The Committee reports to the membership and Board of Directors regarding organization planning requirements through email notifications and/or during membership meeting reports, and via other planning documents.

Local Association's Office and Staff Members

The administrative office for the Centre County Association of REALTORS®, Inc. is the hub of organizational activities. Unaffiliated with any real estate firm, the office is the workplace for the two full-time and one part-time staff members and houses support services.

Office Information and Hours:

2040 Sandy Drive, Ste. D.

State College, PA 16803

Phone: (814) 238-7622

Email: Lyn@ccarinc.realtor
Wendy@ccarinc.realtor
Sher@ccarinc.realtor

Web Site: <http://ccarinc.realtor>

Monday through Friday

8:30 AM to 5:00 PM

Administrative Staff Responsibilities: The Association employs, three full-time staff members, provide planning and administrative support to the organization and membership.

Executive Officer (Reference Bylaws Article XI, Section 5 and Board Policy 5-4):

The Executive Officer provides continuity to the management of the Centre County Association of REALTORS®. As manager of the administrative offices, the Executive Officer works with the membership, Committees, Directors, PAR and NAR, and outside vendors to perform the tasks necessary to help the organization pursue its goals and mission. As part of the position responsibilities, the Executive Officer:

- Meets with the incoming President at the beginning of each term to review goals and objectives.
- Directs communications in the organization between the local Association, other Boards/Associations of the state, PAR and NAR.
- Manages the day-to-day operations of the administrative offices and the Multiple Listing Service.
- Addresses membership questions and concerns regarding their participation in the Association services, benefits, and development opportunities.
- Maintains accurate and complete records involving the Association's financial transactions and assists with the annual budget process.
- Supervises staff of the Association to coordinate resources and time and provide maximum service to members.
- Maintains the MLS computer system, reviews and updates listings, records billing information related to MLS services, coordinates the production and distribution of COMP books.
- Provides support for MLS users.

Member Services Coordinator provides information to members as the initial contact.

- Distributes and maintains all lock box keys and records.
- Maintains the MLS computer system, reviews and updates listings, records billing information related to MLS services, coordinates the production and distribution of COMP books.
- Provides support for MLS users.

Administrative Assistant is responsible for details which will assure smooth and professional events including luncheons, special events and meetings.

- Posts activities to the organization website www.ccarinc.realtor including calendar of event prior to and following events and activities.

- Maintains an annual calendar outlining events of the local, state, and national associations, as well as other events relevant to the membership.
- Coordinates physical arrangements, equipment, and refreshments for meetings, special events, etc.
- Maintains the MLS computer system, reviews and updates listings, records billing information related to MLS services, coordinates the production and distribution of COMP books.
- Provides support for MLS users.

Job Responsibilities shall include but not be limited to the following:

Executive Officer

1. In timely manner have Board of Directors notice of meetings, agenda and minutes prepared, follow-up including policy document preparation, correspondence, contract review and contract implementation.
2. Review and guide agenda preparation for all committees in order to accomplish association goals.
3. Coordinate committee recommendations to Board agenda for the all committees including but not limited to: Finance, Strategic Planning, MLS, Government Affairs, Nominating/Election, Membership, Education/Orientation, Community Services, Marketing, and ad hoc committees as needed.
4. Administer preparation of accounting reports and process Accounts Payable and Accounts Receivable in a timely manner.
5. Maintain Web Sites and Domain Registrations.
6. Maintain professional office environment conducive to efficient operation of Association Business.
7. Maintain information updates to Board, Committees and Members as to local, state and national issues.
8. Maintain standard operations manual describing various procedures.

Member Services Coordinator

1. Greet members/visitors on the phone and in person as primary point of contact.
2. Support members as primary point of contact for MLS questions including updating, maintaining and distributing MLS information.
3. Prepare and distribute MLS Books Comp Books (Quarterly).
4. Process Participant, REALTOR® and Business Partner member applications, maintain current members in local, state and national databases.
5. Maintain office supplies and inventory related to sale of books, electronic keys and lock boxes.
6. Support members as secondary point of contact for calendar events, primary point of contact for membership applications and status changes.
7. Maintain professional office environment conducive to efficient operation of Association Business.

Administrative Assistant

1. Greet members/visitors on the phone and in person as secondary point of contact.
2. Post and maintain all meetings and all events on web site calendar and other appropriate web site pages.
3. Maintain files pertaining to assigned events which reflect details for current and future reference.
4. Organize assigned events to include space and food arrangements, volunteer staffing, member registration and event follow-up.
5. Anticipate funding needed and account for funds used for assigned events.
6. Maintain annual activities scrapbook, including news articles and pictures of all activities.
7. Support members as primary point of contact for calendar events.

8. Maintain professional office environment conducive to efficient operation of Association Business.

Selection of Committee/Task Force Chairs

Each year the incoming President of the Association of REALTORS® appoints members to chair the Standing Committees and several Task Forces of the Centre County Association of REALTORS®, Inc. All chairs, appointed by the President, preferably have experience as a Committee/Task Force member.

Role of Committee/Task Force Chair

The Centre County Association of REALTORS® relies on the leadership from the Committee/Task Force Chairs to coordinate and direct the planning and management of Association activities. Much of the information supplied in this handbook outlines the different roles within the Association and the activities and responsibilities associated with the position or Committee/Task Force. This section will focus on the role of a Committee/Task Force Chair specifically, discuss responsibilities shared by all chair positions, and provide some tools to support the planning and management process.

The President is an ex-officio member of all Committees/Task Forces and should be notified of all meetings. The Executive Officer is the staff liaison for each Committee/Task Force to provide Administrative support for the Committee. The Executive Officer also acts as the Committee's liaison to the Board of Directors.

The Chair of the Committee/Task Force is the primary source of information on the Committee/Task Force history, achievements and current projects. Chairs bear a great responsibility in keeping the Committee/Task Force and the meetings on track and should be treated in a courteous manner during meetings. Leadership responsibilities common to all Committee/Task Force chair positions include:

- Presiding over Committee/Task Force meetings,
- Directing Committee/Task Force planning, and
- Communication with the Association's governing body, Executive Officer, and other Committees.

All Committee/Task Force Chairs are required to attend a Leadership Training Seminar prior to chairing their committee/task force, presented each year in January. During the training program, the Committee/Task Force Chair Commitment document is reviewed and presented for each individual Chair to sign. (Sample follows.)

Committee/Task Force Chair Commitment

By accepting my appointment as Chair of the _____ Committee of the Centre County Association of REALTORS®, I agree to adhere to certain standards outlined below.

- ◆ Attend any orientation or instruction specifically designed for Chairmen or the committee.
- ◆ Prepare agenda and schedule all committee meetings with the Executive Officer.
- ◆ Call meetings only with purposeful business to be conducted.
- ◆ Participate in activities of the Association.
- ◆ Be informed of the work of the Association and keep committee members advised of relative information.
- ◆ Hold information confidential that is available solely as a result of affiliation with the committee, and to not disclose to any person unauthorized to receive such information or use confidential information to the disadvantage of the Centre County Association of REALTORS®.
- ◆ The President is the only official spokesperson for the Association. Chairpersons shall not publicly utilize any affiliation with the Centre County Association in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the position held.

Signature: _____ Date: _____

Appointment of Committee/Task Force Members

REALTORS® having a desire to serve the Association by participating as a Committee/Task Force Member should advise the Executive Officer or the current Vice-President. New Committee Members are appointed for the following year in December by the Vice-President after planning sessions with the Vice-President and Executive Officer.

The Vice-President recommends rosters for all Committees/Task Forces for final approval by the Board of Directors.

Role of the Committee/Task Force Member

Committee/Task Force members should keep these guidelines in mind during their participation with the organization:

Attendance: Because a Committee/Task Force cannot function without a Quorum, (policy calls for a simple majority - one more than half to be present), attendance is necessary for its success. If absence is unavoidable, the Chair or Executive Officer should be notified before the meeting in order to be recorded as excused. The local Association's Bylaws provide that Committee/Task Force members with three unexcused absences or three consecutive absences will be removed from the Committee/Task Force.

Staff Responsibilities: The duties of the local Association's Executive Officer is subject to direction by the President of the local Association. The Executive Officer coordinates activities with Committee/Task Force Chairs and prepares background materials necessary for meetings. The administrative staff maintains a full schedule of activities supporting all Committees/Task Forces of the local Association; therefore, it is not always possible to complete unanticipated requests. Keep last minute changes to a minimum.

Policy Updates: The more involved members become in their Committees/Task Forces, the more questions, ideas, and suggestions arise. Many suggestions will involve procedures, financing, policy changes, or investigation and study. Familiarity with the policies will help when considering potential changes.

Motions Affecting Finance and Policy: Motions affecting Finance and Policy cannot be passed by a Committee/Task Force but must be presented to the Board of Directors, and in some cases to another Committee/Task Force, for consideration and approval. The Committee/Task Force should vote a recommendation, which the Chair will submit to the appropriate body.

Advice from Legal Counsel: Legal counsel is available for questions by the Board of Directors or other members with questions that present a potential legal concern to the Association. Contact with the local Association's legal counsel should be arranged through the Executive Officer.

Distribution of Minutes: The Executive Officer types and distributes the minutes of the previous Committee/Task Force meeting to all Committee/Task Force members in advance of the next scheduled meeting.

Motions: Motions are the means by which your Committee/Task Force takes action. The following outlines the evolution of a motion:

- A Committee/Task Force member makes a motion; another member seconds the motion. Discussion and questions follow. (Minutes of a meeting should not name the member making or seconding the motion.) The Chairman then calls for a vote and the motion carries or fails. (Note: A tie means the motion fails.)
- A motion (or recommendation) involving finance or policy needs additional approval. Accordingly, it is submitted to the appropriate Committee/Task Force for consideration. The Executive Officer will assist the Chair in facilitating such a recommendation.
- Final approval comes from the Board of Directors. Even after approval by this body, some things still may be subject to final review and approval by the local Association's legal counsel and/or the voting membership.

Discretion – It's Important: Even after a Committee/Task Force has passed a motion or recommendation, it is not adopted until it is approved by other appropriate bodies of the local Association; i.e., Finance, MLS, Bylaws, and the Board of Directors, and there is the possibility that the action may not be approved. No action of a Committee/Task Force can be final until it is approved by the Board of Directors.

The Meeting Will Come to Order: The latest edition of Robert's Rules of Order govern all meetings, except where otherwise provided and when not in conflict with the Bylaws. During a meeting, all remarks are directed to the Chair, rather than to individuals. Be sure that your attendance has been recorded before you leave the meeting. Items that Committee/Task Force members wish to place on the agenda should be submitted to the Committee Chair and Executive Officer one week before the meeting. Unrelated subjects should be introduced at the time the Chairman asks for non-agenda items. Subjects that are the responsibility of other Committees/Task Forces should be referred to the appropriate Committee/Task Force. Disagreements should be made at the proper time and in the context of the appropriate discussion.

Guidelines for Visitors and Guests: Many Committee/Task Force meetings are open to visitors. Guests may not substitute for absent Committee/Task Force members or participate in other ways. Exception to these guidelines are appropriate when a guest has been invited specifically to present a proposal for the Committee/Task Force's consideration.

Committee/Task Force Member Commitment: Members of each Committee/Task Force are required to sign a Committee/Task Force Member Commitment with a copy being placed on file at the Association's office. (Sample follows.)

Committee/Task Force Member Commitment

By accepting my appointment to the _____ Committee/Task Force of the Centre County Association of REALTORS®, I agree to adhere to certain standards outlined below.

I understand it is my responsibility to:

- Remain well informed about the work of the Centre County Association of REALTORS® and its specific objectives.
- Understand the role of the Centre County Association of REALTORS®, its members, its aims, its services, and its environment.
- Be thoughtful and objective in all deliberations.
- Make decisions in the context of the Centre County Association of REALTORS® as a whole.

As a Committee Member, I hereby agree to:

- Attend the Leadership Training Seminar and all training programs related to this Committee, sponsored by the Centre County Association of REALTORS®.
- Represent the good of the profession, industry or cause versus any special interest, geographic or personal constituency.
- Attend and participate in the meetings of the Committee. I understand that absence from three (3) consecutive meetings, shall be construed as a resignation therefrom. I further understand that three (3) unexcused absences constitute removal from the Committee.
- Attend the monthly Membership Breakfast/Luncheon Meeting and any other general Membership Meeting called, whenever possible.
- Complete tasks and projects assigned and accepted.
- Demonstrate support for programs and activities of the Centre County Association of REALTORS® by attending them regularly.
- Inform the Committee Chair of the needs and concerns of members.
- Cooperate with the Committee in completing assigned projects.

As a Committee Member, I hereby agree to not:

- Authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the Centre County Association of REALTORS®, except in conformance with the Association's policy.
- Publicly utilize any Association affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the position of the Association of REALTORS®.
- Disclose any confidential information that is available solely as a result of my Committee appointment, to any person not authorized to receive such information or use to the disadvantage of the Centre County Association of REALTORS®, any confidential information, without the expressed authorization of the Board of Directors.
- Knowingly take any action or make any statement intended to influence the conduct of the Centre County Association of REALTORS®, in such a way as to confer any financial benefit on myself or any corporation or entity in which I have a significant interest or affiliation.
- Operate in any manner that is contrary to the best interest of the Centre County Association of REALTORS®.

Signature: _____ Date: _____

Planning

The Association of REALTORS® has established an annual planning process to help the organization identify and pursue longer term goals for development. Because the Association operates with an annual turnover of chair positions, Association planning and implementation is delayed by one year. For example: 2012 Committees/Task Forces are implementing plans created and passed during the 2011 calendar year and are identifying goals and planning projects for the 2013 calendar year.

All Committees/Task Forces have a role in the planning process in addition to their individual responsibilities. In 1988 the Long Range Planning Committee (Strategic Planning) was established to identify goals for the organization. Through the process illustrated and discussed below, the goals of the organization are identified and addressed through the actions of individual Committees/Task Forces.

By November of each year, the Strategic Planning Committee prepares a list identifying the perceived strengths and weakness of the organization.

Information used to compile this list comes from REALTOR® input throughout the year, questionnaire results, trends in the industry, etc.

The new leadership of the local Association is installed and begins meeting. Their activities of the coming year have been planned and supporting budgets passed the previous November.

The Strategic Planning Committee is responsible for identifying categories in which the local Association should improve. The current goals of the organization are on page 10 of this manual.

With a listing of goals, each Committee/Task Force identifies the categories in which action can be taken to help the local Association reach its goal. The Committee/Task Force then establishes a set of goals based on activities they will accomplish the next January. Committees/Task Forces submit budget proposals for existing and new projects to the Finance Committee by August 31st. The Finance Committee presents a recommended budget to the Board of Directors at the October meeting. Based on acceptance by the Board of Directors, the budget for the coming year is passed at the November Board of Directors meeting.

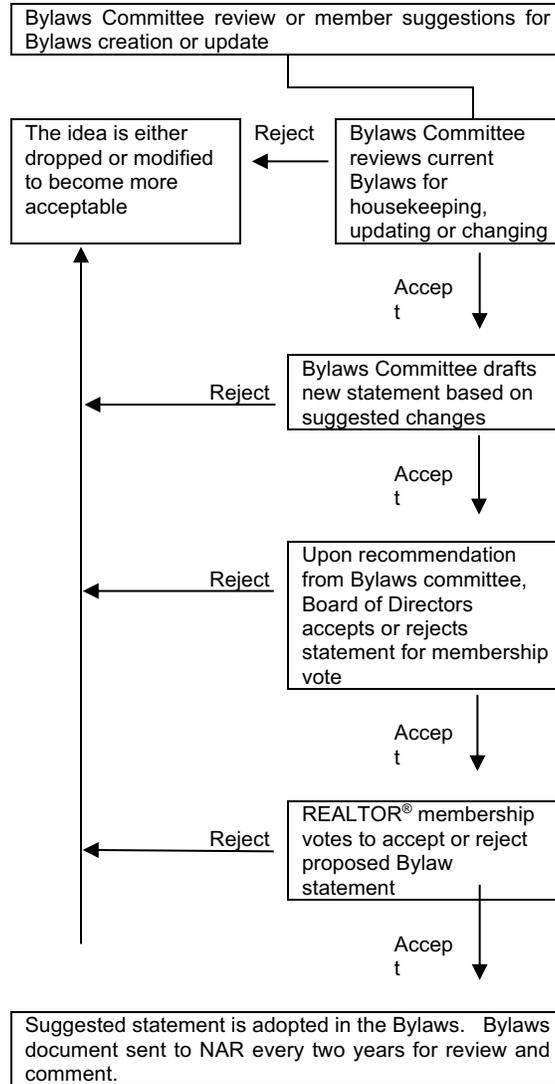
Communications

Good communications are essential to inform members of the organization about Committee/ Task Force and Association activities, state and national events, Association concerns, member suggestions, and other information valuable to members. Outlined below are effective ways to convey information with other members, Committees/Task Forces, Directors, etc.

RECIPIENT OF INFORMATION	COMMUNICATION NETWORK
General Membership	Via Executive Officer and/or Association Staff Membership Meetings Attend Meetings
Committees/Task Forces	Via Executive Officer and/or Association Staff Committee/Task Force Chair Committee/Task Force Member Attend Meetings
Board of Directors	Via Executive Officer and/or Association Staff President or other Officer Director
MLS	Via Executive Officer and/or Association Staff Director
PAR	Via Executive Officer and/or Association Staff Director
NAR	Via Executive Officer and/or Association Staff Director

Bylaws Revision Process

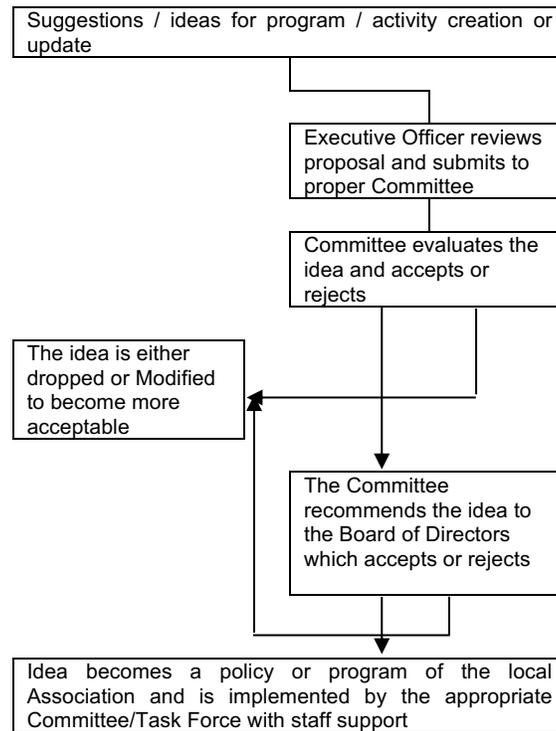
The Centre County Association of REALTORS® maintains a set of Bylaws which establish the structure, responsibilities, and some of the governing policies of the local Association. The Bylaws Committee reviews the local Bylaws to identify material that requires updating to better reflect the activities and structure of the current Association. This chart identifies the process following by the Association in updating and establishing Bylaw changes.



Program/Idea Adoption Process

Changes take place in Association and Committee/Task Force programs during the annual planning and budgeting process, or as an addendum to the current year's activities. If you identify a program or activity you believe will benefit the membership, submit your idea along with any additional information you may have concerning cost and the proposed outcome of the project to the Executive Officer or directly to the Committee you believe can most appropriately review the possibility of implementation.

This model briefly outlines the review process used to evaluate new projects and events.



Expense/Travel Allowance

Participation as a member of a Committee/Task Force or as a member on the Board of Directors may require situations requiring expenses for travel or other Association related functions. Members realizing personal expenses on behalf of the Association should complete and submit a travel and expense form, available at the Association's Office, prior to the trip or purchase. The Association will reimburse all business related expenses that have been approved by the Board of Directors. For example, members representing the Association as a Director at a PAR state conference may be reimbursed up to a state maximum. Request forms are available at the Association's Office. (Reference Board Policy 4-3)

Travel Allowance Guidelines

General Restrictions and Requirements:

- Travel Allowance Requests must be submitted in a time frame that will allow the review and approval process to be accomplished by the Board of Directors prior to trip or expenses incurred. (All requests for Travel Allowance will be placed on the agenda of the Board of Director' meeting which is immediately prior to the event for which funds are being requested.)
- Personal car mileage allowance will be based upon the acceptable rate published by the Internal Revenue Service.
- Receipts for lodging and meals must be attached to Travel reimbursement form for processing.
- Sharing of rooms and car pooling are encouraged and to be considered whenever possible.
- REALTORS® that receive approval of a Travel Allowance for Quarterly Meetings and/or the State Convention will coordinate itineraries with the Executive Officer to assure all necessary meetings are attended by an Association representative.
- All requests for Reimbursement must be submitted within 60 days of return, or the Travel Allowance will be forfeited.

Member Complaints/Concerns

Member concerns may fall into one or more of the following areas:

- Disagreements or concerns regarding the activities, actions, or stated position of the local Association or one of its Committees/Task Forces.
- Concerns involving suggested violations of the REALTOR® Code of Ethics.
- Concerns involving financial disputes between REALTORS®, REALTORS® and clients or customers, or REALTORS® and other members of the general public.

The following outlines describe actions you can take to address your particular situation:

General Disagreements: Concerns involving a Committee/Task Force or group within the local Association of REALTORS® or with actions taken by the Board of Directors should be directed to the Committee/Task Force in question, the Executive Officer or a member of the Board of Directors. The focus of the Association of REALTORS® is to enhance the real estate profession and in particular professionals who are recognized by the REALTOR® designation. Though the Board of Directors cannot always take actions which are popular with the members of the organization, every effort will be made to address concerns and take actions which the leadership of the association determines to be in the best interest of the organization as a group.

Suggested Violations of the REALTOR® Code of Ethics: An ethics complaint alleges that a REALTOR® has violated an Article(s) of the REALTOR® Code of Ethics. Ethics complaints may be filed by a REALTOR® or a member of the public. Ethics complaints must be in writing, on an official form signed by the complainant; be filed within one year of the alleged violation; and must be filed with the Pennsylvania Association of REALTORS®.

Ethics Citation Program

I. Preliminary Procedures / Review by Statewide Professional Standards Committee

- A. PAR will establish a Citation Schedule of potential violations that are covered by the Ethics Citation Program, and the fines that apply to those violations. Information about the Ethics Citation Program, including the Citation Schedule, will be provided as part of the information sent to all potential complainants who are considering filing complaints through the Statewide Professional Standards Cooperative.
- B. When a Statewide Professionals Standards Committee receives a complaint, it shall review the complaint to determine if it includes allegations that are covered by the Citation Schedule.
 - 1. If the complaint does not include allegations covered by the Citation Schedule, or it includes a mixture of those that are covered by the Citation Schedule and those that are not, the complaint shall be processed according to the usual terms of the Code of Ethics and Arbitration Manual.
 - 2. If the complaint includes only allegations covered by the Citation Schedule, the Statewide Professionals Standards Committee will proceed under subsection C., below.
- C. If the complaint includes only allegations covered by the Citation Schedule, the Statewide Professionals Standards Committee will review the information presented in the complaint and, taking all information in the complaint as true on its face, determine if there is a potential violation of the Code of Ethics. The Statewide Professionals Standards Committee will not be permitted to add respondents or additional articles of the Code at this stage in the proceedings.
 - 1. If the Statewide Professionals Standards Committee determines there is **not** a potential violation, the complaint shall be dismissed according to the usual terms of the CEAM, preserving the complainant's right to appeal the dismissal.
 - 2. If the Statewide Professionals Standards Committee determines there is a potential violation of the Code of Ethics, it shall issue a citation to the respondent pursuant to Section II, below, which shall include the fine(s) as established by the Citation Schedule.

II. Issuance of Citations

- A. The citation will be sent to the respondent, as well as to the Realtor® principal of the respondent's office.
 - 1. A summary of the complaint will be included in order to provide the respondent with sufficient information to understand the basis of the citation.
 - 2. The complaint itself will not be provided, nor will the identity of the complainant be provided.

- B. The respondent will have fifteen (15) days from receipt of the citation to provide notice as to whether the respondent will accept the citation and pay the fine, or whether the respondent requests a full hearing on the complaint.
1. If the respondent does not reply within ten (10) days of receiving the citation, a reminder shall be issued in which the respondent is reminded of the response deadline, the respondent's right to elect a hearing, and the fact that the hearing process will automatically be started if a response is not received in a timely manner.
 2. Acceptance of the citation by the respondent shall be deemed to be a final resolution of the complaint, which shall not be appealable or subject to any further review.
 3. If the respondent accepts the citation, payment must be received by PAR no later than thirty (30) days after the date of acceptance.
 - a. The case will be deemed to be closed upon receipt of payment, and notice will be provided to the complainant that the citation(s) has been issued and paid.
 - b. Failure to pay the citation amount within thirty (30) days of will result in the automatic suspension of membership until the citation has been paid.
- C. If the respondent requests a full hearing, or if the respondent fails to respond at all within the time allowed, the complaint shall be sent back to a new Statewide Professionals Standards Committee for a full review as though it were a new complaint. The complaint shall contain a notation that it is not covered by the Citation Schedule, but the Statewide Professionals Standards Committee will not be told any specifics of why it is not eligible.

III. Limitations

- A. Any individual Realtor® is limited in the number and type of citations that he/she may receive, according to the following rules:
1. No more than two (2) citations within a consecutive twelve (12) month period, starting on the date the first complaint was filed.
 2. No more than three (3) citations within a consecutive thirty-six (36) month period, starting on the date the first complaint was filed.
 3. No more than three (3) citations for the same violation at any time
 4. No additional citations are permitted where the cumulative fine for the citation, if issued, would be more than \$1750.
- B. Should an individual respondent exceed the limits in subsection A., above, any further complaints will be processed as a regular complaint without the opportunity to participate in the citation program. The Program Administrator will review the citation history of a respondent to determine eligibility, and if the respondent is not eligible to receive a citation, the complaint will be forwarded to the Statewide Professionals Standards Committee with a notation that the complaint it is not covered by the Citation Schedule, but the Statewide Professionals Standards Committee will not be told any specifics of why it is not eligible.

- C. The fact that a respondent has previously been issued a citation for any violation – whether or not it was paid – shall not be admissible in any ethics or arbitration hearing, including a hearing for a complaint where the respondent rejected a citation.
- D. Neither paid nor unpaid citations will be considered in any publication of violations should such rules be adopted by the Cooperative; only violations after a full hearing may be published.
- E. Where a Hearing Panel has found a violation of the Code of Ethics after a full hearing, it may consider past citations paid by the respondent in establishing a sanction only if the citation was for the same violation at issue in the hearing. By way of example, if a citation was issued for failure to disclose a dual or variable rate commission under Standard of Practice 3-4, that citation could not be considered if a Hearing Panel later found a violation of Article 3 on some other grounds. The Hearing Panel shall not be informed of past citations for other violations.
- F. The Program Administrator will track the number of citations issued, the number of citations paid, and the violations for which citations were issued. This information may be provided in the aggregate to the PAR Board of Directors or to Participating Locals, but will not include details about the complaints nor identify the respondents.

Ethics Citation Program v1.2; 5/1/2011

Cases Involving Transaction and the Request for Arbitration: In some cases disagreements will arise over real estate transactions and other similar issues. If the situation cannot be resolved between the parties involved, an individual can file a request for arbitration. Requests for arbitration may be filed by REALTORS[®], brokers, clients, and customers. Arbitration requests can be filed up to six months after the facts of the concern become know. Requests should be filed with the PAR Professional Standards Administrator and should be in writing, on a form provided by the PAR Professional Standards Administrator; be signed by the complainant, and indicate the amount concerned in the dispute.

Note: Arbitration is provided as a service and does not awarded damages. Each REALTOR[®] is bound to arbitrate certain disputes. Disputes involving the public require signed agreements to arbitrate and to be legally bound by the arbitration. Mediation is an alternative to arbitration and is a service offered to members of the local Association.

Disciplinary Actions

The Pennsylvania Association of REALTORS® may only assess disciplinary actions against a member if the individual is found in violation of the NAR Code of Ethics. Such actions may not be taken until due process involving review by the Statewide Professional Standards Committee has been accomplished.

Disciplinary actions, when justified may involve:

- Sending a letter of warning or reprimand to the member.
- Directing the member to attend an ethics class or other training appropriate to the violation.
- Fining the member up to \$1,000.00.
- Placing the member on probation.
- Suspending the membership of the REALTOR®.
- Expelling the member from Board membership.

Complaint Flowchart

