

OJAI VALLEY BOARD OF REALTORS® BOARD POLICIES

REVISED: 2024

Section 1 – General Board Policies

- (a) Any formal complaints must be made to the Board, in writing, before any action can be taken by Grievance Committee and Professional Standards Hearings. No anonymous complaints accepted. See Section 5 C 3 for complaint policy (01/17)
- (b) Ombudsman Program established to assist with any complaints. (07/12)
- (c) Board rosters shall not be given to anyone except OVBR members or Affiliate Members, without Board of Directors approval.
- (d) All Board business shall be available to the membership, except confidential material noted as such: All Cases involving Grievance and Pro Standards Hearings.
- (e) Any requests for Membership information shall be sent via fax or email the same day they are received by the Board office.
- (f) The only spokesperson for the Board is to be the Board President.
- (g) New RE Laws shall be noted at each Membership Meeting.
- (h) Elections: Positions will be filled from the President down until an individual office has reached its quota. (07/90). July is election month
- (i) Bulletins: Each member will have a monthly calendar of events available to them.
- (j) Conference Room Rental after Office hours; \$100.00
Cost of room will include utilities and rental up to 3 hours, with E.O. approval

Section 2 – New Member Policies

- (a) The Board shall require that all new Board members attend a Board Orientation.
 - 1. The Board Orientation shall be given as needed for members.
 - 2. Each new Board member is to receive a Board orientation when the first available orientation is offered. If the new member is not able to attend the first available orientation, that member must submit an extension request to the Board office. If that member does not attend the second orientation, that member will lose his/her MLS & Board privileges until an orientation is taken and a reinstatement fee is paid. Fees, Fines, Citations
 - 3. MLS members from other Associations shall not be required to attend an orientation if they have received an MLS Orientation at that Association.
 - 4. Checks, cash, and credit cards are the OVBR methods of payment for member dues and fees. (12/16)

Section 3 – Board of Directors

- (a) The Board of Directors shall have a regular meeting on the third Wednesday of each month. Confidentiality is required of Board of Directors in all meetings.
- (b) The Board President and E.O. shall attend all three (3) CAR Director Meetings from Tuesday through Thursday. Travel is compensated:

Members attending the Director's meetings shall be compensated as follows:

- (i) Mileage, parking, taxis, will be reimbursed by Board check, if driving.
- (ii) Air fare will be provided by the Board cc, if flying.
- (iii) The Board will book and pay hotel bills with Board cc.
- (iv) Director or E.O. will pay difference in the hotel costs for their guest.
- (v) Directors or E.O. will be provided daily per diem by Board check
- (vi) See Fees, Fines, Citations for costs and compensation

Section 4 – Office Policies and Harassment Policies

- The Board office hours shall be 9:00 a.m. through 5:00 p.m., Monday - Friday.
- (a) The people possessing keys to the Board office shall be office personnel. If a person needs access to the Board office when the office is closed, that person must contact Board personnel (may be "on call" person) first. Office personnel must stay with the person while he/she is accessing the Board office.
 - (b) All staff and members have access to the Personnel Committee, and may report any inappropriate conduct or business related issues with confidentiality, and without reprisal for their report. Personnel Committee will handle the issues professionally. Reports will go to Board of Directors.
 - (c) The Ojai Valley Board of REALTORS expressly prohibits any form of retaliation, including harassment, abuse, threats, intimidation, adverse employment actions, or any other form of retaliation against directors, officers or employees, who in good faith, raise suspected violations of law, cooperate in inquiries or investigations, or identify potential violations of OVBR policies. Anyone who engages in retaliation will be subject to discipline, up to and including removal or termination of Board service. 02/18
 - (d) NAR Employer/Employee Police Guidelines have been adopted.

Section 5 – Office Personnel and Paid Professional Services

- (a) The Board shall have access to a R.E. attorney. Staff will not offer legal advice.
- (b) The Board shall have a regularly-retained accountant or bookkeeper
- (c) The Board may have cleaning services for the Board office
- (e) The office staff may consist of an Executive Officer/Secretary and an Assistant.
 - 1. The office staff shall be responsible for all general office procedures, under the jurisdiction of the Board of REALTORS
 - 2. Office staff will promote all agents equally to the public
 - 3. Public or REALTOR complaints are to be handled as follows: (08/12)
No Anonymous Complaints or Arbitrations processed by OVBR (01/17)

First: Any MLS violations will be handled within "Fees, Fines, & Citations".

Second: Complainant will be asked if broker has been notified of issue.

Third: Ombudsman Program will be offered, as resource, to resolve issue.

Fourth & Fifth: The Grievance Committee and Professional Standards Program will be presented, as an option, to assist with any issue the public or a REALTOR may have.

Section 6 – Committees

- (a) Marketing/Installation-Promotes LOCAL REALTORS, plans Membership Mtgs, CE Classes, Social Events, REALTOR Fairs, and Annual Installation Luncheon
- (b) Budget/Finance-Annual review of MLS & Board Budgets based on previous Yr
- (c) Ethics/Grievance- Reviews Complaints and determines next step for issues.

- (d) Legislative/Local Gov't-information regarding RE related issues
- (e) Nominations-Leadership direction for next year
- (f) Professional Standards- Hearing Panel for Public and/or REALTOR issues
- (g) HR/Personnel Committee-Review employees yrly & hears employees' complaints
- (h) Young Professional Networking Committee

Section 7 – Dues and Fees

- (a) Board dues are set at the beginning of the year and no exceptions are to be made. OVBR Payment schedule may be used by agents.
- (b) A \$25 fee shall be charged on all returned checks.
- (c) The Board shall require all secondary Board members to pay the same dues and fees that are required of primary Board members.
- (d) Board and/or MLS privileges will be revoked if dues are not paid within agreed payment schedule time –agents and brokers will be notified of impending issue.
- (e) Invoices have 30 days to be paid, late fees after 35 days. See “Fees and Fines”

Section 8 – Education

- (a) RE License renewal programs are available for purchase from the CAR website. See Fees, Fines, Citations Schedule for cost

Section 9-OVBR Financial Practices

- (a) Check Signing Authority: Two signatures are required on every check written that exceed \$300.
Executive Officer, President Elect, and President are authorized check signers.
- (b) All Association Tax Documents must be filed yearly, and kept forever in a secure file in the Association Office. Bookkeeper is responsible party for all accounting and reports will be available with Treasurer at monthly Board of Directors Mtgs.
Change of any Vendors must be Board approved.
- (c) Fees, Fines, and Citations reflect the amount of current member costs and dues, with required timing noted. OVBR has adopted CAR Board Rules and policies.
- (f) OVBR has adopted NAR Financial Policies

Section 10- Conflicts of Interest

- (a) Agent will excuse himself from any voting, if issue pertains to him, in any fashion.
- (b) Agent cannot work on a Grievance/Pro Standards/Ombudsman issue if involved agent is from same agent's Office, or if agent has any perceived involvement.
- (c) The Association Executive/Executive Officer, and all OVBR Staff shall have no active license in any real estate related field, including, but not limited to, real estate salesperson, real estate broker, mortgage broker, or appraiser.
Doing so will be terms for removal. The OVBR Board shall have the authority to determine what constitutes an active license in a real estate related field.