

Governance

The North Shore – Barrington Association of REALTORS (NSBAR) is a not-for-profit 501(c)(6) corporation. The corporation owns the North Shore – Barrington Multiple Listing Corporation which is a for-profit corporation ~~and the North Shore—Barrington Product Development Corporation which is an LLC. (12-18-12)~~ NSBAR has full control of the business of the other two corporations by approval of governing documents, monetary policies, and those elected to hold office. The combined entities are referred to throughout these policies as “The North Shore – Barrington Association of Realtors® or NSBAR.

The CEO is hired by the NSBAR’s Board of Directors and is answerable to that Board (corporately) alone. This statement means that it is the entire Board of Directors, not any one or any group of the directors individually, that hires and directs the activities of the CEO. The Finance Committee reviews, sets salary and bonuses for the CEO.

The staff is hired by the CEO and each is answerable to the CEO alone. This statement means that it is the CEO that hires and directs the activities of the staff, not the Board nor the members

CEO: The CEO is under contract. Only the Board of Directors with a majority vote can fire the CEO.

General Policies

Diversity: The North Shore - Barrington Association of REALTORS® actively promotes and supports an industry and work environment which promotes social justice, mutual respect, understanding, civility and non-violence. NSBAR is committed to providing equal professional service without regard to the race, color, religion, sex, handicap, familial status, national origin or sexual orientation of any existing or prospective member.

Further, NSBAR will actively promote a culturally diverse real estate environment in the area, by:

- Promoting fair housing "best practices" and training among member offices.
- Promoting fair housing and diversity to the public through building appropriate coalitions and other activities. Promoting NAR's Cultural Diversity and Fair Housing programs and strategies to the membership.
- Increasing the relevance of NSBAR and its members in minority communities.
- Working with NAR and IAR in addressing the business and political issues faced by minority members
- Encouraging the increase of diversity in the real estate workplace.
- Expanding diversity in Association leadership.
- Providing diversity training and promoting diversity planning among member offices.
- By working with NAR and IAR, in developing and advocating fair housing policy.

Fair Housing: To promote fair housing awareness, the NSBAR will sponsor an annual out-reach meeting at the Northbrook office for other community leaders interested in fair housing.

- Adopt IAR policy as it relates to fair housing.
- As an Association, NSBAR reaffirms commitment to the goal of decent housing and a suitable living environment for every family.
- NSBAR reaffirms its belief that the pursuit of suitable housing for every family-
- We reaffirm our commitment to affordable housing for the State of Illinois.
- We support and pledge our assistance in the development of future initiatives consistent with the need for suitable housing and our free enterprise system.
- We believe that programs to increase the affordability and availability of suitable housing for all Americans are important to the continued growth and vitality of Illinois, and we believe that the funding of such programs is a responsibility which should be borne by all taxpayers.
- We believe equal opportunity exists only where there is complete freedom of individual choice in housing and we oppose any attempt to interfere with this freedom of choice.

Soliciting of agents to another company: No advertising or any form of solicitation for agents is allowed in any form of communication to the membership. Email addresses are also not allowed to be given out.

Antitrust: It is policy of the North Shore - Barrington Association of REALTORS®, IAR and NAR that the broker's compensation for services rendered in respect to any listing is solely a matter of negotiation between the broker and his or her client, and is not fixed, controlled, recommended, or maintained by any persons not a party to the listing agreement; and

- The compensation paid by a listing broker to a cooperating broker in respect to any listing is established by the listing broker and is not fixed, controlled, recommended or maintained by any persons other than the listing broker.
- Further, the NSBAR affirms that all association meetings are to observe that members are in the real estate brokerage business and many are located in the same market areas. As a result, antitrust laws require that there be no discussion at any meeting concerning certain competitive business practices such as the amount of fees, commissions, splits or salesperson compensation. The meeting chair or the ranking staff member present is authorized to stop any meeting or discussion if the conversation moves into areas of antitrust concern.

Social Media: Staff is not allowed to write a recommendation for members for any forms of social media. It could be construed as favoring one member over another.

Whistle blowing Policy: The NSBAR is committed to high standards of ethical, moral and legal business conduct. In line with this commitment, and NSBAR standard of open communication, this policy provides an avenue for employees to raise concerns and offers reassurance that employees will be protected from reprisals or victimization for expressing their concerns and criticism.

Such concerns may include (but are not limited to):

- incorrect financial reporting;
- unlawful activity;
- Activities that are not in line with NSBAR policy, including the Code of Business Conduct; or activities which otherwise amount to serious improper conducts.

Safeguards

1. *Harassment or Victimization* - Harassment or victimization for reporting concerns under this policy will not be tolerated.
2. *Confidentiality* - Every effort will be made to treat the complainant's identity with appropriate regard for confidentiality.
3. *Anonymous Allegations* - This policy encourages employees to put their names to allegations because appropriate follow-up questions and investigation may not be possible unless the source of the information is identified. Concerns expressed anonymously will be explored appropriately, but consideration will be given to:
 - The seriousness of the issue raised;
 - The credibility of the concern; and
 - The likelihood of confirming the allegation from credible sources.
4. *Bad Faith Allegations* - Allegations in bad faith may result in disciplinary action against appropriate parties.

Procedure: Process for Raising a Concern

1. *Reporting* - The whistle blowing procedure is intended to be used for serious and sensitive issues. Such concerns, including those relating to financial reporting, unethical or illegal conduct may be reported directly to: Fred Feinstein, McDermott, Will and Emery. 227 W Monroe Street – 3100, Chicago, IL 60606, 312-384-7665, Employment-related concerns should continue to be reported through normal channels such as Director of Administration, or brought directly to the President and CEO.
2. *Timing* - The earlier a concern is expressed, the easier it will be to take action.
3. *Evidence* - Although the employee is not expected to prove the truth of an allegation, the employee should be able to demonstrate to the person contacted that the report is being made in good faith.

Procedure: How the Report of Concern will be handled

The action taken by NSBAR in response to a report of concern under this policy will depend on the nature of the concern. The Audit Committee of the NSBAR Board of Directors shall receive information on each report of concern and follow-up information on actions taken.

1. *Initial Inquiries* - Initial inquiries will be made to determine whether an investigation is appropriate, and the form that it should take. Some concerns may be resolved without the need for investigation.

2. *Further Information* -The amount of contact between the complainant and the person or persons investigating the concern will depend on the nature of the issue and the clarity of information provided. Additional information may be sought from or provided to the person reporting the concern.

Leadership Policies

General Leadership Policies

Conflict of interest and Ownership Disclosure Policy

Ownership Interest: An ownership interest is defined as the cumulative holdings of the member, the member's spouse, children, siblings and any trust, corporation or partnership in which any of the foregoing individuals is an officer or director, or owns, in the aggregate, any (a) beneficial interest (if a trust), (b) stock (if a corporation) or (c) partnership interests (if a partnership).

Financial Interest: A financial interest is defined as any interest involving money, investments, credit or contractual rights.

1. When NSBAR has an ownership interest in an entity and a member has an ownership interest in that same entity, such member must disclose the existence of his or her ownership interest prior to speaking to a decision making body on any matter involving that entity.
2. If a member has personal knowledge that NSBAR is considering doing business with an entity in which a member has any financial interest, or with an entity in which the member serves in a decision-making capacity, then such member must disclose the existence of his or her financial interest or decision -making role prior to speaking to a decision making body about the entity.
3. If a member has a financial interest in, or serves in a decision-making capacity for, any entity that the member knows is offering competing products and services as those offered by NSBAR, then such member must disclose the existence of his or her financial interest or decision-making role prior to speaking to a decision-making body about an issue involving those competing products and services.

After making the necessary disclosure, a member may participate in the discussion and vote on the matter unless that member has a conflict of interest as defined below.

Conflict of Interest: A member of any of NSBAR's decision-making bodies will be considered to have a conflict of interest whenever that member:

1. Is a principal, partner or corporate officer of a business providing products or services to NSBAR or a business being considered as a provider of products or services ("Business");
or
2. Holds a seat on the board of directors of the business unless the person's only relationship to the business is service on such board of directors as NSBAR's representative; or
3. Holds an ownership interest of any percentage of the business.

Members with a conflict of interest must immediately disclose their interest at the outset of any

discussions by a decision making body pertaining to the business or any of its products or services. Such members may not participate in the discussion relating to that business other than to respond to questions asked of them by other members of the body. Furthermore, no member with a conflict of interest may vote on any matter in which the member has a conflict of interest, including votes to block or alter the actions of the body in order to benefit the business in which they have an interest.

Board of Directors

In accordance with its bylaws, the NSBAR shall be governed by an elected Board of Directors. The following are policies relating to the Board of Directors, its powers and duties, and its operations.

Election: CEO to destroy the results of election of officers and directors after reporting the results of the election to the Board of Directors

Appearance before board of directors: Anyone, other than North Shore - Barrington Association of Realtors® Directors, wishing to appear before the Board of Directors, must have the approval of the Chairman of the Board.

Authorized spokesperson: The Chairman of the Board, Chairman of the Board-elect and the CEO shall be the only authorized spokespersons for the North Shore - Barrington Association of Realtors®. No other individuals shall speak for North Shore - Barrington Association of Realtors® on matters affecting the North Shore - Barrington Association of Realtors® or its membership as a whole without prior approval of the Chairman of the Board. From time to time the press will wish to speak to someone in a particular area regarding the market. In that case the CEO will give names to the press of those who have gone through the IAR Spokesperson training session.

CEO: The CEO is under contract. Only the Board of Directors with a majority vote can fire the CEO.

Contracts: The CEO is allowed to sign a Contract up to \$10,000; contracts from \$10,001 up to \$20,000 the CEO signs with the permission of the Chairman of the Board or the Secretary/Treasurer; any contract from \$20,001 up to and exceeding over \$100,000 goes to the full Board of Directors for their review and approval

Directors: Directors and Officers are expected to attend all NSBAR functions.

How to select the NAR Director: Board of Directors makes the selection on any NAR Directors from NSBAR. The name of NSBAR's NAR Director is submitted to IAR. If IAR does not select the name submitted by NSBAR, then NSBAR will withdraw the name and submit it directly to NAR.

IAR Directors and Delegates: IAR entitlement directors include the Chairman of the Board, and additionally the NSBAR Board of Directors selects the remainder of the seats to be filled. The number of seats is determined by IAR based on the number of members NSBAR has at a certain date.

- Delegate for annual IAR and NAR meetings is the Chairman of the Board and the alternate is

the Chair Elect.

- Under no circumstances does the Association endorse a candidate for IAR office. Only a two-thirds vote of the Board of Directors can rescind this policy.

Committees

The work of NSBAR is carried out through the volunteer committee and NSBAR staff. The following are policies relating to the NSBAR Committee Structure.

Committees: Email is the only form of notification for meetings. Prerequisite to serve on the committee is an email address that is checked on a regular basis.

Meetings: All North Shore - Barrington Association of Realtors® meetings shall be open to all members with the exception of Elections, Realtor of the Year, Legal Action, Finance and Board of Directors Executive meetings, which may be attended only upon receiving prior approval of the Chairman of the Board. All meetings of the association must be held at locations that are handicap accessible.

Membership and Member Programs

Membership Policy

REALTOR® Members

Dues: Annual dues are non-refundable. No refund of dues paid to the North Shore - Barrington Association of Realtors® shall be given for any reason except Dues waiver for recalled REALTOR® reserve and National Guard Members or the REALTOR spouses of those recalled to duty or voluntarily serves in foreign countries. Copy of orders must be submitted: Dues for local, state and national are waived under these guidelines: **Underlined approved by the Directors 12-6-12**

Reserves (i.e. Selected, Individual and Retired Reservists) or National Guardsmen **involuntarily** recalled (ordered) to active duty for more than 30 days. Submit a copy of the recall orders

- Waiver does **not** apply to:
 - Active duty military who also hold REALTOR® membership
 - Reservists or Guardsmen performing their normal annual two weeks or active duty for training.

Membership: New members can be approved via fax or email to the Membership committee

- There is to be no membership interview after completion of an orientation program.
- The staff person who does the membership records each month will send to those long-standing members who have retired during that month a letter from the Board of Directors in recognition of their faithful service and long years devoted to membership in NSBAR.

- An applicant is to be entered into the computer as soon as the application with fees has been received. The new member is to be listed as REALTOR® status pending.
- A prospective member, whether or not a current licensee, may attend any class.
- As a condition of membership, an affiliate must execute an affidavit in which the affiliate states that they are not engaged in the real estate brokerage and their status of membership has remained the same since their initial application for affiliate membership to the NSBAR.
- Once an office no longer has a Designated REALTOR®, that office will be notified that they have 48 hours to give written notice of a new Designated REALTOR®, or all services for everyone associated with that office will cease.
- Reinstatement fees: A member has 30 days from date of membership termination to transfer membership to another NSBAR member office for a fee of \$50. The fee to reinstate membership after 30 days, but within the following three years after date of termination, is \$100. Prorated dues for the current year are also due at the time of reinstatement. Fees are current as of today and subject to change. If beyond three years, the agent must pay the initial fee again (currently \$250) and prorated dues (prorated monthly)
- If an office has been sold, the new owner either assumes the full debt owed to the Association or joins as a new office.
- If an office merges with another office, closes, or otherwise ceases to do business in the real estate field, and the REALTORS® transfer to another office outside of the corporation, the only fee due shall be a fee of \$100 which will be charged to the new office's managing broker. Agents transferring *en mass* to one office will have a total transfer fee of \$100. Agents individually transferring to different offices will be charged \$50 per person.
- In lieu of terminating services to those firms that have not indicated a Designated REALTOR® in writing, the NSBAR shall instead notify those firms of the Designated REALTOR® of record, request notice if the person designated is not correct or if the designee changes in the future, and reconfirm that the Designated REALTOR® of record has the responsibilities in the Bylaws.
- Applications for Designated REALTOR® must include the executed DR agreement or the application will not be processed.

25 and 40 Year recognition: 25 year pins and recognition to anyone who can PROVE they were in a REALTOR association for 25 uninterrupted years. If they move from board to board without interruption they can get the 25 year pin but they do have to provide proof and proof is NOT how long they have had their license.

For the 40 year people they will have to do the same. If they could obtain their original application from their original association and forward to us that would be optimal. NAR will NOT give REALTOR Emeritus status unless NSBAR provides PROOF the 40 years uninterrupted.

Notification of new agents: All Designated REALTORS® shall notify the Board of any additions to their licensed sales staff within 7 days of such changes. All changes must be in writing and signed by the Designated REALTOR.

Orientation: All new members must attend a New Member Orientation or Managing Broker Orientation. The member must attend one orientation within the first 90 days (180 days for Managing Broker Orientation after applying for membership. Should the member not meet this requirement they will be denied services of the NSBAR. Those applicants that have held previous membership in the board or any other REALTOR® association are exempt from attending orientation if they have held membership within three years from the date of application.

Member's meeting: In keeping with the NSBAR intent to establish productive community relations, complimentary dinners are offered at Membership Meetings for members of the Press. All meetings must be located in facilities that are handicap accessible.

Life Membership Criteria: In exceptional cases, NSBAR will appoint Honorary Life Members. Anyone may nominate a person for Honorary Life Member status. Staff shall notice those nominated to the Board of Directors. The Board may consider conferring Life Member status at any time. Life membership means the person no longer pays dues to NSBAR and NSBAR pays the state and national portion of the dues. If the recipient wants to keep access to MLS they must pay their own fees.

- a. Life Member status shall be conferred after a majority vote by a majority of the Board of Directors.
- b. The Board shall consider the following factors:
 1. If a member, must have held membership for at least 10 years in the NSBAR.
 2. If a member is:
 - a) Past officer
 - b) Past director
 - c) IAR officer, director, or committee chair
 - d) NAR officer, director, or committee chair
 - e) 25 years as a REALTOR®
 - f) Served on numerous committees or task forces for at least 10 years
- c. Those who have been a REALTOR® for 40 consecutive years will be eligible for NAR's REALTOR® Emeritus. Those who have correct records will have the CEO submit their application to NAR early each year.

Affiliate Membership and Personal Assistants

Affiliate membership: Once one employee of a company that is eligible for Affiliate membership joins, additional employees may join at \$50 per year. Affiliate membership has no initial fee assessed.

Waivers: Licensed personal assistants are not qualified for a waiver. There is no waiver of dues. There is no waiver of MLS fees except in extreme health issues

Programs

Barrington High School Scholarship: Annually NSBAR will give a \$500 Scholarship to a senior from Barrington High School. The School will select the winner and a member located in Barrington will make the presentation at the High School function.

Building: The classroom may be rented out to members at the following rates:

- Computer training \$400 half-day; \$700 all day (Coffee is an additional \$15/25.)
- General sales meeting \$250 half-day; \$400 all day (Coffee is an additional \$15/25.)

Maximum occupancy is 65. A signed agreement is required. The classroom can be rented to non-members at the discretion of the CEO.

Conference Room Rent Policy: NSBAR reserves the right to decline a REALTOR®'s request to use the conference room if feels that use will not be in the best interest of the organization and its members. All REALTORS® requesting to use the conference room must complete, agree and sign the Meeting Room Policy and Agreement.

Chambers of Commerce: NSBAR shall be a member of each Chamber of Commerce wherein NSBAR has a business location.

Current Member Examination of Records: It is the policy of the organization to allow members access to organization records in accordance with federal and state laws. Members have the right to examine the following records on the date of request for requests made in person:

- Form 990 for the most current three years
- Other documents required by state law
- Current Audit

A member's request must be made in writing or by telephone (optional) and will be honored within 30 ~~3~~ business days. Members will not be allowed to make copies of organization records. There will be no access to personnel files.

Realtor of the Year: REALTOR® and Associate of the Year award presentations will be given at the annual Awards function of NSBAR. Policies relating to this award are as follows:

1. REALTOR® of the Year Expense Reimbursement - The individual chosen as the NSBAR REALTOR® of the Year will be reimbursed by North Shore - Barrington Association of REALTORS® to attend the Illinois Association of REALTORS® ROTY Banquet. NSBAR will purchase a table to the function and make a donation of \$1,000.
2. **REALTOR® of the Year Criteria** - The REALTOR® Awards & Recognition Committee will provide nominations for this award.
3. Committee members and method of selection should be held in strictest confidence.
4. Committee members should be familiar with the accomplishments of those persons whom they wish to place in nomination and should include all the criteria listed below as necessary in their selection process.
5. Participation in local Association activities including:
 - Civic Activities: Contribution to governmental, cultural, social, and religious activities.
 - Participation in activities of the State Association.
 - Participation in activities of the National Association.
 - Other significant achievements.
6. The Committee must give special emphasis to local Association activities and local civic

involvement. While NAR and IAR are important, it should be considered that not all REALTORS® have the opportunity to serve the same levels.

7. If, in the opinion of the committee, no REALTOR® has made a significant contribution as set forth in this policy, then the committee shall recommend that the award not be given that year.

Public Policy and Political Programs

Public policy:

See adopted NSBAR Statement of Public Policy, NSBAR's Statement of Public Policy shall be drafted, and from time to time amended, by NSBAR's Government and Political Issues Committee (GPIC) and adopted by the NSBAR Board of Directors. The NSBAR Board of Directors may send the Statement of Public Policy back to the GPIC for further review and recommendations, or the Board of Directors may amend and adopt the Statement of Public Policy without limitation.

Political support: The North Shore – Barrington Association of REALTORS Inc., (NSBAR) Government and Political Issues Committee (GPIC) is empowered to make recommendations for political support by way of the REALTORS Political Action Committee (RPAC); recommendations are forwarded to the Illinois Association of REALTORS (IAR) RPAC Board of Trustees who will affirm, deny, or amend the recommendation.

The principal reason behind supporting a candidate for public office is support of private property rights and creating a healthy, economically viable real estate environment. However, issues such as the candidate's viability, thoughtfulness, ethics, grasp of government and public policy, and relationship with the REALTOR® community may also be considered.

The primary political offices (within NSBAR's jurisdiction) NSBAR's GPIC is entrusted to consider are: U.S. House of Representatives; the Illinois General Assembly; the chief executive and legislative body of municipal and county boards; county officers that impact real estate (e.g. Assessor, Recorder of Deeds, Board of Review). If desired, the GPIC may also make recommendations for statewide offices (e.g. U.S. Senate, Governor). From time to time, the GPIC may make recommendations for political support for candidates outside those aforementioned offices (e.g. Clerk, State's Attorney, Township Assessor, School Board, etc.) if there is a compelling reason which political support is deemed warranted in order to further good, honest government, if the outcome of particular race may uniquely impact REALTOR policies, or if the candidate is a REALTOR.

- The NSBAR recognizes that, to have the most positive impact RPAC support is needed as early as practicable. Thus, after the filing period closes for an office, the GPIC will promptly begin its support process with input from IAR and in some cases the National Association of REALTORS®). Those procedures are as follows:
 - a. The GPIC will determine if support for a specific office or candidate ~~position~~ should be considered.
 - b. For open seats or non-incumbents the GAD will provide the relevant questionnaires

and/or arrange interview with candidates based on guidelines set by the GPIC. All candidates shall be treated equally and fairly.

c. The GPIC may determine if a questionnaire and/or interview is necessary for incumbents, especially if the incumbent's record speaks for itself.

d. The GAD will provide background the GPIC with background information on the race, the candidate, and sample interview questions.

e. Any NSBAR Board of Directors may observe and/or participate in the interview and deliberation process.

f. Upon review of the candidates, the GPIC may make recommendations for RPAC support each. A candidate may be supported endorsed without funding.

g. Each member of the GPIC, including the Chair, is entitled to cast one vote for each motion. The GPIC Chair and/or NSBAR Chair may exclude any member from the interview and deliberative process if it reasonably believes the member has joined the GPIC for the specific purpose of unduly influencing the outcome of the recommendation process. Factors for making that determination may include historical participation on the GPIC, written or verbal comments made by the member, and/or knowledge of political involvement with a specific candidate

h. No member of the GPIC, PAC or BOD may participate in vote for support unless he or /she was present for all interviews and/or discussions for that specific office.

i. All NSBAR members wishing to share pertinent information with the GPIC PAC regarding any candidate may do so, and such information may be considered by the GPIC PAC during its deliberations.

- The GPIC PAC recommendations shall remain confidential until a decision is made by the IAR or NAR RPAC Trustees.
 - a. Upon official approval of RPAC support by the appropriate RPAC Board of Trustees, Board, NSBAR may promote the candidate's support in the following manners:
 - b. Inviting RPAC-supported candidates to appropriate Association events
 - c. Publicizing support publications the website, email, facsimile, social media, news releases, and the like

RPAC: NSBAR's official recommended RPAC contributions is \$45 per member added. The contribution shall be included on the dues statements in a manner aligned with the law. The recommended amount shall be determined by the Board of Directors and may be modified from year to year.

Communications:

The GAD shall communicate the NSBAR public policy and political initiatives to the full membership in a proactive, honest, thoughtful, transparent, and inclusive manner. While public

policies are adopted by the GPIC and Board of Directors, all members shall be afforded reasonable opportunity to voice their views and suggestions, and such views and suggestions shall be thoughtfully considered.

Lock boxes

LOCK BOX ACCESS CARD:

When a Lockbox access card is assigned to a Subscriber, that access card is for the Subscriber's own use. The Subscriber is not permitted to allow any other person to use his/her assigned access card, nor shall a Subscriber use another Subscriber's access card. In addition, the personal identification number that is required to operate the access card is not to be disclosed to any other person and is not to be written on the access card or written on any paper or document that is stored with or near the access card.

Unauthorized use of Lockbox access card (allowing code to be used by a non subscriber or the public) (First offense is \$2,500) and double the fine each time it is issued to that agent. Maximum fine of \$5,000 and the maximum amount of time for a suspension can be no more than one year.

Unauthorized use of Lockbox access card (allowing code to be used by licensee or anyone else who is not a -subscriber) (First offense is \$2,500 and/or 30 days suspension from NSBAR and MRED) and double the fine each time it is issued to that agent. Maximum fine of \$5,000 and the maximum amount of time for a suspension can be no more than one year.

Unauthorized use of Lockbox access card (allowing access card to be used by non- licensee) (First offense is \$2,500 and/or 30 days suspension from NSBAR and MRED) and double the fine each time it is issued to that agent. Maximum fine of \$5,000 and the maximum amount of time for a suspension can be no more than one year.

If a member gives a one day code to a buyer so they can view the property without an agent and without permission from the listing office then the CEO is directed to add a \$2,500 fine to their bill and send an email announcing the charge and giving them the right to appeal the fine but to also state if they appeal the fine then the matter will go to the Professional Standards procedures for an ethics hearing however the find could then go to \$5,000. Once a member asks for an appeal to the fine the CEO must send the entire file to the Grievance Committee who must investigate.

LOCK BOXES: Electronic lock boxes and electronic access card are available to anyone who holds an Illinois real estate license and is a REALTOR® member of the NSBAR, subject to their execution of a lease agreement. Nothing shall prevent the property owner's right to refuse to have a lock box on his property.

A lockbox being marketed by the North Shore -Barrington Association of REALTORS® is an electronic container affixed to a property containing a device to gain access to the property.

REALTORS® are authorized under certain conditions to open these lock boxes under terms specified by the listing broker.

Cooperating brokers and sales licensees must contact the listing broker to disclose their agency status and to arrange appointments to show listed property even if the property has a lock box affixed to it, unless the listing broker has given specific permission (through information published in the MLS or otherwise) to show the property without first contacting the listing broker.

Access card & LOCK BOX SECURITY REQUIREMENTS: Eligibility for coverage under NAR's blanket errors and omissions insurance program is contingent on compliance with the following security measures whether the system is operated by the NSBAR or by Electronic Corporation.

Any access card, programmer or other device (hereinafter referred to as "access card ") by which a lock box can be opened shall be non-duplicative. By "non-duplicative" it is not meant that the - access card is necessarily covered by a current patent but that it cannot be readily copied in the manner that other types of access card s ordinarily are.

Access card s must be obtained from the original manufacturer, from a recognized vendor of lock box systems or from any other legitimate source. Prior to utilizing previously used - access card s, lids, or boxes, information shall be obtained from the original manufacturer to determine whether the - access card 's pattern, codes or configuration is already in use by any other MRED Shareholder Board, Multiple Listing Service or other user in the vicinity. Surrounding Boards and Multiple Listing Services shall also be contacted to determine whether the - access card's pattern, codes or configuration is currently in use.

The Electronic Lock Box system is a service of the NSBAR.

Every REALTOR® shall be eligible to hold an electronic - access card subject to their execution of a lease agreement with NSBAR.

No one shall be required to lease or purchase an electronic - access card except on a voluntary basis.

The NSBAR shall maintain current records as to all - access card s issued and in inventory through the Electronic computer system. There shall be an audit, at least annually, of all - access card s, whether issued or in inventory. This requirement may be satisfied by a physical inventory or, alternatively, by receipt of a statement signed by the - access card holder and the designated REALTOR®, broker of record or, in the case of an affiliate member, by a principal, partner or corporate officer of the - access card holder's firm, attesting that the - access card is currently in possession of the - access card holder.

NSBAR does not require a deposit from each - access card holder.

The fine for a lost, stolen, or unaccounted for - access card shall be up to \$2500 for the first time. If, at the time of inventory a - access card is unaccounted for, or if a - access card holder refuses or is unable to demonstrate that the - access card is within the - access card holder's physical control, the - access card will be considered unaccounted for and the holder issued a fine of up to \$2500 for the first time. The fine is \$5,000 if the pin code is found with (attached to or in the same holder as) the

Electronic Display access card.

Lock boxes may not be placed on a property without written authority from the seller. This authority may be established in the listing contract or in a separate document created specifically for the purpose.

The NSBAR shall charge access card holders and their co-signatories with the joint obligation of immediately reporting lost, stolen or otherwise unaccountable for - access cards to the Shareholder Board. Upon receipt of notice the NSBAR shall take any steps deemed necessary to re-secure the system.

The NSBAR shall adopt written, reasonable and appropriate rules and procedures for administration of lock box systems which may include appropriate fines, not to exceed \$5,000. Any issuing fees, recurring fees, or other administrative costs shall be established at the decision of the NSBAR and set forth in the rules and procedures. All access card holders shall agree, as a condition of the access card lease agreement, to be bound by the rules and procedures governing the operation of the lock box system. The North Shore - Barrington members are to lease the Electronic Display access card, and purchase the Electronic Lockboxes.

NSBAR will NOT sell electronic lock box programmers to non-REALTORS® and others not eligible to hold lock box access cards, as the current agreement between NSBAR and the electronic system company prohibits it.

MLS Policies

MLS: MRED will NOT charge another initial fee if an office has dropped and rejoins within 12 months. In keeping with the MRED policy, NSBAR will not charge additional fees in a similar situation. In addition:

- a. Listings are never to be "killed" without the CEO's approval. Listings cannot be killed after they appear on the hot sheet.
- b. Listings are never to be transferred from one office to another or one agent to another without written approval from original listing broker. All transfers must be approved by the CEO only.
- c. MLS initial fee of \$500 is due and payable from each Participant at such time as the Participant commences to operate a new office, new facility, branch office, replacement office, replacement facility or additional office. The determination of whether such office or facility exists so as to require the payment of an initial fee shall be based upon the determination by the State of Illinois that a new and/or separate or additional license is required by the State for the operation of the new office or facility. Any new office, new facility, branch office, replacement office, replacement facility, or additional office which requires a new and/or separate additional license by the state (as opposed to the transference of an existing license between locations) shall pay a separate initial fee for each such office or facility. If a new or additional license is not required, no additional

initial fee shall be due and payable.

Memorials: When a member dies:

1. Staff shall send a donation from the NSBAR to the Foundation in the following amounts:
 - a. Member \$25 and card sent to the family
 - b. Director/Officer (current) \$35 and card sent to the family
 - c. Current/Past Chairman of the Board \$50 and card sent to family
2. Every effort shall be made by the following to represent the Association at either the visitation, the funeral, or the grave side services;
 - a. Chairman of the Board
 - b. Chief staff executive

Any book shall be signed as: North Shore – Barrington Association of REALTORS® and then the name of the person attending and their title with the Association.

Broker Tours: Tours are for REALTORS® with licenses ONLY! To send clients, customers, etc to a Tour you must FIRST get permission from the agent holding the Tour. Tours are NOT for the public!

A. Tours

1. Northfield is in the Wednesday tours
2. What is expected of the members for Tuesday and Wednesday tours?

B. The hours for tours:

1. ON THE SHORE (NOT BARRINGTON) hours are 9:30 am to 12:45 pm on both days. The hours can be more but not less.

2. IN BARRINGTON hours are 10:00 - 2:00 on Tuesdays

C. The list of the tour cities will remain as listed in the MLS system.

D. Must indicate in the remarks “Drive By” unless opened for touring.

E. New construction must say “Drive By” unless opened for touring.

F. Notice: If the listing office allows the public to attend the Tuesday or Wednesday tours then the broker must have a licensee sit the open house and that licensee must be sponsored by the listing office broker (not a licensee from a holding company.) This is from the Illinois License Law.

G. No children allowed at broker tour

H. No listing is allowed to have the city changed so a home that is out of the area shows up on the tour.

Since there are so many houses on the tour, the members plot their day assuming all houses will be open at the specified times. When they reach a home on tour and it is not opened they become furious and then call the association office demanding we issue a fine. The members have asked for this policy to remain.

Code Number	Area	Tour Date/Time
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10	Barrington Area	Tuesday 10.00am-2pm
7115	Bannockburn	Wednesday 9.30am-12.45pm
15	Deerfield	Wednesday 9.30am-12.45pm
201	Evanston	Tuesday 9.30am-12.45pm
37	Ft. Sheridan	Tuesday 9.30am-12.45pm
22	Glencoe	Tuesday 9.30am-12.45pm
25	Glenview, Golf	Wednesday 9.30am-12.45pm
26	Glenview Naval Air Station	Wednesday 9.30am-12.45pm
35	Highland Park	Tuesday 9.30am-12.45pm
40	Highwood	Tuesday 9.30am-12.45pm
43	Kenilworth	Tuesday 9.30am-12.45pm
44	Lake Bluff	Tuesday 9.30am-12.45pm
45	Lake Forest	Tuesday 9.30am-12.45pm
69	Lincolnshire	Wednesday 9.30am-12.45pm
645	Lincolnwood	Tuesday 9.30am-12.45pm
7145	Mettawa	Tuesday 9.30am-12.45pm
53	Morton Grove	Tuesday 9.30am-12.45pm
62	Northbrook	Wednesday 9.30am-12.45pm
7193	Northfield	Wednesday 9.30am-12.45pm
7169	Prairie View	Wednesday 9.30am-12.45pm
7215	Riverwoods	Wednesday 9.30am-12.45pm
76	Skokie	Tuesday 9.30am-12.45pm
91	Wilmette	Tuesday 9.30am-12.45pm
93	Winnetka	Tuesday 9.30am-12.45pm

Ethics and Protocol

Appeals: Appeals from hearings are to be held at a time different from the regularly scheduled meetings of the Board of Directors.

Arbitration: Request for appeals for Arbitration is \$500 and Adoption of Section 53(c)-(f) is at the option of each Member Board. (c) If an award has been rendered, the non-prevailing party must, within ten (10) days following receipt of the award, either (1) pay the award to the party (ies) named in the award or (2) deposit the funds with the Board Secretary or Board Executive Officer to be held in a special Board escrow account maintained for this purpose. Failure to satisfy the award or to deposit the funds with the Board within this time period may be considered a violation of a membership duty and may subject the member to disciplinary action at the discretion of the Board of Directors.

Upon written request, the North Shore - Barrington Association of REALTORS® will initiate action to underwrite legal expenses, not to exceed \$1,500, provided matching expenses are paid by the aggrieved, to obtain judgment of an award made and not paid within 30 days after expiration of the appeals process. A written request will be forwarded to the National Association of REALTORS® for any financial assistance the Board gives to its membership.

- The Multi-Board Professional Standards Agreement with Chicagoland associations will always be used for multiple association hearings.
- The North Shore - Barrington Association of Realtors® shall conduct arbitrations based on Option #3 in Part 10 Section 48 of the National Association of REALTORS® Code of Ethics and Arbitration Manual.

Current E & O insurance will not cover the following arbitration cases therefore these types of cases are not to be heard by NSBAR:

- Tortious interference with a business relationship
- Tortious interference with a contractual relations
- Economic duress
- Intentional infliction of emotional distress
- Other tort claims, such as libel/slander
- Employment claims, other than commission disputes
- Fraud/misrepresentation claims
- Property claims, both real and personal

Arbitration enforcement in court: If the prevailing party is not paid after a decision of an arbitration award conducted by NSBAR then NSBAR will pay up to \$1,500 of attorney fees to a NSBAR member only if there is judicial enforcement. If the attorney begins the work to file with the court but a settlement is reached prior to the court decision then there ***will be no payments*** made.

Ethics discipline:

SUGGESTED GUIDELINES FOR DISCIPLINARY ACTION

The following suggested guidelines for disciplinary action are to be used ONLY as guidelines to enable different hearing panels to establish a common base of understanding when they impose disciplinary action.

1. **Letter of Warning**
 - a. First time offender
 - b. No one harmed in the violation
2. **Letter of Reprimand**
 - d. To be used in conjunction with any other sanction
3. **Attendance at a Seminar/Course**
 - a. When the violation occurred due to a lack of knowledge
 - b. May be used in conjunction with a fine
 - c. Cannot be an orientation class, must be on Continuing Education class on the Code of Ethics or Continuing Education class on Agency within a certain time.
4. **Fines**
 - a. Violator was aware of the violation
 - b. To be used by itself or in conjunction with attendance at a seminar/course, suspension of membership or expulsion of membership
 - \$500 to \$1,000 1 Violation
 - \$1001 to \$2,500 2 Violations
 - \$2,501 to \$5,000 3 Violations or more
 - (\$5,000 is the maximum fine that may be assessed per NAR)
 - Allowing an unaccompanied buyer into another's listing without their permission is a minimum of \$2,500.
5. **Probation**

To be used in conjunction with a Fine, Suspension of Membership, or Expulsion of membership. Probation must be not less than 30 days and no more than one year. Probation means that another form of discipline recommended by the Hearing Panel will be held in abeyance for a period of time not to exceed one year. If there are subsequent violations during probation, the suspended discipline could be imposed. If there are no violations during probation then all sanctions will be considered fulfilled.
6. **Suspension**

Violation of one or more Articles of the Code and repeated violation of the same Articles. Must be not less than 30 days and no more than one year, with automatic reinstatement at the end of the suspension period. Suspension of membership may include denial of MLS privileges.
7. **Expulsion**

Flagrant violation of one or more Articles of the Code or repeated violations. May be one year and no more than three years. Reinstatement is subject to re-application to the NSBAR. Expulsion may include denial of MLS privileges.
8. **Suspension or Termination of MLS**

Suspension may be not less than 30 days and no more than one year. Termination may be one year and no more than three years.

- a. If the sanctions are not completed within the time specified in a professional standards case the Respondent will be suspended from Membership until the sanctions have been completed.

In handing down disciplinary action, the panel must consider the following:

- a. Violator's record regarding past violation of the Code, especially the same Article.
- b. Will the disciplinary action have the desired effect of preventing further violation of not only the same Article, but also the Code of Ethics in general?
- c. Will disciplinary action educate the violator?

The goal of the Professional Standards Committee is to ensure due process and recommend appropriate education when deemed necessary.

Files: Professional Standards files are to be destroyed within two years after date of decision provided there is no action on the case. Final decisions of ethics hearings will stay with the member's records.

Grievance Committee: delegate the "CEO" and to staff responsibility for reviewing arbitration requests. If they concur that (a) an arbitratable issue exists and (b) the matter is subject to mandatory arbitration, then they would refer the matter to a hearing before an arbitration hearing panel. If they concur that an arbitratable issue doesn't exist, then the request would be dismissed by them. If the "CEO" and the staff decide a matter is arbitratable, albeit on a voluntary basis the matter would go to arbitration but only if all parties voluntarily agreed to participate and to be bound by the decision.

- The CEO and staff may decide a matter is arbitratable and subject to mandatory arbitration and send on for a hearing instead of sending the issue to the Grievance Committee.
- If it is not clear whether the case is arbitratable and or mandatory then the case will be given to the Grievance Committee.

Mediation: All participants seeking arbitration must participate in mediation. Only when mediation is unsuccessful will an arbitration hearing be conducted.

Mediation of Potentially Unethical Conduct: Adoption of ethics mediation procedures NSBAR has adopted the following:

Ethics mediation is a process that may be adopted at the discretion of boards and associations. Ethics mediation will require adoption of these procedures (either verbatim or as amended locally) by action of the local board of directors (or as otherwise provided in the local bylaws).

Appointment of mediators

- The NSBAR President will select one or more ethics mediators to act on behalf of the committee. Mediators should be thoroughly familiar with the Code of Ethics, state real estate regulations, and current real estate practice.

Complaints that may be mediated

Complaints brought by the public or by other REALTORS® may be mediated under these procedures. Complaints brought by the Grievance Committee and complaints alleging a violation of the public trust (as defined in Article IV, Section 2 of the NAR Bylaws) may not be mediated.

Initiation of ethics mediation procedures

- The ethics mediation process can be initiated in two ways. First, through filing a written ethics complaint. Second, through a personal, telephone, electronic or written inquiry or complaint generally alleging potentially unethical conduct but which (a) is not filed on the appropriate form or (b) is not specific as to which Article(s) may have been violated.
- Where a written ethics complaint in the appropriate form is received, it will be reviewed by the Grievance Committee so a determination can be made whether a possible violation may have occurred or, alternatively, whether the complaint should be dismissed as not requiring a hearing. Where an informal inquiry or general letter of complaint that does not allege a potential violation of the public trust is received, it will not be reviewed by the Grievance Committee, but will be referred to an ethics mediator.
- Participation in ethics mediation is voluntary
- Persons inquiring about the process for filing ethics complaints will be advised that ethics mediation is available as an alternative to a formal ethics hearing provided that all parties agree to participate, and also be advised they may decline or withdraw from mediation and have their complaint considered at a formal ethics hearing. Similarly, REALTORS® complained about have the right to decline or withdraw from mediation and to have complaints against them considered at a formal ethics hearing.

Referral of complaints to the mediator

- All ethics complaints are to be submitted through the NSBAR Web site's (nsbar.org) "consumer page" on "how to file a complaint." Review and complete the five page document. The complaints will be reviewed by the Grievance Committee. If the Committee concludes that a hearing is warranted, the complaints will be referred to an ethics mediator. The mediator will contact the parties to schedule a meeting, at a mutually agreeable time. During the mediation session, the mediator will encourage all parties to openly and candidly discuss all issues and concerns, giving rise to the inquiry or complaint. The parties will be asked to develop a resolution, acceptable to all.
- In the event the mediator concludes that a potential violation of the public trust may have occurred, the mediation process shall be immediately terminated. The parties shall be advised of their right to pursue a formal ethics complaint; to pursue a complaint with any appropriate governmental or regulatory body; to pursue litigation; or to pursue any other available remedy.

Nature of the mediated resolution

- The mediator and the parties have considerable latitude in fashioning a mutually acceptable resolution. Resolutions can include, but are not limited to, payment of disputed funds, repairs or restoration of property, written or oral apology, or acknowledgment of a violation of the Code of Ethics. In cases where a REALTOR® acknowledges that the Code has been violated, that admission may be sufficient to resolve the matter or, alternatively, the parties may agree that discipline should be imposed. The discipline may, at the agreement of all parties, include any of the forms of discipline established in the Code of Ethics and Arbitration Manual and may also include payment of monies to the complainant or to a third party. Also, the parties may agree that the complainant will withdraw a complaint or agree not to file a formal, written ethics complaint in return for the respondent's action or acknowledgement. Again, any discipline imposed must be agreed to by all of the parties.

Referrals to the Grievance Committee or to state regulatory bodies

Ethics mediators cannot refer concerns they have regarding the conduct of any party to mediation to the Grievance Committee, to the state real estate licensing authority or to any other regulatory body. This prohibition is intended to ensure impartiality and avoid the possible appearance of bias. Mediators are, however, authorized to refer concerns that the public trust may have been violated to the Grievance Committee.

Refusal to comply with agreed upon discipline

Failure or refusal of a respondent to comply with the terms of any mutually agreed on resolution shall entitle the complaining party to resubmit the original complaint or, where a formal complaint in the appropriate form had not been filed, to file an ethics complaint. The time the matter was originally brought to the NSBAR or association's attention shall be considered the filing date for purposes of determining whether an ethics complaint is filed in a timely manner.

Multi Board Professional Standards Agreement: NSBAR is a part of a regional Professional Standards agreement with the associations in the Chicagoland area. A separate agreement has been voted upon by the Board of Directors.

Ombudsmen: That the procedures in the Code of Ethics and Arbitration Manual of the National Association of REALTORS® adopted by the North Shore – Barrington Association of REALTORS® be supplemented by the following optional procedures:

NSBAR is charged with the responsibility of receiving and resolving complaints. This obligation is carried out by the Grievance committees and the Professional Standards committees.

Many complaints received do not expressly allege violations of specific Articles of the Code of Ethics, and many do not detail conduct related to the Code. Some complaints are actually transactional, technical, or procedural questions readily responded to.

Many complaints might be averted with enhanced communications and initial problem-solving capacity.

Role of ombudsmen: The Ombudsman's role is primarily one of communication and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred, rather they anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

The Ombudsman can assist in resolving a potential arbitration matter prior to filing and during the actual transaction.

Qualification and criteria for ombudsmen:

The ombudsman should be thoroughly familiar with the Code of Ethics, state real estate regulations, and current real estate practice. Ombudsman may be REALTORS, staff members, or others acting on behalf of NSBAR.

Involving the ombudsman:

The Ombudsman can field and respond to a wide variety of inquires and complaints, including general questions about real estate practice, transaction details, ethical practice, and enforcement issues. The Ombudsman can also receive and respond to questions and complaints about members; can contact members to inform them that a client or customer has raised a question or issue; and can contact members to obtain information necessary to provide an informed response. In cases where the Ombudsman believes that a failure of communication is the basis for a question or complaint, the Ombudsman can arrange a meeting of the parties and to facilitate a mutually acceptable resolution.

Where a written ethics complaint in the appropriate form is received, it can be initially referred to the Ombudsman who will attempt to resolve the matter, except that complaints alleging violations of the public trust (as defined in Article IV, Section 2 of the NAR Bylaws) may not be referred to the Ombudsman.

In the event the Ombudsman concludes that a potential violation of the public trust may have occurred, the Ombudsman process shall be immediately terminated, and the parties shall be advised of this right to pursue a formal ethics complaint; to pursue a complaint with any appropriate governmental or regulatory body; to pursue litigation; or to pursue any other available remedy.

Right to decline ombudsman services: Persons filing complaints, or inquiring about the process for filing complaints, will be advised that Ombudsman services are available to attempt to informally resolve their complaint. Such persons will also be advised that they may decline the Ombudsman services and can have their complaint referred to ethics mediation, or considered at a formal ethics hearing.

Resolution of complaints: If a matter complained of is resolved to the mutual satisfaction of all parties through the efforts of the Ombudsman, the formal ethics complaint brought initially (if any) will be dismissed.

Failure to comply with agreed upon resolution: Failure or refusal of a member to comply with

the terms of a mutually agreed on resolution shall entitle the complaining party to resubmit the original complaint or, where a formal complaint in the appropriate form had not been filed, to file a complaint. The time the matter was originally brought to NSBAR's attention will be considered the filing date for purposes of determining whether a complaint is timely filed.

Professional Standards: The panel is to be a maximum of seven with a quorum of three.

To serve on the Professional Standards and Grievance Committee, the members must attend the IAR Professional Standards training session. To remain on the committee, each member must attend the IAR training session, no less than every other year. A committee member must have at least three years of real estate experience.

Referrals to the Grievance Committee or to state regulatory bodies: The Ombudsman cannot refer concerns they have regarding the conduct of any party utilizing their services to the Grievance Committee, to the state real estate licensing authority, or to any other regulatory body. The prohibition is intended to ensure impartiality and avoid the possible appearance of bias. The Ombudsman is, however, authorized to refer concerns that the public trust may have been violated to the Grievance Committee.

Areas of the Code of Ethics and Arbitration Manual Requiring Board/Association Action

Fill in the name of the *North Shore - Barrington Association of REALTORS®* in
Section 1(b) and 26(b), Definitions
Section 13(b), Power to Take Disciplinary Action
Section 46, Duty to Arbitrate Before the State Association
Section 51(a), Arbitration Hearing
Section 56, Enforcement

Also fill in the name of the *North Shore - Barrington Association of REALTORS®* and assign the Hearing Panel Chairman will rule on postponement requests in:

Part Five and Part Twelve

Conduct of an Ethics Hearing with related procedures and outlines
Conduct of an Arbitration Hearing with related procedures and outlines

Part Six and Part Thirteen

Specimen Forms all day requirements are *15 days*.

Part Fourteen

Illinois Association of REALTORS® Professional Standards Committee, Ethics and Arbitration Proceedings
Duty to Arbitrate Before *Illinois Association of REALTORS®*

Statements of Professional Standards Policy

#3. Circumstances under which arbitration is contingent upon the REALTOR®'s voluntary participation – *if all parties agree NSBAR will provide voluntary arbitration*. Also, see Section 44, Duty and Privilege to Arbitrate, specifying whether voluntary arbitration will be provided in (4), (5), and (6).

Arbitration between parties in the same firm will not be provided. (4)

Arbitration will be provided if a non member and the member agree (5)
Arbitration will be provided if a customer agrees to the binding arbitration (6)

#25. Expenses related to conduct of hearings by multi-board or regional grievance committee or professional standards committee. Specify how expenses of hearings shall be shared by the signatory Boards. *The Board holding the hearing will pay for expenses.*

NOTE: The new and continuous member education criteria referenced in Professional Standards Policy Statements #47 and #48, and the criteria for staff administration training referenced in Professional Standards Policy Statement #49, can be found on REALTOR.org. Educational materials to conduct the new member and continuous member training can also be found on REALTOR.org.

Also, Forms #E-19 and #A-19, *The Chicagoland associations have agreed to their own Multi Board agreement see <http://aeiar.com>*

Part Fourteen, *Illinois Association Professional Standards Committee*, Expenses of Hearings Conducted by Illinois Association will be charged to NSBAR

Part Eleven, Interboard Arbitration Procedures, Costs of Arbitration. *Not needed for associations in the Chicagoland area that has signed the agreement.*

#33. Use of panels in place of board of directors. *A panel of five (5) will be selected and act on behalf of the full Board of Directors for the following: Section 13(b), Power to Take Disciplinary Action; Section 19(c), Appeals from the Decision of the Grievance Committee Related to an Ethics Complaint; Section 42(c), Appeals from the Decision of Grievance Committee Related to a Request for Arbitration; Section 20(c) and (d), Initiating an Ethics Hearing; Section 23, Action of the Board of Directors; Sections 24 and 49, Initial Action by Directors; Sections 25 and 50, Preliminary Judicial Determination Prior to Imposition of Discipline; Section 45, Board's Right to Decline Arbitration; Section 47(c), Manner of Invoking Arbitration; Section 55, Request for Procedural Review by Directors; **Part Fourteen**, State Association Professional Standards Committee, Composition of Hearing Panels and Appellate or Review Panels are determined by the Illinois Association of REALTORS®.*

Part One and Part Seven: General Provisions

Sections 6 and 31, Conduct of Hearing. Clarify whether the parties may or may not tape record the proceeding. *Parties may, at their own expense, have a court reporter or recorder present to the hearing, or may tape record the proceeding, and if transcribed, shall furnish a copy to the Secretary.*

Part Two and Part Eight: Membership Duties and Their Enforcement

Sections 15 and 38, Grievance Committee and Sections 16 and 39, Professional Standards Committee. Specify the number of members on each committee and how the chairpersons will be selected. *A panel of three (3) on the Grievance Committee and a panel of three (3) on the Professional Standards committee is needed.*

#45. Publishing the names of Code of Ethics violators. Determine whether the board will or will not publish violators' names. *NSBAR will publish the names of ethics violators only when followed as outlined in the NAR manual.*

Associations may, as a matter of local discretion, adopt procedures authorizing the publication of the names of ethics violators, subject to the following qualifications:

- Publication can only occur after a second violation occurs within three (3) years.
- Publication can only be made in an official communication vehicle intended primarily for members of the Board (or Boards) in which the violator holds (held) membership. Where the official communication vehicle is electronic or Internet-based, access must be limited to Board members. *(Amended 11/04)*
- The name of the firm the violator is (or was) licensed with cannot be published.
- Publication must be consistent and uniform. This means that publication may not occur selectively but must be used in each instance where a second violation is determined within three (3) years.
- Other than the violator's name, the only additional information that may be published is the Article (or Articles) violated, and the discipline imposed, except that in cases where the violator's name is similar to another member's name, the violator's license number or office address (or both) may also be published. *(Amended 11/99)*
- At least one of the violations must be based on conduct which occurs after the adoption of these procedures.

NSBAR has adopted Ombudsman procedures.

Part Three and Part Nine: The Grievance Committee

Sections 17 and 40, Authority. Specify how many members will serve on the committee and how the chairperson will be selected. *There must be at least three (3) to sit on a panel. Staff may pick the chairperson.*

Part Four: The Ethics Hearing

Section 14, last paragraph, Discipline. Board of Directors to determine in advance the Board's policy concerning if, and under what circumstances, an administrative processing fee will be imposed. Also determine amount. *\$0 and policies as outlined by NAR manual*

Section 20(a), Initiating an Ethics Hearing. A response will not be solicited at the Grievance Committee to made a determination of sending the case on for a hearing or declining the hearing.

Section 20(f–q), Initiating an Ethics Hearing. The optional provisions in subsections f–q *has been adopted by NSBAR.*

Section 21(e), Ethics Hearing, and Section 51(b), Arbitration Hearing. The respective Hearing Panels will be provided with ethics complaints and arbitration requests in *15 days*

Section 23(b) and (m), Action of the Board of Directors. Panels will act on behalf of your Board of Directors.

Section 23(c), Action of the Board of Directors. The amount of appeal deposit is *(\$500)*

Section 23(n), Action of the Board of Directors. *The names will be published if respondent violates the Code of Ethics twice within three years as outlined in the manual.*

Part Ten: Arbitration of Disputes

Section 47(a–c), Manner of Invoking Arbitration, and Section 48(a) and (b), Submission to Arbitration. The amount of deposit is \$250; the number of days the Grievance Committee has to review a request is 60 days; a response will not be asked for at the Grievance Committee; and select one of the three options regarding signed agreements and deposits. In the event the respondent fails or refuses to sign the Response and Agreement Form (**Part Thirteen**, Form #A-4), fails or refuses to make the required deposit, or fails or refuses to take part in the arbitration hearing, the arbitration hearing may be scheduled and conducted in the absence of the respondent.

Section 53(c-f), the Award. The optional procedures in subsections c-f are adopted. *Deposit will be held by NSBAR.* IF a request for a rehearing then the amount in dispute must be deposited with NSBAR – see manual.

Section 54, Cost of Arbitration. The arbitration filing fee of the prevailing party is to be returned and, if there is a split award, if the parties may receive a portion of their deposits back as determined by the arbitrators. *If there is a split award, no one receives their filing fee.*

Section 55(a), Request for Procedural Review by Directors. The Board will require a deposit of \$500 to file a procedural review request

Appendix V to **Part Ten**, Mediation as a Service of Member Boards. The Board will provide mediation as soon as possible.

Part Eleven: Interboard Arbitration Procedures

~~Establish~~ a filing fee for interboard arbitration of \$250 as established in the Multi Board Professional Standards Agreement. Parties may, at their own expense, have a court reporter or recorder present to the hearing, or may tape record the proceeding, and if transcribed, shall furnish a copy to the Secretary.

Part Five and Part Twelve: Conduct of an Ethics or Arbitration Hearing

Parties may, at their own expense, have a court reporter or recorder present to the hearing, or may tape record the proceeding, and if transcribed, shall furnish a copy to the Secretary.

Part Six and Part Thirteen: Specimen Forms

Form #E-4, Grievance Committee Request for 17 copies required (should be consistent with Section 21(a), Ethics Hearing).

Form #A-1, **Request and Agreement to Arbitrate**, and Form #A-2, **Request and Agreement to Arbitrate** (Nonmember). The amount of the arbitration deposit is \$250 (should be consistent with Section 47(a), Manner of Invoking Arbitration, and Section 48(a), Submission to Arbitration).

Form #A-5, **Grievance Committee Request for Information (Arbitration Request)**. The number of days the respondent has to submit a response is *15 days*

Form #E-2, **Notice to Respondent (Ethics)** and Form #A-3, **Notice to Respondent (Arbitration)**. The number of copies that must be submitted is *3 copies*

Form #E-3, **Reply (Ethics)**; Form #E-5, **Response to Grievance Committee Request for Information**; and Form #E-8, **Official Notice of Hearing (Ethics)**. Board of Directors will not charge

an administrative processing fee will be imposed. Also determine amount. Should be consistent with Section 14, last paragraph, Discipline.

Form #A-4, **Response and Agreement to Arbitrate**. The amount of the filing fee (should be consistent with Section 47(a), Manner of Invoking Arbitration, and Section 48(a), Submission to Arbitration) is \$250

Form #E-8, **Official Notice of Hearing (Ethics)** and Form #A-9 **Official Notice of Hearing (Arbitration)**. The number of day's parties have to give notice of counsel and witnesses attending (should be consistent with Sections 4 and 29, Right of Counsel to Appear, and Sections 5 and 30, Witnesses) is 15 days

Form #E-9, Outline of Procedure for Ethics Hearing and Form #A-10, Outline of Procedure for Arbitration Hearing. The parties may not tape record the proceeding. *Parties may, at their own expense, have a court reporter or recorder present to the hearing, or may tape record the proceeding, and if transcribed, shall furnish a copy to the Secretary.*

Form #E-11, **Decision of Ethics Hearing Panel of the Professional Standards Committee**. Specify the number of days the parties have to file requests for rehearing or appeal (should be consistent with Section 22, Decision of Hearing Panel and Section 23, Action of the Board of Directors) is 15 days

Form #E-13, **Request for Appeal (Ethics)**. The amount of the filing fee, if any (should be consistent with Section 23(c), Action of the Board of Directors) is \$250

Form #A-13, **Request for Procedural Review (Arbitration)**. The amount of the filing fee, if any (should be consistent with Section 55, Request for Procedural Review by Directors) is \$500

Form #E-14, **Official Notice of Appeal Hearing (Ethics)** and Form #A-14, **Official Notice of Procedural Review (Arbitration)**. the number of days' notice required if counsel is to be present (should be consistent with Sections 4 and 29, Right of Counsel to Appear) and the number of days required to challenge the qualifications of an appeal panel (should be consistent with Sections 2(f) and 27(f), Qualification for Tribunal) is 15 days

Form #E-19 and Form #A-19, **Sample Format to Establish Multi-Board (or Regional) Professional Standards Enforcement Procedures** North Shore – Barrington is a signatory to the Multi Board Professional Standards agreement found on <http://www.aeiar.com/documents/MULTIBDPS.pdf>

Professional Standards

In changes to Code of Ethics Article 17, associations would be given discretionary authority to require their members to mediate otherwise-arbitrable disputes. The change would also include an amendment to Standard of Practice 17-2 that would enable parties to a dispute to reject mediation if all parties in the dispute chose to arbitrate or litigate. The change to Article 17 is subject to approval by the NAR Delegate Body.

Section 19 of the Code of Ethics and Arbitration Manual, which references Grievance Committees'

review of ethics complaints, was amended to provide guidance to hearing panels in circumstances where, after an ethics complaint has been forwarded for hearing, it comes to light that the underlying transaction or event is also the basis for civil litigation, administrative or regulatory proceedings, or criminal litigation.

1. That Article 17 of the Code of Ethics be amended as follows (underscoring indicates additions, strikeouts indicate deletions): *In the event of contractual disputes or specific non-contractual disputes as defined in Standard of Practice 17-4 between REALTORS® (principals) associated with different firms, arising out of their relationship as REALTORS®, the REALTORS® shall mediate the dispute if the Board requires its members to mediate. If the dispute is not resolved through mediation, or if mediation is not required, REALTORS® shall submit the dispute to arbitration in accordance with the regulations policies of their the Board or Boards rather than litigate the matter. In the event clients of REALTORS® wish to mediate or arbitrate contractual disputes arising out of real estate transactions, REALTORS® shall mediate or arbitrate those disputes in accordance with the regulations policies of their the Board, provided the clients agree to be bound by any resulting agreement or award the decision. The obligation to participate in mediation and arbitration contemplated by this Article includes the obligation of REALTORS® (principals) to cause their firms to mediate and arbitrate and be bound by any resulting agreement or award. (Note: This recommendation was subsequently approved at the May 14, 2011 meeting of the Board of Directors but will not become effective unless it is approved by the Delegate Body at the 2011 Annual Convention.)*

D. *Criminal or civil litigation or regulatory/administrative proceedings coming to light after an ethics complaint has been referred to an ethics Hearing Panel* If after review of an ethics complaint by the Grievance Committee and referral of the complaint for hearing, it is subsequently discovered that civil litigation or regulatory administrative proceeding related to the same transaction or event are pending, the hearing panel chair, in consultation with association legal counsel, will determine whether the hearing will proceed or, alternatively, whether the complaint will be held in abeyance pending resolution of the litigation or regulatory or administrative proceedings. If, after review of an ethics complaint by the Grievance Committee and referral of the complaint for hearing, it is discovered that criminal proceedings related to the same transaction or event are pending, the complaint will be held in abeyance pending conclusion of the criminal proceedings.

Financial

Audit: Audit reports are not to leave the building. Members are welcome to come to the Board office to view the report and any other accounting records. Annual audit – there will be an annual audit of all three corporations, if there is activity in those accounts.

Capitalization: capitalization of property and equipment purchases begins with any future asset purchase costing more than \$1,000 be capitalized and depreciated over the assets' estimated useful lives.

CPA Firms: Audited Financial Statements: It is the policy of the organization to direct the CEO to distribute the audited financial statements to the Board of Directors and to organizations entitled to receive a copy because of contractual agreement. The decision to publish the statements or otherwise make them available to the membership will be made by the board at its meeting following

the issuance of the statements. The authority to distribute the statements to other individuals or firms requesting them will be left to the discretion of the Board of Directors.

CPA Firms: The Engagement Letter: It is the policy of the organization to review the draft of the CPA engagement letter before it is signed to ensure it covers matters important to management. The engagement letter will be reviewed at the Board of Directors meeting immediately before the audit commences. Board approval is required before the Chairman of the Board, treasurer, or CEO is given authority to sign the document.

CPA Firms: The Management Letter: It is the policy of the organization to discuss the CPA management letter with representatives of the auditing firm and to direct staff as to the appropriate action required to correct deficiencies addressed. Distribution of the management letter to individuals or firms other than those entitled to a copy by contractual obligation is left to the discretion of the Board of Directors.

RPAC: \$45 on dues bill. From time to time the two fees may be combined and listed as only one fee on the annual dues statements.

Financial Reports: The "Due to From" accounts on both NSBAR and MLC is never to be over \$90,000 at any one time.

Finance: There is a two (2) percent per month charge on all late (over 30 days past due) charges of any kind throughout the year except for payment of dues, in which case the late charge is \$35 per month, assessed 31 days after the due date. Charges continue until official written notice of the signed off license, fax or email has been received by the office to drop the member/licensee. To avoid charges for an additional month, written notices of drops (from the office) must be received prior to 3:00 p.m. on the last business day of the month. Dues are never refunded.

- Dues and initial fees are to be collected at time of application.
- Two signatures out of the four authorized signatories are required on all checks issued by the Association. The three officers and the Chief Operating Officer and the CIO are signatories however there must be one officer signature on each check (12-6-12). ~~The CEO and CIO may sign checks together with a maximum limit of \$25,000. A check register is to be sent to the Finance Committee if both sign checks.~~
- The NSBAR is to reimburse expenses to send the North Shore - Barrington REALTOR® of the Year to the IAR REEF banquet.
- The NSBAR is to pay for the maximum coverage for E & O Insurance offered through NAR blanket policy for the Board, Board of Directors, Officers and staff.
- Final notice of suspension letters are to be sent return receipt requested.
- Payment for items with a total cost of less than 1,000 is to be made in the year purchased instead of being capitalized and depreciated. If the total exceeds, \$10,000, then capitalize the group purchase.

- A write-off shall be charged direct to bad debt expense when a customer's account is determined to be non-collectable.
- CE class fees for members are \$39 per three-hour class unless the speaker's fee warrants a higher charge. An IAR member who is not an NSBAR member is to pay \$54. A non-Realtor® is to pay \$69.
- All registration fees for any NSBAR-sponsored program are to be higher to non members, unless prohibited by State rules.
- MLC rent to NSBAR is to be calculated by the Auditor with final approval of the Executive Committee.

Financial Statement Preparation and Distribution: It is the policy of the organization to prepare and distribute statements to the Board of Directors and the chief CEO.

Unrelated Business Income Tax (UBIT): It is the policy of the organization to pay Unrelated Business Income Tax (UBIT) on the excess of revenues over expenses on taxable activities. These activities will be clearly classified and designated in the financial records to provide adequate documentation in the event of an IRS audit. The organization will file IRS Form 990-T to report unrelated activities. Form 990-T is considered confidential and is not available for public inspection.

Credit Cards: it is now legal to charge more for credit card use over cash; however, the policy will be the charge the same whether cash or credit card.

EasyShow® is a trademark owned by NSBAR and even though the lockbox with that name is no longer manufactured the name is to be maintained along with the domain name and yearly fees are to be paid by the NSBAR Corporation.

Credit Card mileage for airlines: The CEO may use the points for mileage at her own discretion.

Operations, Including General Staff Policy

Credit Card Confidentiality: When members or visitors provide credit card account information to the NSBAR the association submits only the information needed to obtain payment to the appropriate financial institution. The NSBAR does not further disclose credit card account information obtained from members or visitors.

Computer Passwords: It is the policy of the organization to assign unique computer passwords to each individual who has access to the computer system. Passwords of terminated employees will be canceled immediately. All passwords will be changed quarterly. A master record of employee passwords will be maintained by the CIO.

Document Shredding: It is the policy of the organization, after the appropriate time period has expired (see Records Retention Policy), to shred sensitive documents to ensure confidentiality. Sensitive documents include, but are not limited to, the following:

- Personnel records
- Litigation records
- Bank statements
- Budgets
- Canceled checks
- Payroll journals and records
- Contracts
- Accident reports
- Insurance claims
- Employment applications
- Garnishment records.

There is NO document shredding when there is a subpoena pending or lawsuits. The shredding will commence again after approval for the Board attorney. The certificate of destruction is attached to the bill and is kept in the accounting records.

Donations: When another organization makes a request for a donation from the NSBAR, Staff shall explain that the NSBAR is a not-for-profit corporation; that the NSBAR does not make donations.

E-Mail and Internet: It is the policy of the organization to have employees sign a Computer, Internet and E-mail Policy to protect the organization. Violations of the Computer, Internet and E-mail Policy are subject to disciplinary action and possible termination.

E-Mail Privacy: Email addresses of members are not to be given out to anyone including the members.

Errors and Omissions Insurance: It is the policy of the organization to maintain an errors and omissions insurance policy to protect the organization in the event of unforeseen circumstances.

Expense Reimbursements – Chief Staff Executive: It is the policy of the organization that a member of the Board of Directors approves expense reimbursement requests for the chief staff executive before payment is processed. Additionally, the reimbursement check should not be signed by the chief staff executive.

Firearms and weapons: The Association prohibits firearms and other weapons on Association property.

- Consistent with the Association's policy to provide protection to employees against safety hazards, it is the policy of the Association that no employee, excluding law enforcement personnel while performing their job, shall be allowed to possess any type of firearm, knife or other weapon on Association property. Any violation of this policy must be brought to the attention of the CEO. An employee in violation will be subject to immediate dismissal.

Fire Protection: It is the policy of the organization to comply with all laws with regard to protecting the facility and informing employees of emergency procedures. In this regard, the organization will:

- Contract with a recognized fire prevention service to ensure fire extinguishers, alarms, smoke detectors, emergency exit lighting, and so forth are operational, and comply with all appropriate laws.
- Furnish employees with emergency exit procedures.

General Liability Insurance: It is the policy of the organization to maintain general liability insurance to protect the organization against unforeseen claims.

Independent Contractors: It is the policy of the organization to evaluate criteria established by the IRS when assigning individual employee or independent contractor status. Individuals qualifying as independent contractors will be issued IRS Form 1099 if compensation is \$600 or more.

IRS Forms: Form 990: It is the policy of the organization to allow public access to IRS Form 990. This access will be provided at the organization's headquarters at a time mutually agreeable between the organization and the individual requesting the inspection. Requests for copies of Form 990 may be denied, and Form 990 will not be mailed under any circumstance without the approval of the chief CEO or the chief financial officer. A Log of IRS Form 990 Inspections will be maintained. See Public Examination of Records and Member Examination of Records Policies in this manual.

IRS Forms: Form 990-T: It is the policy of the organization to allow requests to inspect IRS Form 990-T at the headquarters with the CEO present. See Unrelated Business Income Tax Policy in this manual.

IRS Forms: Form 1099: It is the policy of the organization to complete IRS Form 1099 for all individuals and vendors receiving \$600 or more from the organization. Members who are reimbursed for travel must produce copies of the receipts or be subject to a 1099 form. See Travel Policy

Legal Audit: the organization may retain the services of a qualified attorney specializing in not-for-profit organizations to review the legal affairs of the organization and issue a report to the board. Items to be reviewed include but are not limited to:

- | | |
|----------------------------------|----------------------------|
| ➤ Personnel policies | ➤ Insurance policies |
| ➤ Fiduciary responsibilities | ➤ Employment contracts |
| ➤ Bylaws | ➤ Real estate transactions |
| ➤ Minutes | ➤ Copyrights |
| ➤ Tax filings | ➤ Trademarks |
| ➤ Hotel and convention contracts | ➤ Antitrust issues |
| ➤ Vendor contracts | ➤ Corporate compliance |
| ➤ Standard setting | ➤ Lobbying activities |
| ➤ Membership requirements | ➤ Libel |
| ➤ Employment law | ➤ Debt collection |
| ➤ Licensing | |

Legal Protection for Board and Staff: It is the policy of the organization to protect and represent all members of the Board of Directors and staff for any legal action taken against them in accordance with the performance of their job responsibilities.

Letterhead Usage: Official NSBAR letterhead includes both printed and electronic versions. Letterhead shall not be used by anyone other than staff and designated members of the Board of Directors who are empowered to speak on behalf of the organization as a whole. Exceptions to this policy must be approved by the CEO.

Libel/Slander: It is the policy of the organization that all publications will prohibit libel and/or slander. In this respect, all editorial content will be reviewed by the appropriate individual(s), committee, or legal counsel before publication.

Loans Prohibited: It is the policy of the organization to prohibit loans to employees and members under all circumstances.

Lobbying Activities/Omnibus Budget Reconciliation Act (OBRA): It is the policy of the organization to adhere to the provisions of the Omnibus Budget Reconciliation Act (OBRA) with regard to its lobbying activities.

Lobbying Expenditures: It is the policy of the organization to advise members of the nondeductible portion of their dues payment by indicating the nondeductible percentage on membership renewal forms.

Lobbying Disclosure Act: It is the policy of the organization to adhere to the provisions of the Lobbying Disclosure Act (LDA).

Logo and Usage: The NSBAR - the organization itself, its subsidiaries, and all sponsored events and activities - has a unified graphic identity. This unified graphic identity will help to strengthen the NSBAR name and image through a consistent branding, a distinctive mark used throughout all of the organizational events, publications, and activities.



1. Acceptable External Use

- Members of NSBAR are welcome to use the organization logo, as appropriate, to promote their events and/or describe their activities and indicate their membership in the organizations.
- Individual members and affiliates may use the logos to acknowledge their membership in the organization and/or their participation in an association event.
- It is also acceptable to grant permission to third parties, such as news organizations, to use the logo for identification purposes.

2. Prohibited Use

It is the policy of NSBAR that the organization logo be used without modification and in an appropriate manner. Examples of prohibited use include, but are not limited to, the following:

- Any implication of endorsement by the organization or its activities;
- Commercial uses (placement of the logo on product packaging);
- An individual's use of the logo for purposes other than acknowledging membership or participation in our activities;
- Combination of the organization logo with another logo.

3. Requests for Use outside Described Scope

Requests for use of the name or logos which fall outside the scope of the policy, or proposed variations on the logo design are to be directed in writing to the NSBAR CEO who will issue a written approval/denial of the request.

Mailing List Privacy: The North Shore - Barrington Association of Realtors® maintains a membership mailing list, which is made available only on a rental basis to REALTORS® or Affiliates. Exceptions to this policy may be made on an individual case basis by the CEO. List of email addresses of the membership are given to no one except the download to IAR, NAR and the MLS.

Newsletter Publications/electronic notices: Ads from holding companies or members soliciting agents will not be allowed.

Records: It is the policy of the NSBAR to protect the confidential nature of its information and records and to seek appropriate relief in any court from any attempt to obtain such information by subpoena. No one or no agency, including FBI, IRS, and DOJ has the right to come into our office and look through our files. If someone comes in asking for the files the CEO is to be contacted immediately. If the CEO is not available then contact Fred Feinstein at McDermott, Will & Emory, and Law firm. Under no circumstances are the files to be open without permission from the attorneys. It is the policy of NSBAR to “fight” each subpoena that comes to NSBAR.

Referrals and recommendations: North Shore - Barrington Association of Realtors® does not respond to requests from the general public, written or verbal, for references or recommendations of individual members. We will direct them to the web page for a listing of the membership.

Reference Letters: It is the policy of the organization to provide terminated employees with reference letter that will be limited to the following information:

- Length of employment
- Position title(s)

Refunds: It is the policy of the organization that all fees are non-refunded unless the appropriate Board of Directors approves exception to this policy.

Reinstatement fees: Reinstatement fees: Member pays the prorated dues, plus a reinstatement fee

of \$100 (if reinstating within 30 days, \$50).

Request for speakers: Requests for speakers or other resource people relative to the North Shore - Barrington Association of REALTORS® policies, programs, procedures and activities shall be coordinated through the CEO.

Requests for Affinity Program: If a service or company is represented by a REALTOR[®] partner, the corporations will not accept a competing company. Staff may refuse the service or company.

Requests for information: All requests for information concerning the North Shore - Barrington Association of REALTORS, and/or any of its services, departments, divisions or subsidiaries that may be deemed confidential, including but not limited to, minutes, financial reports, tax returns, etc., shall be made to the chief staff officer. If there is a request for copies of information, then such request shall be made in writing upon the **Request for Information** form. The request form shall include the following:

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

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

The person making such request shall fill out the form.

Reservations: It is the policy of the NSBAR/MLC to charge all individuals making reservations for an event that involves food and/or a speaker, **unless a written cancellation is received in the NSBAR office not later than 48 hours prior to the event.** The NSBAR is required by contract to notify the facility manager or caterer of the number of attendees. The NSBAR/MLC is required to pay for the number contracted regardless of whether all attend. **We regret any inconvenience this necessary policy may cause.**

Roxane Malo Leadership Scholarship: to fund \$2,500 yearly to the REEF Roxanne Malo Leadership Scholarship on the anniversary

Sales Tax Collection: It is the policy of the organization to collect sales taxes for all products sold within the state, whether the sale is made in person or through the mail. The taxes collected will be remitted in a timely manner. Sales made out of state through the mail are exempt from this requirement. Additionally, state regulation will be met for out-of-state meetings held with regard to collection of sales taxes for goods sold.

Sales Tax Exemption Certificate: It is the policy of the organization not to allow any outside organizations or individuals use of the organization's sales tax exemption certificate.

SIGNATORIES: The signatories for the checking and savings accounts shall be the current Chairman of the Board, Chair-Elect, Secretary-Treasurer and CEO and CIO.

Software Licenses and Downloads:

All software users must use NSBAR software in accordance with the terms and conditions of the License Agreement for that software. NSBAR staff must not make or use any unauthorized copies of computer software. Unauthorized use or copying of software is in violation of law and against NSBAR policy.

Staff may:

Install PC software on a single computer at work. The original disk should be kept as a backup copy of the software

Use PC software from the LAN under a special license agreement or site license. The number of concurrent users using this software from the LAN must not exceed the number of licenses purchased.

Classroom Rental

Space Reservation for Robert McGuire Education Center: This reservation is for use of the Robert McGuire Education Center for the following function on _____ (day of the week) _____ (month/day/year from _____ AM/PM until _____ AM/PM:

_____ **Continuing Education (C.E.)** sponsored by Illinois Association of REALTORS®

Fees: \$12.98 per student for IAR/NSBAR processing fee

5.00 per attendee for facility, including coffee

_____ per student for materials, which may include handouts, tests, answer sheets and evaluation forms

_____ Instructor fee, if provided by NSBAR

Unless instructor is provided by NSBAR, copy of instructor and course licenses must be provided with this reservation form. Roster, sign-in sheets, completed answer sheets and evaluation forms must be left with a member of the NSBAR Education Department at the conclusion of the class.

_____ **Continuing Education (C.E.)** sponsored by _____

Fees: \$8.00 per attendee for facility, including coffee

_____ **Computer training**

\$400 half-day; \$700 all day (Coffee is an additional \$15/25.)

_____ **General sales meeting**

\$250 half-day; \$400 all day (Coffee is an additional \$15/25.)

_____ **MRED training**

Co-Branding Education

Choose Course Type from the selections below:

- Continuing Education and you select the site and pay for it.

\$30.00 per student (per 3.0 hr Class)

- Includes the following:

a. Instructor fee

b. Materials

c. Examination Proctoring and Processing

**minimum of 20 Students Required.*

****If Instructor is provided by customer, per student fees reduced to \$25.00 per***

student and will include items b-c.

**If Room is provided by customer, room fees will be waived.*

**maximum of 60 students allowed*

- Continuing Education at NSBAR Northbrook location or Barrington Library
\$39.00 per student (per 3.0 hr Class)

- Includes the following:

- a. Instructor fee
- b. Materials
- c. Classroom rental
- d. Coffee, Cookies
- e. Examination Proctoring and Processing

**minimum of 20 Students Required.*

**If Instructor is provided by customer, per student fees reduced to \$30.00 per student and will include items b-e.*

**maximum of 60 students allowed*

- Continuing Education offsite CE credit only
\$17.00 per student (per 3.0 hr Class)

- Includes the following:

- a. Materials
- b. Examination Proctoring and Processing

**minimum of 20 Students Required.*

- Designations (ABR, CRS, etc)

Prices are contingent on the fees assessed by NAR or its Institute, Society or Counsel.

-Designation Classes at NSBAR Northbrook location or Barrington Library

Use of our room including CE (if applicable) will be \$30 per student, plus additional fees added for NAR Royalty Payments, materials and instructor costs.

will be

Or you may find another location and our price is \$20 per person IF CE is included.

- Computer Training at NSBAR Northbrook location (includes wireless access)
\$25.00 per student (per half day)

- Includes the following:

- a. Instructor fee
- b. Classroom rental
- c. Coffee, Cookies
- d. Use of computers

**minimum of 10 Students Required.*

**If Instructor is provided by customer, per student fees reduced to \$20.00 per student and will include items b-d.*

and will

**maximum of 60 students allowed*

- General Office Meeting at NSBAR Northbrook

Room Rental (1 to 4 hours): \$250.00

Room Rental (4 + hours): \$400.00

- Includes the following:

- a. Classroom rental
 - b. Coffee, Cookies
- *maximum of 60 students allowed*

Spousal Travel: It is the policy of the organization to treat expenses paid for spousal travel in accordance with current tax law. Form 1099 and so forth will be issued accordingly.

Temporary Employment Agencies: It is the policy of the organization to use temporary employment agencies to supplement the workforce during peak periods. Fees paid to hire the employees of temporary employment agencies are included in the professional services line item in the financial statements.

Record Retention Policy

I. Objectives

This policy relates to records belonging to North Shore - Barrington Association of REALTORS® and any companies controlled by it and apply throughout those companies.

The objectives of this Records Retention Policy and the accompanying schedule (“Policy”) are to:

1. Assure that all records necessary to the maintenance, operation and the historical significance of the business are kept in an efficient manner so they can be readily accessed when needed;
2. Assure that all records required to be generated and maintained by local, state, federal or other laws are maintained in compliance therewith;
3. Provide a mechanism to identify and preserve records relevant to pending and reasonably foreseeable litigation, investigations and proceedings;
4. Lower the costs associated with the storage and retrieval of records; and
5. Provide a source within NSBAR to respond to questions regarding the legal retention periods for various records or concerning this Policy.

The accompanying schedule allows North Shore - Barrington Association of REALTORS®. and its controlled companies to accomplish these goals while ensuring that these companies comply with legal, tax and business requirements for the retention of documents.

General Policies It is North Shore - Barrington Association of REALTORS®’s policy to maintain complete and accurate records. In general, employees must retain records only for the period of their immediate use, unless a longer period of retention is required by law or contract, for historical reference, or for other purposes set forth in the accompanying schedule.

Records that are no longer required or have satisfied their required periods of retention are to be shredded as instructed by the CEO. The required periods of retention are set forth in the Schedule. Emails and other electronic records should be treated no differently than written correspondence and other records and should be handled according to the Schedule.

All employees are responsible for ensuring that accurate and complete records are identified, stored, protected and subsequently disposed of, within their area of assigned responsibility. Multiple copies of records (such as individual or desk files) should not be retained.

Records on film, electronic, optical or other non-paper media are legally acceptable media for record retention and are governed by the same guidelines as other records. However, original documents (such as contracts bearing original signatures) should be retained during the required retention period even if also electronically preserved.

Records that are created or received and maintained by NSBAR employees and agency employees under contract to NSBAR in the course of their business activities for the company are deemed to be company records belonging to NSBAR and are subject to this Policy. This applies whether or not the records are stored on company premises.

Any request for exceptions from the Policy shall be submitted to the CEO.

Suspension of Scheduled Retention: IF DOCUMENTS ARE RELATED IN ANY WAY TO ANY ANTICIPATED OR ACTUAL LITIGATION, OR ARE RELATED IN ANY WAY TO ANY KNOWN OR ANTICIPATED GOVERNMENTAL INVESTIGATION OR INSPECTION, THEY MUST BE RETAINED REGARDLESS OF THE PERIODS STATED AND THE LAW DEPARTMENT SHOULD BE CONSULTED FOR INSTRUCTION.

When the destruction of certain classes of records must be suspended for legal or other reasons, the CEO will notify the staff promptly. When such a notification is received, staff should ascertain which records are affected, and segregate those records. All segregated records should be identified and clearly labelled to be retained until further notice. Once the suspension is lifted, the normal records management policy may be resumed.

Personal Computers: Users of personal computers have responsibility for maintaining electronic records stored on such computers in conformity with the Policy.

Files Maintained Off-Site: North Shore - Barrington Association of REALTORS® records maintained off-site are subject to this Policy. Records sent off-site should be marked with a description, the records owner's name, job title and department and the review/disposal date set forth in the Policy. One month prior to that date, the owner will be notified of the pending disposal

Records Management; The responsibility for maintaining active and inactive records and compliance with this Policy rests with the staff member having decision-making authority over the underlying project.

Record Retention Policy

Record Type	Recommended Length
1. Historical Requirement	
Basic Corporate Records	Permanent
II. Government requirements	
a. Billing and/or cash receipts	Until fed and state tax clearance
b. Check-Voucher	Until fed and state tax clearance
1. All payments except (b) below	Until fed and state tax clearance
2. Capital equipment and real estate	Until fed and state tax clearance over life of item
purchases	3 years
c. Employee records	
1. Individual pay record	7 years
2. Payroll register-Federal & State Reg.	1 year
d. Postage meter record book	2 years
e. Shipping records	4 years
f. Tax returns	
1. Excise taxes	Until fed and state tax clearance
2. Income taxes	3 years
3. Purchases & use taxes	
III. Legal Requirements	
a. Copyrights, patents, etc.	Permanent
b. Contracts & leases(after termination)	7 years
c. Deeds	Permanent
V. Professional Standards-Membership Records	
a. Entire file	2 years after appeal & approval
b. Ethics hearings, Finding of facts	5 years after membership ends
placed in member file	
c. Tape recordings of Ethics & Arbitration	3 months after appeal
hearing	

d. Files for information to file a complaint and no further request	1 year from date of letter
e. Arbitration file	2 years after appeal
f. Grievance Committee denial and fine	2 years after appeal
g. Membership Records	5 years after membership ends
h. Rosters	Permanent
i. Membership Numbers	20 years
VI. General Correspondence	
a. Correspondence not categorized	2 years after date of letter
b. Invoices delinquent placed in membership file	See membership
IV. Administrative Requirements state tax	
a. Accounting journals & ledgers	10 years
b. Accounts receivable & credit (apart from cash receipts)	2 years
c. Correspondence.	2 years
d. Financial statements (monthly & quarterly)	2 years
e. Operating & sales reports (monthly & quarterly)	2 years
f. Operating & sales reports (daily & monthly)	Up to 12 months
g. Paychecks (canceled)	2 years
h. Personnel records (after termination)	
1. Folders	1 year
2. Summary history card or index	7 years
i. Sales & purchase orders	Up to 2 years
VII. MLS	
a. Active Book	2 years
b. Sold Books	Indefinite

c. Waiver	Place in member file
d. Exemption Letter	2 years
VIII. Newsletter, Bulletins, flyers	
a. Newsletter	2 years
b. Flyers & Announcements	2 years
IX. Minutes	
a. Board of Directors minutes	Permanent
b. Board of Directors packets of material	1 year
c. MLC Director Minutes	Permanent
d. MLC Director packets of material	1 year
e. Committee Minutes	5 years
f. Annual Shareholders Minutes	Permanent
g. Annual Members Meeting Minutes	Permanent

Policy Review and Adaption

This collection of policies will be reviewed and re-adapted by the NSBAR Board of Directors on an annual basis, no later than the organizational meeting of the new Board of Directors. These policies will be dated with the date of the last annual approval.

New policies adopted by the Directors in the interim period between dates of the annual re-adaption will be added to the manual and become official policies in accordance with the date specified in the approving motion or, in the absence of such date, at the time of the next annual approval by the Board of Directors.

Statement of Public Policy

The North Shore – Barrington Association of REALTORS® (NSBAR) is dedicated to the protection and preservation of the free enterprise system and the right of the individual to own real property as guaranteed by the Constitution of the United States of America.

We affirm our faith in our profession, and faith in the future of America. We offer to the public

in general and government in particular the benefits of our knowledge of real estate, our experience, and our technical resources in protecting the free enterprise system and private property rights.

Subject to the policy adopted herein, we do officially adopt and pledge our support of the policy positions of the Illinois Association of REALTORS® (IAR) and the National Association of REALTORS® (NAR).

This document is to be viewed as dynamic and one intended to change, grow, and develop in sync with our mission as well as our community and business environments.

This document shall empower the Board of Directors to take positions and implement strategic action on behalf of the NSBAR, either on their own initiative or through recommendations by the Government and Political Issues Committee. Implementation of these positions shall be handled by the Chief Executive Officer and/or the Government Affairs Director, and others that may be authorized by the Board of Directors.

When it is impractical to seek a recommendation from the Government and Political Issues Committee or direction from the Board of Directors, and where the positions and strategy are not irregular, the Government Affairs Director and the Chief Executive Office may implement strategic actions on behalf of the NSBAR according to the letter and/or spirit of this document and with credibility and sound judgment.

Initiatives funded by IAR **RVOICE** may be executed with the direct advice and consent of the GAD, CEO, and Chairs of the GPIC and BOD.

Recommendations to IAR and NAR REALTORS® Political Action Committee (RPAC) **TRUSTEES** shall be made by the GPIC.

Because of the complexity and nuances of and novel approaches to public policy, the adopted positions within do not prohibit NSBAR from making minor deviations from this policy or addressing issues not addressed by this policy.

CONSTITUTIONAL ISSUES

Constitutional rights: We pledge to support the constitutional rights of property owners, tenants, and our members.

Alienation of real property: We oppose any efforts by local government to inhibit the free transfer of real property.

Confiscation of property: Except in the rarest of circumstances for the public good, we oppose the confiscation of property, including property rights. We oppose use of eminent domain to further policies such as economic development or rescuing underwater properties.

TAXATION AND FEES

Demolition taxes: We believe demolition taxes are generally implemented as a revenue generator and/or a means to stifle growth. Such taxes are unfairly assessed on persons who happen to own older properties and disproportionately affect seniors and those on the lower end of a community's socio-economic scale; subsequently we oppose their implementation.

Fees: We believe that fees should be commensurate with the services provided by local government, as is required by state statute and case law. In no instance do we support the collection of fees as a revenue generator or to fund unrelated purposes.

Impact fees: The development of real estate brings with it the economic benefits of providing jobs and expanding the tax base as well as providing places for people to live and work. We recognize that the development of real estate may necessitate improvements in certain infrastructure components. NSBAR cautiously accepts impact fees only after thorough needs assessment study is conducted by the beneficiary governments and that needs assessment study demonstrates a direct impact by new development. However, we believe that the impact must be uniquely and specifically attributable to the new development and the new development will principally benefit from the new infrastructure. We oppose any efforts by local governments from collecting fees in excess of the impact and from using the collected fees for operational or unrelated expenses. Furthermore, we encourage local government to incorporate reasonable credits into their impact fee formula.

Special service areas: We do not necessarily oppose special service areas, except in cases where the payees are being required to fund operations that do not uniquely and specifically benefit them, or where the money is being diverted from its stated purpose. Nonetheless, we support full disclosure to payees and potential payees, and we support the rights of property owners to object to their inclusion in a special service area.

Rent taxes: We strongly oppose any municipal attempts to tax rent receipts. Investment property owners are already subject to property taxes and income taxes, and a third tax is unmerited. Such a tax would generally increase rent costs on residential and business tenants, driving some tenants out of the community. Owners of income producing properties will likely see a decrease in their property's value._

Transfer taxes: We believe real estate transfer taxes are regressive, a detriment to housing affordability, an unreliable and inefficient revenue source, and has no relation to the transfer of property. Other than a small fee charged by the county and state to recover administrative costs associated with transferring the property, we oppose any efforts to implement new or increase existing real estate transfer taxes or their scope. Furthermore, we oppose private transfer taxes, transfer taxes via an annexation agreement, zero dollar or nominal dollar transfer taxes, exempt transfer fees not approved by referendum, administrative fees on transfer taxes, or other unorthodox means to implement a transfer tax.

EQUAL OPPORTUNITY HOUSING AND DIVERSITY

Affordable housing: We support efforts by government to create and maintain affordable housing opportunities. However, we oppose efforts to place the burden on funding affordable housing on narrow segments of society. Teardown taxes, transfer taxes, mandatory inclusionary zoning, and the like unfairly place the burden of funding affordable housing on narrow segments of society, and increase housing costs for both new and existing housing. We strongly urge units of governments to actively participate in regulatory reform as a means to generating more affordable housing.

Military families: We support the inclusion of military families in our communities and support efforts by local school districts to receive funding from the federal government equivalent to the cost-per-student spending by the school district in question.

Fair housing/Equal opportunity: We strongly support classes of people protected from housing discrimination by the federal and state government, however, in order to ensure thoughtful uniformity, we do not encourage local units of government to adopt other protected classes above and beyond the state and federal government, including requiring acceptance of housing choice (section 8) vouchers. However, in instances where a unit of government may be compelled to add protected classes in order to receive grant money or other financial payment, we likely will not oppose the inclusion of additional protected classes.

LANDLORD/TENANT ISSUES

Owner-tenant relations: Owners of rental property must provide safe and decent premises. Rental occupants should also reasonable responsibility for their health and safety. We oppose laws and policies which are injurious to the basic rights of private property ownership. We believe that property owners should be afforded adequate legal recourse to enable them to promptly evict those persons who not have a legal right to occupy the premises.

Condominium conversions: Illinois state statute already provides for a process where rental tenants receive notification and right of first refusal if their residence is to undergo conversion to condominiums. Any changes to process should be addressed by the state legislature to ensure universal, predictable standards for the whole state; other than a simple notification process to the unit of local government, we oppose additional condominium conversion requirements by individual public bodies.

Crime-free housing: We support thoughtful, reasoned crime-free housing policies that targets problem properties rather than burdening the whole community. However, such policies should have protections for both property owners and tenants. We oppose mandatory training for all property owners or tenants, and we oppose mandatory police inspections of properties.

Rental licensing: Local government licensing of rental properties and/or property owners is a specious means to regulate landlords and/or tenants, as licensing further complicates existing

law without adding additional tools. Furthermore, we believe that licensing serves to discourage landlords from investing in licensed communities. However, we do support simple registration efforts.

Rental inspections: We do not oppose municipal inspections of rental property so long as the inspections are not unduly burdensome or too frequent. We believe inspections that occur more than once every four years are unnecessarily burdensome and expensive.

Short term rentals: We support the right for property owners to engage in short term rentals of their dwelling unit. Owners that engage in that practice should not be deemed as running a hotel unless the home is quartered in a manner to allow varied groups of people to live under one roof and has been determined to be a hotel by the Illinois Department of Revenue.

LAND USE AND ZONING

Forced deconversion: We oppose efforts by local government to force deconversion of legal, conforming and non-conforming multi-unit properties except in the case of bona fide abandonment -- simple vacancy without intent to abandon does not constitute true abandonment.

Green building: We support policies that incentivize environmentally-friendly building practices, but oppose green building policies that are unduly burdensome.

Energy audits: NSBAR opposes mandatory energy audits of real property. Energy audits are available on a voluntary basis and mandating them would simply add unnecessary costs and stigmatize existing properties.

Historic preservation: We support efforts by individual property owners that wish to place a historic designation or restriction on their own property. We oppose historic districts without the informed consent of a supermajority of the affected property owners. We oppose efforts that place the burden of preservation on the current property owner unless it is the current owner that seeks such restrictions.

Open space: We fully support open space and other conservation measures. However, we oppose efforts to place a disproportionate burden on narrow population segments to fund conservation efforts.

Tree preservation: We support reasonable tree preservation policies so long as such policies do not interfere with the rights of property owners to use and enjoy their property. We encourage allowing property owners to mitigate the effects of removing a tree by being able to deposit a fee commensurate with the costs of a new, younger tree in a different location. We also encourage municipalities to allow other private property owners to adopt trees offered through the tree fund.

Design review: We believe aesthetic design is best decided by the free market – consumers

and the development community.

Moratoria: We will not oppose moratoriums on development so long as the genuine intended purpose is to allow more time to study and better plan for particular development, and that such analysis is being conducted at a reasonable pace. We opposed moratoriums for the sole purpose of stifling growth or attempting to control the free market.

Non-retail restrictions: We oppose efforts by municipalities that restrict non-retail commercial businesses in otherwise commercially zoned areas and/or impose a surcharge for operating.

LIFE AND SAFETY ISSUES

Fire sprinkler suppression systems: We oppose mandating the installation of fire sprinkler suppression systems in detached real estate. We remain neutral on mandating the installation of fire sprinkler suppression systems in newly constructed, attached real estate. We believe that mandatory retrofitting of existing multi-unit buildings should only be imposed on buildings that cannot meet minimum fire safety standards.

Nuisance properties: We encourage municipalities that seek to address nuisance properties to narrow their focus and regulations toward actual nuisance properties rather than the community as a whole.

Occupancy: We support reasonable restrictions on occupancy set forth by the International Code Council or similar bodies. We believe that government should not be in the business of defining family.

Point of sale inspections: Government inspections prior to the transfer of real estate are beyond the scope of necessary government intervention, especially since as most buyers hire their own privately licensed inspector. Furthermore, point-of-sale inspections are a very inefficient way to address specific community issues, such as flooding. In those instances, it is more efficient and logical to inspect properties with apparent issues or through community-wide programs not tied to the transfer of property lastly, inspections should not be used as a means to prevent the transfer of property even with outstanding violations.

Vacant property registration: While we do not flatly oppose vacant property registrations, we believe that public bodies that elect to adopt vacant property registries should do so with minimal requirements and fees.

GOVERNMENT OPERATIONS

Annexation and disconnection: We support the right of property owners to annex to or disconnect from a local unit of government so long as they meet the requirements set forth by state statute.

Debt collection: We support the right of municipal government to collect outstanding payment owed to the municipality. However, similar to the private sector, local government has many tools afforded to them to collect outstanding money, including liens, collections, and the legal system. We oppose efforts by local government to use the transfer of property as a coercive means to collect outstanding money, and further oppose efforts to pass the obligation of unpaid money on to a new property owner.

Undue delegation of authority to non-elected officials: We understand that community groups and government commissions/committees play an important role in shaping a community. However, in most cases, excessive or final authority to such parties creates disproportionate influence and makes elected officials less accountable.

Consolidation: We support citizen efforts to consolidate local units of government as a means to increase government efficiencies and to provide better services.

Home rule: NSBAR believes home rule authority is too often used to diminish the rights of private property owners and provides less checks and balance on local government; we oppose efforts by local municipalities to become home rule, and we support efforts by the citizenry to revert from home rule to non-home rule.

Transparency: We believe transparency in government is fundamental to ensuring citizen participation and holding government officials accountable. We expect government to follow the minimum requirements set forth in Illinois' Open Meetings Act and Freedom of Information Act. We support and applaud governments that go above and beyond those minimum requirements.

Policy support: NSBAR pledges to be a resource to local governments in their development of public policy. We encourage local governments to reach out to NSBAR for real estate related research and expertise.

Lobbyist registration: We oppose efforts by local public bodies to impose lobbyist registration requirements, especially if the requirement requires a fee and/or ongoing reporting of activities. All Illinois REALTOR[®] lobbyists are already registered with the Secretary of State and with thousands of local governments in Illinois the burden to register with every public is too onerous and stifles our constitutional right to petition our government.

MARKETING AND TRANSACTIONAL ISSUES

Anti-solicitation: We support as a basic component of the free enterprise system the right of real estate agents to actively market real estate and actively offer their services to home buyers and sellers. We oppose any proposals which would place unreasonable limitations on the free and open marketing of real property or the availability of real estate brokerage services.

Disclosure: We support efforts by local government to ensure greater disclosure in real

estate transactions so long as such efforts are not unnecessary, unduly burdensome and create a barrier to closing the transaction. We encourage local government to work with REALTORS[®], title companies, and real estate attorneys in developing forms related to the sale of real estate.

Signage: We support efforts by our members to effectively market their properties by way of signage, including on-site and off-site signage. However, we do not support irresponsible off-site placement of signage beyond the times of a scheduled open house, nor do we support off-site placement of signage in an unsafe or obtrusive location, or the use of attention-getting devices such as balloons and streamers. We oppose mandated uniformity of real estate signs; however we support voluntary efforts that encourage the use of clean, attractive signs.

POLITICAL INVOLVEMENT

Political involvement: Advancement of our members' business interests and the protection of private property rights by way of government education and advocacy is a principal component of our mission. It is our obligation and fundamental right to credibly address government policies that impact the real estate industry.

Factors for support: The principal reason behind supporting a candidate for public office is support of private property rights and creating a healthy, economically viable real estate environment. However, issues such as the candidate's viability, thoughtfulness, ethics, grasp of government and public policy, and relationship with the REALTOR[®] community may also be considered.

LICENSING OF REAL ESTATE LICENSEES

Unlicensed practice of real estate: Except for exemptions detailed in the Illinois Real Estate License Act, under no circumstances do we support the practice of unlicensed real estate by government or non-profit agencies regardless of good intentions. Unlicensed practice of real estate devalues the real estate profession and puts the public in harm's way. NSBAR reserves the right to forward complaints of unlicensed practices to the Illinois Department of Professional Regulation and/or any other enforcement agency.

Restrictions on real estate licensees: We oppose any local governmental restrictions on the activities of real estate licensees who are otherwise legally allowed to engage in the practice of real estate.

Local licensing of real estate licensees: The state of Illinois maintains the sole authority to license real estate practitioners. We oppose any efforts by local government to license real estate agents or brokerage firms. Except as it relates to fair housing violations, we also oppose any efforts by local government to summons and/or judge the practices of any real estate licensee. We encourage a local government that is concerned with the practices of a particular real estate licensee to relay those concerns to the licensees local REALTOR[®] Association or to the Illinois Department of Financial and Professional Regulation. However,

we will support efforts by local to register brokerage firms within their municipality for the purposes of knowing which businesses operate in the community, executing life-safety inspections, and contacting businesses within the community