



*Policy and Procedure/Rules and Regulations*

**GREATER TAMPA REALTORS®, INC.**  
**2918 W. Kennedy Blvd. – Tampa, Florida 33609-3195**

*Revised: November 19, 2018*

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**GREATER TAMPA REALTORS<sup>®</sup>, INC.**  
**POLICY AND PROCEDURE/RULES AND REGULATIONS**

*DISCLAIMER*

Nothing in this manual is intended to conflict with the Charter and Bylaws of the Greater Tampa REALTORS<sup>®</sup>, the Florida REALTORS<sup>®</sup>, the National Association of REALTORS<sup>®</sup>, or with any local, state or federal law or regulation. In the event any policy does conflict, the higher authority shall prevail.

*INTRODUCTION*

This Policy and Procedure/Rules and Regulations may be changed from time to time as directed by the Board of Directors. Passed motions of the Board of Directors shall make said changes.

Each year, a new, updated Policy and Procedure/Rules and Regulations shall be published with the pages annotated as to the commencement date of the then-current year.

Each month, any changes made in the manual by the Board of Directors shall be made immediately and a master copy maintained by the CEO.

The cover page shall then be dated at the bottom with the date of the last change.

Each year-end (December 31) the Policy and Procedure/Rules and Regulations shall then be kept for seven (7) years. This will provide a continuous record of changes.

*INDEMNIFICATION*

The Greater Tampa REALTORS<sup>®</sup>, Inc. shall indemnify each and all of its Directors, Officers, staff, and former Directors, Officers, and staff, against any expenses incurred by them, including legal fees or judgments and penalties rendered or levied against such person in a legal action brought against any such person for action or omissions alleged to have been made by such person while acting in the scope and duties as a Director, Officer or staff member of the Corporation, provided that such person did not act, fail to act, or refuse to act willfully with gross negligence or with fraudulent or criminal intent in regard to the matter involved in the action.

*MEMBER REQUEST FOR POLICY REVIEW*

A member may request to review a copy of the Greater Tampa REALTORS<sup>®</sup> Policy and Procedure/Rules & Regulations Manual. The member shall make a request, in writing to the CEO, for an appointment to review the document. Upon receiving the request, the CEO shall make arrangements with the member within five working days for a date and time for the member to come to the Association to review the document. The document may not leave the building in any form.

No member shall be provided personnel salaries outside of what is published in the Form 990, which is the Return of Organization Exempt From Income Tax. The CEO shall provide salary ranges of positions to the Board of Directors annually.

Only the President or Treasurer, under certain circumstances, and the employee's supervisor can have access to personnel records.

## **RESPONSIBILITIES AND DUTIES OF THE OFFICERS, DIRECTORS AND COMMITTEE CHAIRMEN**

### *PRESIDENT*

The President shall:

1. Enforce the observance of the Charter, Bylaws and Policy and Procedures/Rules and Regulations of the Association, and advise, recommend, and propose those things to the Board of Directors that he/she considers necessary or beneficial to the members.
2. Establish a policy and program outline for his/her administrative year for the approval of the Directors; said outline shall encompass the strategic plan of the Greater Tampa REALTORS®.
3. Carry out the instructions of the Board of Directors.
4. Serve as an ex-officio member of all committees and receive minutes of each committee meeting, except the Nominating Committee, Grievance Committee, and Professional Standards Committee. President shall have voting rights but attendance will not count toward a quorum. President shall not serve on the Nominating Committee.
5. Become familiar with the operations and policies of the Florida REALTORS® and the National Association of REALTORS®.
6. Cooperate with the Florida REALTORS® and the National Association of REALTORS® in joint programs and attend their conventions and appropriate meetings and shall accept the responsibilities as designated by each.
7. Chair the meetings and prepare agendas for the Board of Directors and General Membership Meetings. An automatic reservation will be made for all General Membership meetings.
8. Be permitted, in matters of business voted upon other than by ballot, to cast a vote to make or break a tie. In case of vote by ballot the president, or presiding officer, has the same voting rights as any other member. The President can only pass the gavel to a voting member.
9. Encourage maximum membership participation.
10. Keep the Association free of policies and programs that are not the prerogative of a 501 (c) (6) trade association.
11. Serve a one-year term of office beginning January 1 and ending December 31.
12. Select a qualified Parliamentarian.
13. Replace Director(s) of the Florida REALTORS®, upon the resignation or removal of any duly- ratified said Director(s).
14. Serve as Chair of the Executive Committee.
15. Authorize electronic voting on matters that require Board of Director approval prior to the next regularly scheduled meeting on matters which require action by the Board of Directors prior to the next regularly scheduled meeting. These actions are to be ratified by the Board of Directors at the next regularly scheduled meeting.
16. Be a signatory along with the CEO or Treasurer on any check or withdrawal of funds in excess of \$10,000.00 from any depository in-hand. The CEO, if not a corporate officer, may sign as a second signatory.

17. Be allowed to suspend GTR Membership fees of a member with a bonafide medical disability during the term of their disability. The member will be allowed to maintain an active or inactive license and that upon return to active market, all reinstatement fees are waived. All documentation must be in writing. The status of medical disability is to be determined by the President.

#### *PRESIDENT-ELECT*

The President-elect shall:

1. Perform all the duties assigned by the President and shall serve in the President's absence.
2. Appoint committee chairmen for his/her presidential year. All appointments should be made and the names furnished to the CEO by October 15.
3. Appoint Directors and Voting Delegates for the Florida REALTORS® for his/her Presidential year subject to the ratification of the then current Board of Directors.

- a. Appointments should be made in the following manner:

First - Officers

Second - Board Members

Third – Applicants with history of service to GTR, FLORIDA REALTORS, NAR

Fourth - Chair of Committees

Fifth - Committee Members

Sixth - General Members

4. Serve as Chair of the Strategic Planning Committee, Chair of Installation Committee, member of Finance Committee, Vice-Chair of Executive Committee, and shall not serve on Nominating Committee.
5. Attend all meetings of the Association, and when possible, the State and National Association meetings.
6. Serve a one-year term of office beginning January 1 and ending December 31.

#### *VICE PRESIDENT*

The Vice President shall:

1. Accept the duties and responsibilities assigned by the President.
2. Act as President in the event of the absence of the President and President-elect, with all the duties and powers of the office assumed.
3. Select various speakers for General Membership meetings, and coordinate arrangements.
4. Attend all meetings of the Association, and when possible, the State and National Association meetings.
5. Serve a one-year term of office beginning January 1 and ending December 31.

#### *TREASURER*

The Treasurer shall:

1. Serve as Chair of the Finance Committee.
2. Be responsible for all funds and securities of the Association; receive and give receipts for or cause the same to be done for monies due, and cause to be deposited, all such monies in the name of the Greater Tampa

REALTORS<sup>®</sup>, Inc., in such banks, trust companies or other depositories as shall be selected by the Board of Directors; and, in general, perform all the duties from time to time that may be assigned to him/her by the President or by the Board of Directors.

- a. Mail the total budget by major categories\* for the year to all active REALTOR<sup>®</sup> members. A detailed line item budget shall be available at the Association office.
  - b. Mail a semi-annual Income Statement of the total major categories\* to all active REALTOR<sup>®</sup> members as soon as practicable. A detailed financial statement shall be made available at the Association office to any member upon reasonable request.
3. Direct the preparation and timely filing of all tax returns, reports, and deposits.
  4. Provide a financial report at each meeting of the Board of Directors and at the Annual Membership meeting.
  5. Have the books audited at least once a year by a Certified Public Accountant approved by the Board of Directors.
  6. Implement such financial controls as approved by the Board of Directors.
  7. Be a signatory along with the CEO or President on any check or withdrawal of funds in excess of \$10,000.00 from any depository in hand. The CEO, if not a corporate officer, may sign as a second signatory.
  8. Attend all meetings of the Association, and when possible, the State and National Association meetings.
  9. Serve a one-year term of office beginning January 1 and ending December 31.

\* The major categories shall be Income; Member Dues; Fees from Members; MLS Operations; Supplies and Service Recovery; Member Program Recovery and Miscellaneous. Expenses: Personnel and Professional Fees; MLS Operations; Member Programs; Supplies and Services; Office and Occupancy; Operations; Professional Development; and Taxes and License.

#### *SECRETARY*

The Secretary shall:

1. Supervise the keeping of the minutes of the proceedings and meetings of the Greater Tampa REALTORS<sup>®</sup> and perform such other duties as may be required.
2. Attend all meetings of the Association, and when possible, the State and National Association meetings.
3. Be one of the signatories on all legal documents and contracts.
4. Maintain an official file of the Greater Tampa REALTORS<sup>®</sup> correspondences at the Association office. The correspondences to be maintained shall be determined by the Board of Directors.
5. Serve a one-year term of office beginning January 1 and ending December 31.

#### *IMMEDIATE PAST PRESIDENT*

Immediate Past President shall:

1. Serve as Vice Chair of the Strategic Planning Committee.
2. Serve on the Board of Directors for one year following his/her term of office.

3. Attend all meetings of the Association, and when possible, the State and National Association meetings.

#### *BOARD OF DIRECTORS*

1. Shall be the governing body of the Association and shall have the general supervision over its policies, activities, and business affairs, subject to the Corporate Charter, the Bylaws and this Policy and Procedure/Rules and Regulations.
2. The Association Bylaws provide that the government of the Association shall be vested in the Board of Directors. Therefore, it is mandatory that all Directors attend the Board of Directors meeting or be subject to removal from office as provided for in the Association's Bylaws.
3. Serve two-year terms of office beginning January 1 and ending December 31. (Maximum two consecutive terms). This shall only apply to GTR elected/appointed Directors.
4. Create a liaison between members and the Board of Directors to ensure that the members are aware of Board actions, and the Board is aware of member concerns and interests. It is imperative, therefore, that each Director have a working knowledge of the Association's Charter, Bylaws, MLS Rules and Regulations, the Code of Ethics, and this Policy and Procedure/Rules and Regulations.
5. Serve as a Director Liaison to a Committee(s) as appointed by the President. The duties are as follows:
  - a. Serve as an ex-officio member of appointed committee(s) without voting privileges. Liaison attendance will not count towards a quorum. In the event the Director Liaison is the Chair, Vice-Chair, or a Member of said committee, this provision shall not apply. (01/20/14)
  - b. Report committee activity and requests, as needed, to the Board of Directors at their regularly scheduled meetings.
6. Report committee activity and requests, as needed, to the Board of Directors at their regularly scheduled meetings.
7. Attend the Annual Leadership Retreat and an education session on the Bylaws and the Policy and Procedure/Rules and Regulations prior to taking office.
8. Approve the annual budget and maintain a balanced budget at all times.
9. Administer the finances of the Association by adopting an annual operating budget for the Association no later than its September meeting, which will be applicable for the ensuing year. The Directors, prior to the change(s) becoming effective, will approve changes in the expense of any major category items of the adopted budget. The Board of Directors shall establish an effective date anytime changes are made in fees, fines, assessments and dues.
10. Attend all meetings of the Local and State Associations, when possible.
11. Review all contracts annually.
12. Be deemed an automatic resignation from the Board of Directors if any officer or Director of the Greater Tampa REALTORS® is found guilty of violating the Code of Ethics of the National Association of REALTORS®, having exhausted all appeals. Said resignation shall be subject to the review and discretion of the Board of Directors, who may vote not to accept the resignation.
13. Evaluate and assess, no later than December 1<sup>st</sup> of each calendar year, the performance of the CEO utilizing the CEO Evaluation form (hereinafter referred to as "the evaluation form") and Confidential Instruction Cover Sheet. Such evaluation shall relate to the duties and responsibilities of CEO per policy as well as CEO's progress toward established goals as set forth in the policy and the working relationship between CEO, the



staff and the membership. The evaluation shall be carried out by the current Executive Committee (hereinafter referred to as “the Committee”), which shall meet alone without CEO in executive session. Prior to commencing the evaluation process, the evaluation forms shall be completed by the Board of Directors and submitted confidentially to the current President for review by the Committee. The President shall notify and solicit participation from all Board of Director members. The President shall sort evaluations by category and prior to submission to the Committee. The Committee shall establish a benchmark score for each category by averaging the evaluation forms received from the Board of Directors. This benchmark score, along with Board of Director’s comments on the evaluation form and Committee discussion will be used to create a summary evaluation form. In the event that the performance of CEO is deemed unsatisfactory in any respect, the Committee shall describe in writing, in reasonable detail, specific instances of unsatisfactory performance and shall include recommendations as to necessary improvement in all areas where the Committee deems performance to be unsatisfactory. President and President-elect shall present the summary evaluation form to CEO for review. Only a copy of the Committee’s written evaluation shall be given to the CEO. If CEO disagrees with such evaluation, CEO may respond in writing to be delivered to the current President and subsequently reviewed by the Committee. A copy of the Committee’s written summary evaluation shall be made part of CEO’s confidential personnel file. The original of the Committee’s written summary evaluation and all other original documents shall be filed with the Association’s legal counsel.

14. Institutes, Societies and Councils of the National Association of REALTORS® may be considered by the Board of Directors for special relationships with GTR, use of GTR facilities and participation in GTR activities.

#### *STATE DIRECTORS AND OFFICERS*

State Directors and Officers shall:

1. Be recommended by the President-elect for the ensuing year and ratified by the then-current Board of Directors.
2. Be appointed by the Florida REALTORS® for a one-year term.
3. Attend all Board of Directors meetings of the Florida REALTORS®.
4. Notify the GTR CEO or President of their inability to attend a Directors Meeting as soon as possible (at least 24 hours prior to the meeting), so a substitute may be appointed by the President for that meeting.

#### *NATIONAL DIRECTORS*

The President, President-elect, and immediate Past President shall fill the first three NAR Director positions available. If more than three Directors are allocated from the National Association of REALTORS® (NAR) or the President-elect or immediate Past President chooses not to accept the NAR appointment, or the President, President-elect, or immediate Past President are already NAR Directors appointed by another Association, applications will be received from GTR members desiring to serve by the last working day in September of the prior year. In this event, the GTR Board will select any additional or replacement NAR Directors from those applying.

#### *CHIEF EXECUTIVE OFFICER (CEO)*

The CEO shall report to the Board of Directors. The purpose of the position is to administer policies of the Association as established and approved by the Board of Directors to include but not limited to the following: (6/18/18)

1. Direct, in a line capacity, the activities of the exempt and non-exempt staff by establishing administrative policies and procedures for office function. Establish the organizational structure for the Association office and related staffing structure. Recruit, hire, train, promote and terminate staff, administer an effective personnel program which includes job and policy descriptions, performance standards, performance appraisals and a compensation system within budgetary limitations.

2. Act as the official interface with the National Association of REALTORS<sup>®</sup>, Florida REALTORS<sup>®</sup> and My Florida Regional MLS (MFRMLS). Establish and maintain the necessary communications with appropriate personnel to remain conversant with the national, state and MLS organization's requirements and objectives. Convey to the appropriate officers, directors, committee chairs and general membership all pertinent information. Report to the Board of Directors in writing and clearly delineate mandatory updates to maintain national and state membership and that which is optional. (6/18/18)
3. Be informed of the national and state Associations' policy requirements and objectives and convey to the appropriate officers, directors, committee chairs and general membership all appropriate information. (6/18/18)
4. Assist in implementation of strategies and objectives as established by the Board of Directors.
5. Be responsible for managing the Association's facilities including but not limited to repairs, security, communications system, furniture and fixtures, any expenses outside of budgeted items shall be presented to and authorized by the Board of Directors prior to actual expenditure.
6. Oversee procurement of a minimum of three (3) bids for needed services and supplies not budgeted that exceeds \$2,500, notify the Affiliates/Business Partners of opportunities to bid, evaluate and submit recommendations for vendor contracts to Board of Directors, administer contracts under the approved terms. (6/18/18)
7. Communicate with the President or President-elect for authority to proceed without Board of Directors' action. In case of emergency need for preservation of facilities, health and safety of volunteers, occupants and staff. This emergency procedure is necessary only for expenses in excess of a cumulative sum of \$2,500. (6/18/18)
8. Perform any other functions relating to the Association which may be assigned by the Board of Directors.
9. Sign individual checks to pay expenses up to \$10,000. (6/18/18)
10. Present to the Board of Directors annually no later than the end of the first quarter, a summary of all current contracts and leases for review. (6/18/18)

#### *COMMITTEE CHAIRS*

The following duties are applicable to any organized work groups including Ad Hoc, Task Force, etc.

Committee Chairs shall:

1. Submit a proposed budget to the Finance Committee prior to August 1. Operate within their respective budget. Expenditures over budget shall not be made except with the prior approval of the Board of Directors.
2. Provide committee meeting notice to all committee members with a minimum of ten (10) working days prior to the meeting.
3. Prepare agendas.
4. Ensure minutes of all meetings are recorded and submitted to the CEO's secretary.
5. Conduct meetings with proper observance of parliamentary procedures and decorum.
6. Make motions in the form of a recommendation to the Directors along with rationale, when seeking Board of Director consideration.

7. Prepare detailed report of duties and objectives for review at the Annual Leadership meeting to be passed on to the new Chair.
8. Recommend members to their committee for consideration of appointments by the incoming President. After three unexcused absences, Chair may request removal of a committee member. Chair must contact committee member prior to submitting recommendation of removal to the current President.
9. Work with the incoming President and Staff Liaison to inform members of their committee appointment.
10. Attend all General Membership meetings.
11. Become familiar with Staff Liaison responsibilities.

#### *COMMITTEE FUNCTIONS*

1. **Committee Meeting Attendance Policy:**  
Members who miss three committee meetings in a year will be removed from the committee roster, but may still attend the committee meeting as a guest with no voting privileges. After missing the second committee meeting, a member must be notified to make them aware that the next missed committee meeting will be their third absence and that they will be removed. Death in the family, sick or hospitalization, or on Greater Tampa REALTORS®, Florida REALTORS® or National Association REALTORS® business are the only excuses for missing a committee meeting. For a committee meeting to meet quorum, there must be a minimum of five of the committee members present to conduct business. (rev. 10/17/16)

#### *SPECIAL COMMITTEES INCLUDE AD HOC COMMITTEES, TASK FORCES, AND PRESIDENTIAL ADVISORY GROUPS*

In addition to the following, additional temporary committees may be appointed by the President.

In order to be eligible to be appointed to a Committee, Subcommittee, or Taskforce:

1. The member must be a member on good standing of the Association. Meaning they have paid their dues and are current with all association dues and fees as well as in compliance with the National Association of REALTORS® Code of Ethics requirements.
2. The member has no violation of the provisions of Code of Ethics or bylaws within the three (3) years that precede the date of the committee application period in which the member seeks appointment. For the purposes of this provision, the date on which the hearing panel signs the finding or, in the event there is an appeal, the date on which the appeal is ruled upon by the Board of Directors, shall be the date from which the three (3) year period shall begin to run.

#### *Standing Committees/Subcommittees*

**Events Committee** - Plans a large scale collaborative real estate convention in the greater Tampa area. Reviews subcommittee recommendations and coordinates efforts to align with the strategic plan.

- **Affiliates Subcommittee** - Recommends value-added Affiliate educational programs, fundraising events and networking opportunities that foster REALTOR®-Affiliate business relationships, coordinating with the Events Committee to avoid overlap of services.
- **Installation Subcommittee** – Plans the annual GTR Installation of Officers and Directors and works with Affiliates as a resource for sponsorships.

- **REALTOR®/Builder Subcommittee** - Works with the Tampa Bay Builders Association toward improving relations/communications with the builders in this area. Collaborates on the annual REALTOR®/Builder Expo.
- **Young Professionals Network (YPN) Subcommittee** – Helps REALTORS® grow and develop professionally in four key areas: Association leadership, real estate advocacy, networking and community volunteerism, with an emphasis on programming relevant to young or new REALTORS®, coordinating with the Events Committee to avoid overlap of services.

**Executive Committee** - Conducts the affairs of this Association in accordance with the policies and instructions of the Board of Directors. Receives information, engages in discussions, receives/discusses settlement proposals and makes decisions relating to litigation, including but not limited to amounts paid and other terms of settlement. All information received, all discussions engaged in and any decisions related to litigation made by the Executive Committee shall be conducted in executive session and shall remain confidential. The Board members not on the Executive Committee shall be informed generally as to litigation that has been commenced and resolved. However, no further information relating to litigation shall be disclosed to Board members who are not members of the Executive Committee.

- **Building/Land Subcommittee** – Reviews building-related proposals and performs ongoing assessments of the Association building(s) and grounds. Monitors the annual sinking fund for adequacy.
- **Bylaws/Policy Subcommittee** - Reviews the Bylaws and Policy and Procedure/Rules and Regulations and recommends changes to the Board of Directors.
- **Member Services Advisory Board** – Researches and recommends products and services that will benefit members.
- **Orientation Advisory Board** – Reviews annually the content being presented to new members and suggests updates ensuring it aligns with the strategic plan, coordinating with Executive Committee to avoid overlap of services.
- **Pasco Relations Subcommittee** – Ensures that the local needs of our members in Pasco County are being met. Makes recommendations to the executive committee as needed.
- **Past President’s Advisory Board** – Helps preserve the institutional knowledge as a Greater Tampa REALTORS® or any merged association past president by offering experience and guidance for the current leadership.
- **Strategic Planning Subcommittee** - Develops and recommends long range, strategic plans for the Greater Tampa REALTORS®. This Committee will be chaired by the President-elect and vice chaired by the Immediate Past President, and shall include three Directors or the Vice President and two Directors, and five selected members. All members serve a two-year term, except the Immediate Past President and President-elect.

**Finance Committee** - Chaired by the Treasurer and include the Immediate Past Treasurer and President-elect. In addition, two members of the Board of Directors for a one-year term elected by the Board of Directors non-inclusive of those individuals previously specified and six members at-large for a two-year term, three appointed annually by the incoming President. In addition, the chairs of the Professional Development, Building and Public Relations Committees shall serve a one year term. In the event a chair declines appointment the President shall fill the position with ratification by the Board of Directors. The Finance Committee, no later than September 1, shall prepare the ensuing year’s budget. This committee reviews requests for expenses not covered in the budget, determines the financial impact to the budget and makes recommendations to the Board of Directors. It monitors financial status regularly. It recommends to the Board of Directors the Certified Public Accountant (CPA) to audit financial accounts at the end of the year. The audit report is submitted to the Board of Directors and the Finance Committee. (rev. 11/19/18)

**Governmental Affairs Committee** - Maintains liaison between the Greater Tampa REALTORS® and locally elected governmental and key appointed officials. It is highly recommended that Governmental Affairs Committee members be RPAC fair share investors and shall have previously served on the RPAC Committee. All members shall be required to attend candidate screening training.

- Maintain a list of elected officials; and, when appropriate, notations as to actions taken by the officials either for or against REALTOR® interests.
- Actively engage in political campaigns on a non-partisan basis to insure election of candidates who are favorable to real estate interests. Recommendations are made to the Board of Directors for support of candidates selected following the candidate screening process.
- Presentation of RPAC checks to recommended candidates. Key Contacts are to arrange the time for check presentation with the CEO, President, Governmental Affairs Chair, Governmental Affairs Vice Chair, District RPAC Trustee, RPAC Chair-and RPAC Vice Chair. The Key Contact should present the checks for incumbent races and the Association President should present the checks for open races. In the absence of the Key Contact or the President, the RPAC Chair or Governmental Affairs Chair may present the checks. Key Contacts are encouraged to be present. (rev. 01/16/17)
- Every two years, to coincide with the General Election, solicit members to serve as a Key Contact for each elected legislative official.
- Identifies Local and/or State issues it wants to mobilize. Designs a plan of action and a budget on the local fund amount that has been made available for the Association from the Florida Association of REALTORS®.

#### Policy for Political Activity Funding

Governor's Luncheon - Tickets will be purchased for the Governor's Luncheon. Tickets will be distributed as follows: President and guest, President-elect, Governmental Affairs Committee Chair or Vice Chair, RPAC Chair, RPAC Vice Chair, Federal Political Coordinator(s), Land Use Consultant/Contract Lobbyist, Director of Public Affairs, CEO, Key Contacts, and Major Investors. The President will appoint any and all substitutes. (rev. 01/16/17)

Strawberry Festival Luncheon - Tickets for the Strawberry Festival Luncheon are to be purchased for the President and guest, President-elect, Governmental Affairs Committee Chair, Vice Chair, Key Contacts, Major Investors, CEO, Governmental Affairs Committee staff liaison, Land Use Consultant/Contract Lobbyist and the RPAC Chair. The President will appoint any and all substitutions. (rev. 01/16/17)

Great American REALTOR® Days (GARD) in Tallahassee – The Association will register and provide, at the Association's expense, unless funded by another source, transportation, lodging accommodations at designated hotel, and food for the President, President-elect, Governmental Affairs Committee Chair, RPAC Chair, Key Contacts and Team Members (or their substitutes\*), Major Investors, Board of Director Members, Governmental Affairs Committee Members and the Land Use Consultant/Contract Lobbyist. A member choosing means of transportation other than that provided by GTR (i.e. own car or flying) will not be eligible for reimbursement for independent transportation and food expenses. Other GTR members may attend GARD provided that additional space and lodging is available by paying FAR for their registration and paying GTR for their lodging costs and also providing that space is available on GTR chartered transportation. (rev. 01/16/17)

**\*Substitutes** selected will be recommended by the Governmental Affairs Committee Chair and approved by the President with preference given to Key Contact Team Members

A GTR member who is currently appointed to at least one committee and has attended no less than fifty percent of the previous year's scheduled meetings of the assigned committee, is eligible to apply for a scholarship (Association provided FAR registration, transportation, lodging and food) to attend for the first-time Great American REALTOR® Days event. Subject to funding, up to three scholarships may be offered. The scholarship application form provided by GTR must be completed and received by the Association no later than forty-five calendar days prior to the Great American REALTOR® Days event. The deadline date for the application will be stated on the scholarship application form. Scholarship recipients are to be determined

by the President, Governmental Affairs Committee Chair and Vice Chair and will be notified within fifteen calendar days from the submission deadline date. (rev. 11/17/14)

*Local Key Contact/Team Member Applications* - Applications shall be submitted to Greater Tampa REALTORS®. The Governmental Affairs Chair and President shall select the member to be the Local Key Contact. The Key Contacts and team members ideally should have volunteered and/or contributed monetarily to the Candidate's Campaign and be an active Governmental Affairs Committee member. (rev. 01/16/17)

*Key Contact/Team Member Criteria* - A Key Contact or team member shall apply to Florida REALTORS® to be considered for a Key Contact appointment by the President of Florida REALTORS®. They ideally should have volunteered and/or contributed monetarily to the Candidate's Campaign, be an active Governmental Affairs Committee member, and should not have missed more than three meetings during the year. Key Contacts are expected and required to:

- Serve for a full two-year term, including being appointed to the Key Contact Forum.
- Attend "Great American REALTOR® Days" in Tallahassee and lead the State Capitol Hill visit.
- Keep informed on State legislative issues.
- Respond to all "Calls to Action".
- Contact your Legislator when requested by FAR. Report back to the Public Policy Office in Tallahassee after contacting your Legislator.
- Report to the RPAC Committee and Association candidate-screening panel on your Legislator's responsiveness. (rev. 01/16/17)

*Federal Political Coordinators* - The President of the Florida Association of REALTORS® shall appoint Federal Political Coordinators (FPC) to serve as liaisons to Florida's Representatives in Congress every two years to coincide with the Congressional term. If requested by the Florida Association of REALTORS®, the GTR President shall provide input. These members are kept informed on all aspects of federal legislation affecting the real estate industry, respond to the National Association of REALTORS'® Calls to Action and lead the Capitol Hill visits to lobby during the Legislative meetings in Washington. (It is recommended that the FPC be a FAR Director).

#### *CANDIDATE SCREENING PROCEDURES FOR PUBLIC OFFICE*

It shall be the policy of the Association to screen candidates running for the same office, whether on a Local, State or Federal level, prior to recommending for election, re-election or funding from the REALTORS® Political Action Committee. However, for incumbents without opposition, and/or identified "opportunity" races suggesting early support, the extent of screening may be modified.

##### 1. Screening Panel

- a. The Chair of the Governmental Affairs Committee (GAC) shall work with staff to solicit GAC and members who have previously attended candidate screening training and are interested in serving on a screening panel. In the event there are more volunteers than required for the panels, preference shall be given to members of the GAC. Once a pool of screening panel members has been established, the GAC Chair and Vice Chair shall select the members for appointment to specific panels with the make-up of the panels remaining confidential. They shall also appoint the moderator. GAC staff liaison shall be present to verify qualifications. (rev. 01/16/17)
- b. The make-up of the screening panels **should attempt** to include different members to ensure that the same members do not interview with the same members of another panel for different races. Panel members will be notified and shall not disclose what panel they have been selected to serve on until after the panel's recommendation has been acted upon by the Board of Directors.
- c. The Screening Panel shall consist of three to five members. In the event only four panel members attend, the moderator shall not vote. (rev. 01/16/17)

- d. Screening Panel members shall have attended a candidate screening training session provided by Florida REALTORS® prior to serving on a panel.
- e. The Association will attempt to coordinate screening with other Boards/Associations as it pertains to candidates whose districts encompass multiple Board/Association jurisdictions.
- f. Any REALTOR® may submit questions for consideration with the understanding that those questions may not be included during candidate interviews.
- g. Questions to be asked during candidate interviews will not be shared with any individuals prior to the screening.
- h. Screening Panel members, including the moderator, should be objective and not prejudiced during the course of the panel interviews.
- i. Screening Panel members shall not sit on a panel if they are the current President, the current Key Contact, current Key Contact Team Member, GAC Chair, GAC Vice Chair, Candidate, current campaign worker or current contributor to that candidate. (rev. 01/16/17)

## 2. Procedure

- a. The Governmental Affairs Committee will determine the elected offices to be screened.
- b. Invitations to participate in the candidate screening process and questionnaires regarding the candidacy shall be mailed to the candidates at the address published on the Supervisor of Elections website using United States Postal Services Regular Mail and email with read receipt to candidates at least 10 days prior to any scheduled interview. If no confirmation, one phone call will be made to the candidate to verify receipt. (rev. 01/16/17)
- c. The Screening Panel shall allow a candidate with a valid reason who is not available to attend their scheduled interview session, to be screened, by telephone at their scheduled appointment time.
- d. Should a candidate not be able to participate in person or by telephone at their appointed interview time because of unavoidable circumstances the candidate shall submit prior to the scheduled interview a letter explaining their situation or should a candidate encounter an extreme emergency causing them to miss their scheduled interview and the Association has been notified, the Screening Panel shall consider rescheduling their interview in a timely manner. The candidate shall submit a written request for rescheduling. All information shall be forwarded to the Screening Panel for its consideration. If the request is approved by the Screening Panel, another meeting of the same Screening Panel shall be held. The meeting may be held at the Association or by conference telephone call. The meeting shall be held in sufficient time so as to meet all requirements to deliver the recommendation to the Board of Directors. All members of the Screening Panel shall be at the meeting or if by telephone, on the conference call at the same time. In the event a member cannot attend, the Screening Panel shall not be able to proceed and will have to reschedule the meeting for another time. If a candidate does not submit the requested information, the candidate shall not be considered for recommendation by the Association.
- e. In the event a candidate does not interview with a Screening Panel, the candidate shall not be considered for recommendation.
- f. The screening process shall take place after the final date for the candidates to qualify with the Board of Elections.

- g. After all candidates have been screened, the moderator shall conduct a discussion of the candidates and a vote shall be taken. All deliberations of screening panels shall be done in Executive Session.
  - 1. Only GTR REALTOR® members may observe candidate screening interviews. In the event an observer is present during the candidate screening interview, they shall be asked to leave the room during any deliberation.
  - 2. Candidates shall not observe screening interviews. (rev. 01/16/17)
- h. Members of the Screening Panel shall make their recommendation based on qualifications, electability, and issues. The Screening Panel shall recommend the candidate receiving the most votes, or it may decide not to recommend any candidate.
- i. The Screening Panel may elect to postpone its recommendation at the time of the interview because of an extenuating circumstance. In this event, another meeting of the same Screening Panel may be called by the moderator. The meeting may be held at the Association or by conference telephone call. The meeting shall be held in sufficient time so as to meet all requirements to deliver the recommendation to the Board of Directors. All members of the Screening Panel shall be at the meeting or if by telephone, on the conference call at the same time. In the event a member cannot attend, the Screening Panel shall not be able to proceed and will have to reschedule the meeting for another time.
- j. The Screening Panel shall provide the Association Staff with a GTR Candidate Recommendation Form which includes a written tabulation of the number of votes for each candidate along with its written recommendation for submittal to the Board of Directors.
- k. The Board of Directors shall discuss and make its decision to approve or disapprove the Screening Panel's recommendations either at a regular meeting, a special meeting, by email poll or by telephone poll.
- l. The GTR Candidate Recommendation Form, which is completed by the moderator following each Screening Panel's deliberations, will be provided to the Board of Directors.
- m. The Board of Directors may approve or disapprove the Screening Panel's recommended candidate; however; it shall not make a substitute.
- n. In the event the Board of Directors does not agree with the recommendation of the Screening Panel, a vote to reject the Screening Panel's recommendation shall be approved by a two-thirds vote of the directors present and voting.
- o. Once approved by the Board of Directors, notification to the candidate by the Association staff will be provided to local candidates. State and Federal candidates will be notified upon receiving Florida RPAC approval/disapproval.
- p. In an election where there is a runoff or general election, the Association may make subsequent recommendations on candidates.

The following gives guidance to the Association in conducting screening panels and candidate recommendations:

- i. In the event there was not a recommendation or the recommended candidate did not win the primary election and the remaining candidates were originally interviewed, the original screening panel may be reconvened to consider making a recommendation.
- ii. In the event there was not a recommendation or the recommended candidate did not win the primary election and the remaining candidates were not originally interviewed, a screening panel may be convened to consider making a recommendation.



Screening Panel appointments and recommendations to the Board of Directors for special elections, runoff or general election candidates shall be made in the same manner as described above under items 1 and 2.

#### *CANDIDATE RECOMMENDATION*

The Directors approved list of GTR recommended candidates; amendments and referendums shall be mailed and emailed to the Association's members utilizing RPAC funds. The list shall also be published in the GTR newspaper if submission meets newspaper deadlines. NAR and Florida REALTORS® recommended candidates shall be included in the published lists. The list shall be published using the following format:

CANDIDATES RECOMMENDED BY GTR  
Hillsborough County Commissioner  
District 1 — Recommended Candidate Name

CANDIDATES RECOMMENDED BY FLORIDA REALTORS®  
Florida Senate  
District 12 — Recommended Candidate Name

CANDIDATES RECOMMENDED BY NATIONAL ASSOCIATION OF REALTORS®  
U.S. House of Representatives  
District 9 — Recommended Candidate Name

#### *CANDIDATE AND POLITICAL ISSUE SIGNS*

- Signs may be permitted on the Association's property located at 2918 W. Kennedy.
- Signs shall be no larger than 18" x 24".
- The number of signs shall be limited to a maximum of two signs per candidate/issue on Kennedy Blvd. and a maximum of two signs per candidate/issue on Gomez Avenue.
- The Association shall determine the location of each sign. All sign placement shall conform to the Supervisor of Election "Polling Place Procedures Manual".
- The recommendation approval letter sent to the Candidate shall provide an invitation to deliver signs to be placed at the Association.
- Candidate signs shall be delivered to the Association to be installed by the Association and the Association shall provide and install all signs.
- Signs may be installed from the date the Board of Directors approve the recommendation from the Committee or approve early funding but not sooner than 30 days prior to any election.
- Candidate signs shall be removed by the Association as soon as the election is over.

#### *EARLY SUPPORT POLICY*

The Association may consider providing an "early" recommendation and RPAC funding to a filed candidate for public office in Hillsborough County. Governmental Affairs Committee shall send recommendations to the Board of Directors for its approval. Official support will not be granted earlier than 120 days prior to qualifying deadline. Such a candidate should meet at least some of the following criteria: (rev. 01/16/17)

- An elected official who is running for re-election.
- An elected official who is running for similar elected position as he or she is in at the current time. (Revised 6/16/14)
- An elected official who was a strong supporter of the real estate industry during his/her tenure, and who made extraordinary efforts to forge a positive working relationship with GTR and its leadership.
- An elected official who has been an exceptional public servant during his/her tenure in office, and who has been open and accessible to GTR members and staff.
- A GTR member who has a demonstrable record of being a successful, productive, working REALTOR® over a period of years, and who is a strong, viable candidate for public office, as well as a positive reflection on the REALTOR® Association.

- A candidate should clearly demonstrate viability by having earned broad-based support from within the community, including the real estate industry. To further demonstrate viability, a candidate should have raised a considerable amount of money and should receive at least tacit support from his or her political party leadership.

#### *POLITICAL FUNCTIONS AND LOGO*

- Any political function held at GTR office must be approved by the Governmental Affairs Committee and the Board of Directors prior to taking place.
- Any endorsement or GTR logo cannot be used at any political venue without prior approval of the Governmental Affairs Committee and the Board of Directors.

***Grievance Committee*** - Reviews and investigates complaints against members as well as arbitration requests filed with the Association in accordance with the Code of Ethics & Arbitration Manual. When appropriate, it refers them to the Professional Standards Committee for a hearing. To participate on this committee, you must sign a confidentiality agreement.

***Nominating Committee*** - Interviews and recommends to the President a slate of the following offices: President-elect; Vice President; Treasurer; Secretary and Directors. Consists of a total of seven members, two of whom shall be appointed by the Board of Directors and three to be elected by the REALTORS® in good standing at the April General Membership meeting. The Past President once removed shall serve as Chair, or any Past President selected by the President in succession if the Past President once removed is unavailable. The Immediate Past President shall serve as Vice Chair; if unavailable, the position will remain vacant. Any member of the Nominating Committee may not be considered for recommendation by the Nominating Committee for an Officer or Director position.

1. All candidates wishing to run for office shall submit the required Consent to Serve Form on or before the last Wednesday of June.
2. The Chair shall write an article to be published in the *Tampa REALTOR® Magazine* encouraging eligible members to submit their Consent to Serve Form for Officer or Director. (3/13/17)
3. Potential candidates who have filed a Consent to Serve Form expressing the desire to be interviewed by the Nominating Committee will be notified by email of their Nominating Committee Interview appointment date and time. Candidates are to send a verification email acknowledging their receipt of their interview date and time. (8/3/12)
4. The Nominating Committee shall screen all Consent to Serve Forms filed to verify that applicant meets qualifications for office sought. (8/3/12).
5. The Nominating Committee shall file its recommended slate of candidates with the President no later than July 14<sup>th</sup>. Upon confirmation of slate being filed with the President, staff will send announcement to the General Membership within 24 hours announcing the Nominating Committee's Recommended Slate. At the August General Membership Meeting, the Nominating Committee shall announce its recommended slate of candidates for the Officer and Director positions. (3/13/17)
6. The recommended slate of candidates shall be determined by the interview and subsequent discussion by the Committee of each candidate. A vote of the majority of the Committee shall place the candidate on the slate. There shall not be any scoring or point system used in the recommendation process.
7. Nominating Committee will determine slate and ballot positions by drawing of lots. The Nominating Committee shall file a recommended slate of candidates, one or more for each office and no less than the requisite number for the Board of Directors, with the President no later than July 14<sup>th</sup> and publish bios for the same in August and September. (3/13/17)
8. The Chair of the Nominating Committee will contact each interviewed candidate by telephone and advise of the Nominating Committee's decision regarding his or her interview. The Chair will not disclose information pertaining to interviews of other candidates.
9. Recommendations by the Nominating Committee shall be placed on the ballot followed by the remaining qualified candidates. (8/3/12)

#### *PROCEDURES FOR NOMINATING AND ASSOCIATION ELECTIONS*

1. REALTOR® members who wish to serve as an Officer or Director must complete a Consent to Serve form. All those seeking an Officer or Director position will be provided an excerpt from the Policy and

Procedure/ Rules and Regulations Manual and the Bylaws of their respective duties and responsibilities and shall subscribe to their willingness thereof. They will also receive excerpts from the aforementioned Manuals outlining the election procedures. By signing the Consent to Serve form, they acknowledge receipt of this information and agree to adhere to these policies. All eligible candidates shall be afforded an opportunity to be interviewed by the Nominating Committee.

2. All candidates' bios and a sample ballot will be published in August and September. (8/3/12) (3/13/17)
3. Only active REALTOR® members in good standing shall be eligible to vote. Proxy vote is not permitted. (rev. 11/14/16)

If election is to be conducted by mail:

- a. All elections for Officers and Directors shall be by ballot on a regular form furnished by the CEO. Proper identification and verification of membership in good standing must be completed prior to receiving a ballot.
  - b. A preprinted sticker shall be placed on the outside of the ballot envelope. This sticker will contain the member's name, ID number, and a place for a required signature.
4. The candidate must be a member on good standing of the Association. Meaning they have paid their dues and are current with all association dues and fees as well as in compliance with the National Association of Realtors Code of Ethics requirements. (11/14/16)
  5. The candidate has no violation of the provisions of Code of Ethics or bylaws within the five (5) years that precede the date of the election in which the candidate seeks to stand for the election. For the purposes of this provision, the date on which the hearing panel signs the finding or, in the event there is an appeal, the date on which the appeal is ruled upon by the Board of Directors, shall be the date from which the five (5) year period shall begin to run. (11/14/16)
  6. Elections shall be conducted by mail or electronic ballot in September.
  7. Election shall be by a majority vote, except where there are more than two (2) candidates for the office, then a plurality shall elect. The number of Directors to be elected receiving the highest vote will be elected. In case of a tie vote, the election shall be determined by lot.
  8. Terms:
    - a. Officers shall be elected for one (1) year or until their successors begin their term.
    - b. Directors are elected for two (2) years. Five (5) Directors shall be elected in even numbered years, five (5) in odd numbered years. Officers and new Directors shall take office on January 1.
  9. The results of the election will be published. All votes cast shall be reported.
  10. Two alternate Directors will be elected to fill vacancies during the current term in priority ranking. Further vacancies among the Officers and any further Director position shall be filled as expeditiously as possible by a majority vote of the Board of Directors until the next annual election. Any Director may make nominations for such vacancies. [Ref. Bylaws: Article XI, Section 7(d) and (g)]

#### Election Notification Procedures:

1. Notification of GTR voting procedures will be published prior to election. (3/13/17)
2. One day before voting begins, a Sunday morning special E-Connection for Voting shall be sent to all voting members with all procedures including the selected vendor URL or approved vendor URL. (3/13/17)

3. During the election week, a selected vendor shall send a reminder on Wednesday and Thursday morning to any member who has not cast his/her vote to date. (3/13/17)

Campaigning Policy:

All candidates for the position of officer or director are prohibited from engaging in campaigning at the Association property on the premises located at 2918 W. Kennedy Boulevard, Tampa, Florida or at any meeting or function organized by or conducted by the Association at a location other than the Association property. Events such as the “Meet the Candidates” event or other GTR Board approved events at which campaigning has been specifically approved by the Board of Directors shall be excluded from this policy.

“Campaigning” shall be defined as any conduct which in any manner seeks to influence the decision-making process engaged in by the member when deciding for which the member will vote. That definition shall include but shall not be limited to:

1. Speaking with attendees about any campaign related issues;
2. Distributing campaign materials;
3. Wearing or affixing to their person any campaign buttons or materials.
4. Displaying any document (including but not limited to any pamphlet, flyer or poster) at the event.
5. A candidate directing or encouraging in any manner any individual to undertake any act that is described in Paragraphs 1-4 above. (added 11/14/16)

Procedures for Challenging Voting Results:

If a voting member chooses to verify their vote cast, he or she shall present their request in writing to the GTR CEO within 72 hours after the notice has been sent of the election results. The request shall include a copy of the member’s voting receipt which includes the member’s voting ID and vote selection.

The verification shall be conducted by the Association CPA and Legal Counsel and the Votenet representative assigned to GTR.

In the event a voting receipt is determined to be fraudulent, then the member requesting the verification shall be responsible for fees and costs arising from the challenge.

***Professional Development Committee*** -Promotes awareness of the value of ongoing real estate education; reviews and implements local educational objectives and programs; promotes and provides support for the Florida Real Estate Commission, Florida REALTORS®, and the National Association of REALTORS® educational objectives and programs; seeks out and implements new and innovative education benefits for the membership. Communicates with the Board, various committees, and affiliated organizations to prevent duplication of efforts.

**QUALIFICATIONS FOR GTR-MEMBERS TO INSTRUCT NON-CE CLASSES AT GTR**

In order to avoid any perception of conflict of interest and/or recruitment of agents, GTR’s Professional Development Community (PDC) submits the following criteria for GTR-Members to instruct non-continuing education (CE) classes at GTR:

**I. MUST-HAVE QUALIFICATIONS:**

1. Must have been a REALTOR® for no less than 3 (three) years, with a clear ethics record and “known to be” an ethical REALTOR®.
2. Must audition before a panel, set forth by GTR’s Professional Development Committee (PDC) to assure teaching skills.
3. Be willing to be monitored and evaluated after each class.
4. Submit resume with proven proficiency in the subject matter and include references and prior teaching experiences, **and:**

## II. MEET ONE (1) OF THE FOLLOWING CATEGORIES:

- A. Be a state-approved/licensed instructor to teach CE courses

*or*

- B. Must have at least 3 (three) of the following qualifications:

1. Four-year college degree.
2. Licensed to teach real estate.
3. Broker's license.
4. Successfully completed the Florida REALTORS®' (FR) Instructor Training Institute (ITI).
5. Taken public speaking classes from FR, a university, or Toastmasters.
6. Auditioned and passed with a score of no less than 85 at FR's audition panel during conference.
7. Former school teacher or school principal.

### QUALIFICATIONS FOR GTR-MEMBERS TO INSTRUCT NON-CE CLASSES AT GTR

#### I. MUST-HAVE ALL OF THE FOLLOWING QUALIFICATIONS:

1. Must have been a REALTOR® for no less than 5 (five) years, with a clear ethics record, and "known to be" an ethical REALTOR®.
2. Must have served on Professional Standards or Grievance for no less than 3 years.
3. Must audition before a panel, set forth by GTR Board of Directors, to assure teaching skills.
4. Must apprentice no fewer than 2 (two) full orientation courses.
5. Applicant to be mentored and re-evaluated after the first and second courses.

- ***Appraisal Subcommittee*** – Promotes cooperation between appraisers and real estate licensees. Recommends educational courses that improve appraising and the understanding of the role of appraisers along with offering continuing education for appraisers, coordinating with the Professional Development Committee to avoid overlap of services.
- ***Global Subcommittee*** – Provides educational opportunities to increase the knowledge of REALTORS® interested in global real estate. Plans events with global entities, creates and participates in trade missions to learn about the various global markets, coordinating with the Professional Development Committee to avoid overlap of services.
- ***Property Managers Subcommittee*** – Enhances awareness, minimizes risk and protects the public through relevant education and networking events for REALTORS® interested or engaged in property management, coordinating with the Professional Development Committee to avoid overlap of services.
- ***REALTORS® Commercial Alliance (RCA) Subcommittee*** - Provides opportunities to increase the knowledge of REALTORS® interested in entering the commercial area of real estate and to enhance REALTORS® success in conducting commercial business, coordinating with the Professional Development Committee to avoid overlap of services.
- ***Technology Subcommittee*** – Seeks new technology products and trends that affect members businesses and consumers in real estate. Reviews and recommends technology products and services through appropriate channel at GTR with the purpose of enhancing member benefits or improving delivery of benefits. Facilitates technology education events for members, coordinating with the Professional Development Committee to avoid overlap of services.

**Professional Standards Committee** - Enforces the Code of Ethics by conducting hearings in accordance with the *Code of Ethics and Arbitration Manual*.

**(SEE ADDITIONAL PROFESSIONAL STANDARDS POLICIES ADOPTED BY THE BOD MARCH 23, 2015 AND AMENDED ON JANUARY 18, 2016 IN A SEPARATE SECTION AT THE END OF THE MANUAL)**

Policies of the Professional Standards Committee:

- Expedited ethics procedures are permitted. Respondent waives right to hearing and acknowledges violation.
- Provide hearing panel copies of complaint and response and arbitration complaint and response.
- Prohibit publishing names of respondents that violate the Code of Ethics.
- The Association does not escrow the arbitration award.
- 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.
- Return to the prevailing party the filing fee and if there is a split award, the panel can determine if the parties may receive a portion of their deposits back as determined by the arbitrators.
- If parties settle arbitration prior to hearing, the fees will be returned
- Letters of warning and reprimand – the determination as to the duration of time for a letter of warning or reprimand is to be determined by the panel

Administrative Processing Fees are below for someone found in violation of the Code of Ethics:

\$100.00 first time offender

\$300.00 second time offender

\$500.00 third time offender

\$100.00 appeal deposit

**Public Relations Committee** - Guides the internal and external communications and marketing efforts of the Association to enhance the REALTOR® image, fosters relationships with community partners through outreach activities and oversees the Association's awards and recognition program.

- **Awards Subcommittee** – Promotes recognition of outstanding member contributions as provided in this policy. Reviews the Association records and Award applications, and selects recipients of Local awards. Considers submitting applications for State and/or National Awards. The Awards committee shall be chaired by a past REALTOR® of the Year recipient, in addition two past Presidents, two members of the Board and two members at-large who have chaired a committee within the last five years appointed annually by the President. (Current Officers are not eligible for awards).
  - **REALTOR® of the Year** - Recognizes the REALTOR® (minimum 10 years' service to Greater Tampa REALTORS®) who exemplifies what it means to be a REALTOR®. They have been active in the Association and community contributing freely of themselves and their talents. This could include dedicating time to volunteer activities; promoting the REALTOR® image in the community; civic involvement on behalf of the Association. (6/18/18)
  - **C. Ed Owings Award** - Recognizes the member who has performed outstanding service to the community for a minimum of 3 years. (rev. 10/17/16) (6/18/18)
  - **Edward T. Starr Award** – Recognizes the committee Chair who has exhibited outstanding leadership and service to the committee for the current year. It defines the Chair's leadership style to include time spent, efforts made who benefited and why, any other specific details. (6/18/18)
  - **Distinguished Service Award (Vernon E Taylor Award)** – Recognizes the member with a sterling reputation among his/her peers and who has a minimum of 15 years of exemplary service to the Association. This REALTOR® has been there as a mentor to others, invests passionately and

continually in RPAC, always steps up when asked, and whose ethics are above reproach. This person has served on OR chaired committees and has dedicated their time, talent and energies for the betterment of our Association and its members. (3/13/17) (6/18/18)

- *Newcomer of the Year Award* - Recognizes a deserving REALTOR® with 2 years or less tenure in the real estate profession. (6/18/18)
- *Humanitarian Award* – Recognizes an active REALTOR® who meets any of the following which should include but is not limited to:
  1. Pertaining to the saving of human lives or to the alleviation of suffering.
  2. Concerned with our seeking to promote human welfare.
  3. Charitable, philanthropic acts of kindness. (6/20/16) (6/18/18)
- *Affiliate of the Year Award* – This award is given to an Affiliate who has been a member of Greater Tampa REALTORS® a minimum of three years (including year nominated). This person has been involved with events and activities of Greater Tampa REALTORS®. Ex: Orientation, Educational Sponsor, Event Sponsor, etc. (3/13/17) (6/18/18)
- *Presidential Award* – May present up to two additional awards presented by the President at their discretion. (6/18/18)
- *Housing Opportunities Subcommittee* – Promotes compliance with the Federal, State and local fair housing laws and regulations, equal opportunity in housing, offers-resources to allow REALTORS® the opportunity to assist the community with access to quality, affordable home ownership, fair housing and rental opportunities, partners with other organizations to educate and promote fair housing education and home ownership, works with the community through a wide range of housing initiatives, including housing fairs, financial assistance programs and housing symposiums to create housing opportunities, coordinating with the Public Relations Committee to avoid overlap of services.

**REALTORS® Political Action Committee (RPAC)** - Educates members about the importance of political involvement, encourages voluntary contributions and plans fundraisers to meet annual goals.

## *MEETINGS*

Any meeting that involves a vote of the membership on important issues such as the Bylaws and the budget shall be held at a time and place convenient for the membership and shall not require a fee for a meal or seminar.

## *GUIDELINES FOR REIMBURSEMENTS AND MEETING EXPENSES*

All the following reimbursements pertain only to those individuals actually attending the stated function and who are not otherwise reimbursed by the State or National Association or any other Association affiliate. Anyone who is eligible for reimbursement from any other source such as NAR, Florida REALTORS®, the Sixth District, etc. should seek reimbursement from that source first. In any case, reimbursement should never exceed actual costs incurred. No reimbursement should be for any duration beyond the time the individual is scheduled to be at the meeting.

All Florida REALTORS® and NAR Directors should serve on one or more Committees and shall attend those specific committee meetings as well as District Caucus, in addition to the Board of Directors meeting. Reimbursement shall require the individual to attest that he/she attended such meetings as well as the Board of Directors meeting prior to reimbursement.

All reimbursement of expenses is subject to the availability of budget funds. It is recommended that car-pooling be utilized whenever possible with only the driver being reimbursed for mileage. Lodging to be standard accommodations. (rev. 4/16/18)

### *Travel allowance policies, procedures and guidelines*

Travel Reimbursement Form must be completed and submitted within 30 days from date of travel to receive reimbursement with the below information/documents included:

- Date
- Original receipts
- Signature
- Departure and arrival locations with Google Map printout showing mileage
- Purpose and details of trip in the section provided

Original Receipts for all cash and credit expenditures greater than \$10.00 must be verified with **ORIGINAL ITEMIZED** receipts attached to the expense form unless Per Diem is used.

Photocopies and faxed receipts will not be accepted, however scanning receipts and sending via email is acceptable.

In the event of a lost receipt, team members shall submit a separate written explanation for expenditures. These occurrences will be monitored so that the policy will not be abused. Expenditures submitted for reimbursement which are outside the current reimbursement policies will be adjusted and an explanation provided. The President and CEO shall review all exceptions and make a determination.

The President and CEO may deduct expenses that are deemed beyond industry standards for a reasonable business expense.

Turnaround time for processing reimbursements is typically 10 to 14 business days from the date of receipt by the CFO, given there are no additional research requirements.

Airfare will be reimbursed only with original receipt (per IRS) issued by the Airline at coach class rate with name and date of travel listed on receipt – Electronic ticket purchasers have two options: (1) Request a receipt from the Airline at check in or (2) Submit any form of electronic ticket or itinerary that includes information showing that a credit card was charged, along with substantiation that the travel did occur. Frequent flyer miles may be used but must be accompanied by letter from airline or travel agency stating cost of flight if it had been booked at least 30 days before travel.



Actual cost of hotel room plus tax (single room rate) at host hotel or reasonable rate for the area not to exceed host hotel rates. Overnight lodging is not paid when the meeting starts at or after 10 a.m. and adjourns by 4 p.m. As a matter of personal convenience, the Association will reimburse lodging costs if travel time exceeds 3 hours one way or commercial travel will not accommodate a 10 a.m. meeting. *Original hotel bill must be submitted for reimbursement.*

Meal guidelines are as follows. Only one method can be used for the entire trip. (Actual expense **OR** Per Diem)

- **Actual expense determined by the original itemized receipt.** If a ticketed event includes a meal, the Association will not reimburse for an additional like meal. Ticketed events are to be entered on the meal line of the Travel Reimbursement Form.
- **Per Diem, allowance (no receipts required)**  
\$100.00 total per day (*first & last day 75% of per diem allowed*), plus incidentals (incidentals include all of day's tips) - *Per Diem rates will be adjusted depending on location and time of travel*

Parking, tolls and valet parking will be reimbursed at actual cost

Personal auto mileage will be reimbursed at the per mile rate of the IRS allowable rate for actual mileage traveled, which must be indicated. A mileage log is available if multiple trips are reported on the same form. Departure and arrival locations must be clearly indicated by including a Google Map printout.

Taxi, airport limo, bus actual costs plus tips up to 20% plus up to \$2 per bag for unusual number of bags

Hotel Internet/Wi-Fi is reimbursable.

Tipping allowances are as follows:

- room service – up to 20% (only if it is not automatically added to the bill)
- room maid – up to \$5.00 per day per room
- bellhop/porter – up to \$2.00 per bag
- skycap – up to \$2.00 per bag

Association-related business activities that do not fall under specific expense categories listed on the Travel Reimbursement form such as meeting & event registrations, etc. Reason for the expense must be noted in the *purpose and details section*.

### **Non-reimbursable expenditures**

The following expenses are not reimbursed:

- Telephone calls not related to Association Business
- Personal entertainment (in-room movies, health club fees)
- Babysitting fees
- Purchase of books or magazines
- Barber or beautician fees
- In-room service bars
- Laundry
- Personal attire
- Kennel fees
- Alcoholic beverages
- Car rental and gasoline
- RPAC events, such as RPAC Jamboree

The Association has no obligation to reimburse expenses that are neither business-related nor in compliance with this Policy. Reimbursement disputes shall be made in writing to the CEO and President for review and consideration. (*added 4/16/18*)

### *Special Meeting Travel Expense to Florida REALTORS® meetings*

Members that are on non-GTR committees that are also on GTR-related committees (in order to offer feedback to GTR committees of the education received that would be beneficial to GTR and its members). Such persons would receive travel expense reimbursement compensation that would otherwise not be reimbursed.

1. The criteria would be the following:
  - a. A fixed per diem rate of \$100 per day would be allowed, regardless if the member stayed overnight at the location where the meeting was being held, or went to multiple meetings, and so forth.

- b. The GTR President and GTR committee designee would need to prior-approve the non-director member to attend the special meeting(s).
- c. The per diem expense is not to be used for personal expenses or activities.
- d. There would be a maximum annual budget allowance for these special meeting per diem travel expense reimbursements of no more than \$5,000.00.
- e. A specific approval form will be created and used for this function.

GTR authorizes a corporate credit card to the President, President-elect, CEO and others as directed by the CEO as a convenience. It is to be used only for legitimate, authorized travel and business expenses incurred on behalf of GTR. Should any personal expenses be charged to the GTR card, reimbursement in full, along with appropriate documentation, will be submitted, along with the expense report, within 10 (ten) working days of charges incurred.

*National Association of REALTORS® Meetings*

President and guest.....Travel, Lodging, Registration Fees, \$100 per diem for meals\*  
 President-elect and guest.....Travel, Lodging, Registration Fees, \$100 per diem for meals\*  
 NAR Directors.....Travel, Lodging, Registration Fees, \$100 per diem for meals\*

(Not to exceed the length of the meeting called)

**(Note: only one method can be used for entire trip for meals, i.e. either all per diem, or all actual expenses with original receipts submitted).**

*Florida REALTORS® Meetings*

President and guest.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 President-elect and guest.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Florida REALTORS® Directors.....up to \$1,500 for meetings in Orlando (Summer) and up to \$1,500 for Orlando (Winter) meetings.  
 GTR Members on Florida REALTORS®  
 Committees.....Registration fees\*\*  
 GTR Members serving as Florida REALTORS® Chair or Vice Chair.....\$100 per diem\*\*

\*\*If not reimbursable or funded from any other sources.

(Note: Florida REALTORS® Directors who receive a fixed amount shall receive an IRS Form 1099 for the amount received. Those receiving reimbursement for travel, lodging and per diem shall receive reimbursement dollar for dollar spent in accordance with approved policy, other than per diem, by providing required documentation.)

Reimbursements, stipends or per diem payments will be made at the discretion of the President, subject to funds being available. Reimbursements for internet access are included.

**(Note: only one method can be used for entire trip for meals, i.e. either all per diem, or all actual expenses with original receipts submitted).**

\*\*\*If program available or if not reimbursed.

*Leadership - Florida REALTORS®*

Incoming President.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Incoming Education Chair\*\*.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Other Committee Chairmen, if program available

(At the discretion of the President if funds are available)

**(Note: only one method can be used for entire trip for meals, i.e. either all per diem, or all actual expenses with original receipts submitted).**

*Congressional and Legislative Visitation - Washington*

Governmental Affairs Committee Chair.....Travel, Lodging, \$100 per diem for meals

RPAC Chair.....Travel, Lodging, \$100 per diem for meals  
 Federal District Coordinator.....Travel, Lodging, \$100 per diem for meals

**(Note: only one method can be used for entire trip for meals, i.e. either all per diem, or all actual expenses with original receipts submitted).**

*Great American REALTOR® Days*

In lieu of the following reimbursement the Association may provide transportation, lodging and certain meals.

President.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 President-elect.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Governmental Affairs Committee Chair.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 RPAC Chair.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 State Key Contacts (or their substitutes\*).....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Land Use Consultant/Contract Lobbyist.....Travel, Lodging, Registration Fees, \$100 per diem for meals  
 Additional Individuals\*\*.....Travel, Lodging, Registration Fees, \$100 per diem for meals

\*\*Other GTR members who are State Legislative Delegation Team Members, Governmental Affairs Committee Members, Major Investors, Officers or Directors may attend at the Association's expense at the discretion of the President providing additional funding is available.

Provided that additional transportation space and lodging is available, other GTR members may attend by paying the actual costs of their lodging and Florida REALTORS® registration.

\*Substitutes will be recommended by the Governmental Affairs Committee Chair and approved by the President with preference given to State Legislative Delegation Team Members.

**(Note: only one method can be used for entire trip for meals, i.e. either all per diem, or all actual expenses with original receipts submitted).**

*Installation (At No Charge)*

Outgoing President.....2 Tickets  
 All Incoming Officers and Directors..... 2 Tickets  
 Past Presidents..... 2 Tickets  
 Staff Members As Needed  
 Invited Officials.....2 Tickets  
 District Six Vice President (Incoming)..... 2 Tickets  
 District Six Boards/Associations (Incoming President or Vice President and CEO).....2 Tickets  
 Florida REALTORS or NAR Officers, if any.....2 Tickets  
 Outgoing Officers and Directors..... 2 Tickets  
 Former CEO.....2 Tickets  
 (Maximum of 2 complimentary tickets per individual attendee)

*General Membership Meeting (At No Charge)*

President  
 CEO  
 Speaker(s), if any  
 Staff Members, as needed

*Dues For President*.....National, State, and GTR dues will be waived for the year in office.

*Greater Tampa REALTORS® Leadership Program*

Officers and Directors (Incoming and Remaining)..... Lodging and Food  
 Committee Chairs..... Lodging and Food  
 (All incoming at the discretion of the President)  
 President.....Lodging and Food  
 Outgoing Officers, Directors and Committee Chair

(At the Discretion of the President).....Lodging and Food  
 CEO.....Lodging and Food  
 Required Staff Members.....Lodging and Food  
 The President and CEO shall be allowed reasonable expenses beyond their \$100 per diem with receipts stating names and titles of individuals.

*Policy on Rental of Auditorium and Meeting Rooms*

1. Alcoholic beverages may not be served at any time.
2. The following fees have been established for the use of the auditorium and Committee Room:

*MEMBERS – NON-ASSOCIATION REAL ESTATE RELATED ACTIVITIES*

During business hours - 8:30 a.m. - 5:00 p.m.	<u>Member</u>	<u>Non-member</u>
Auditorium-One half day or less.....	\$100	\$250
Auditorium-Full day .....	\$150	\$350
Computer Learning Center-One half day or less .....	\$150	\$300
Computer Learning Center-Full day .....	\$250	\$400
Conference Room- One half day or less .....	\$ 30	\$ 75
Conference Room- Full day.....	\$ 50	\$100
Twenty-five (25) percent discount given when 10 or more dates are scheduled at the same time.		

Use of auditorium after business hours and weekends is permissible only if staff is available to unlock and re-secure the building and with the approval of the CEO.

1. Members or non-members shall be responsible for damage to equipment and fixtures.
2. Kitchen facilities will not be available or used by members or non-members without authorization.
3. Association functions will take precedence.
4. Coffee may be purchased at \$25.00 per gallon (minimum one gallon). (Prices are subject to change without notice).

*NAR INSTITUTES, SOCIETIES, AND COUNCILS*

1. NAR’s Institutes, Societies and Councils are permitted to seek access to GTR’S meeting room space no more than one time per month during business hours and when not utilized by the association. A rental agreement will be executed; however, the room rental fee will be waived one time per month. Any special room set-up and tear-down outside of the classroom setting will be at an hourly cost of \$20 per hour. Room clean-up will be the full responsibility of the applicable Institute, Society or Council. Otherwise, a \$20 per hour fee will be assessed for cleaning. Failure to pay applicable fees assessed will result in no further access to rental space until any outstanding obligations are fulfilled. Audio visual equipment, with the exception of the lectern microphone only and screen, will be at the rental rates listed in GTR’s rental agreement. Coffee service is at the rate listed in GTR’s rental agreement. All advertising and publicity shall be the full responsibility of the applicable Institute, Society or Council. GTR will only provide one space in the Institutes, Societies and Councils display area (max. 5” wide by 2” high) in the monthly newspaper to promote any forthcoming events to GTR members. Deadline for submission of display content is the 15th of each month to our Editor.

## *DUES AND FEES*

### *APPLICATION FEES* [Ref: Bylaws - Article X]

1. Each applicant for REALTOR® membership shall accompany his/her application with the application fee plus the required dues of said applicant.
  - a. Application fee for REALTOR® applicants is \$225, which is non-refundable. The office set up fee, including each Branch Office, is \$500
  - b. Application fees will be waived for secondary members.
  - c. Active District 6 members becoming GTR primary members will have the application fee waived.
  - d. The Florida REALTORS® processing fee of \$30 shall be paid by all new members and members reinstated after March 1.
  - e. Payment for dues must be submitted at the time of application. No cash will be accepted for dues or fees. Only credit/debit cards, personal checks, cashier's checks or money orders will be accepted.

### *DUES*

1. Dues for applicants are prorated on a monthly basis. The proration shall include the month in which membership is applied for.
  - a. Annual dues for REALTOR® members are as follows: \$120 local dues plus State and National dues and any assessments.
  - b. The base annual dues of each secondary member shall be \$120. [REF. Article IV, Sec. I]
  - c. Annual dues of Affiliates will be as follows:
    1. Bronze Member - \$200 annually for 2016 renewals and thereafter; \$250 annually for new affiliates (includes 1 free associate).
    2. Silver Partner (limited to 6 annually) - \$5,000 annually and includes 5 free associates with each additional associate at a cost of \$50/associate. Guaranteed first right of refusal for renewal.
    3. Gold Partner (limited to 3 annually) - \$10,000 annually and includes (12 free associates with each additional associate at a cost of \$50/associate. Guaranteed first right of refusal for renewal. (rev. 8/15/16)
  - d. The annual dues of each Institute Affiliate member shall be set by the National Association of REALTORS®.
  - e. Annual dues of a Public Service member shall be \$120.
  - f. Honorary members shall pay no dues.
  - g. Dues received prior to January 1 may be returned if requested. No dues shall be refunded after January 1 regardless of the circumstance.
2. Any further increase or decrease by the State and National Associations in the dues charged to the Association and payable per member shall automatically be reflected as an increase or decrease of Association dues.

3. Annual dues are payable in advance for the following year beginning October 1 and are delinquent if not paid by November 30. Dues shall be computed from the first day of the month in which a member makes application and shall be prorated for the remainder of the year. Notices shall be sent to the Designated REALTOR<sup>®</sup>, Broker or Certified Appraiser for all members of his/her office whose dues have not been received by the Association. A late fee of \$75 shall be charged to members whose dues are delinquent. If dues have not been paid by December 31, membership is automatically terminated. A reinstatement fee of \$150 shall be applicable.

## *MEMBERSHIP PROCEDURES*

### Adding a Licensee

1. To add a new licensee the Designated REALTOR<sup>®</sup>, Broker, Certified Appraiser shall send a copy of DBPR Form RE 10 with the membership application to the Association office within 10 days after execution of the DBPR Form RE 10.
2. Applicant's name and license number will be added to the membership roster upon receipt of his/her membership application and DBPR Form RE 10. Orientation will be scheduled and shall be completed within 30 days from application date.
3. All dues are payable as of the date indicated on DBPR Form RE 10.
4. If a licensee does not choose to become a member of the Association and does not comply with Paragraph 2 above, all appropriate fees shall be assessed the Designated REALTOR<sup>®</sup>, Broker, Certified Appraiser as of the date indicated on DBPR Form RE 10.

### Deleting a Licensee

A Designated REALTOR<sup>®</sup>, Broker, Certified Appraiser may delete a licensee by sending a copy of the DBPR Form RE 10 to the Association office within 10 days after execution of the DBPR Form RE 10.

### Transferring a Licensee

1. A copy of DBPR Form RE 10 with Section C filled out by the new Designated REALTOR<sup>®</sup>, Broker, Certified Appraiser and GTR Form 99 shall be sent to the Association office within 10 days after execution of the DBPR Form RE 10 and the GTR Form 99.
2. Licensees changing to another office within the Association must pay a Transfer Fee of \$25. There is no fee for a licensee changing from one office to another office with the same firm.

### Termination of Membership

A licensee leaving the Greater Tampa Association or changing to Inactive Status must notify the Association.

### Reinstating a Licensee

1. A former member of the Association who has paid Association dues during the calendar year or who has been terminated for outstanding financial obligations may be reinstated as a member by paying all outstanding debt to the Association and the Reinstatement Fee of \$75 and a \$30 processing fee for the Florida REALTORS<sup>®</sup>.
2. If the former member has been out of the Association beyond December 31st of the year terminated, he/she must apply for membership in the same manner as a new applicant and pay appropriate fee as well as satisfy all outstanding debt to the Association.

3. The Designated REALTOR®, Broker, Certified Appraiser shall use the DBPR Form RE 10 to notify the Association so licensee may be added to the computer.

#### Financial Obligations of Members

1. The Greater Tampa REALTORS® permits members the convenience of charging various expenditures to an account in the name of the Designated REALTOR®. Itemized statements are sent out at the end of each month. Payment in total is due immediately upon receipt of statements. Members are reminded that the Greater Tampa REALTORS® is a member trade organization and all funds are used for its support.
2. Monthly Financial Obligations
  - a. If monthly statements owed to the Association are not paid by the first day of the following month, a letter will be sent to the Designated REALTOR®, advising him/her that he/she has a past due balance and are placed on a cash basis. When a company consists of a main office as well as branch offices at the time one office appears on a cash basis, all offices will be put on cash basis until the amount due is satisfied. Cash basis means no charging of any function until the account is paid in full.
  - b. Any account reflecting an over 90-days balance is again notified by Certified Mail, Return Receipt Requested, with another specified due date (10 days from date of letter). The Designated REALTOR®, Broker, or Certified Appraiser will be notified if the account is not paid in full by date specified, his/her membership will be terminated, including all REALTORS® affiliated with his/her firm, without any further notice, written or otherwise.
  - c. Any discrepancies in monthly statements should be reported to the accounting department immediately to eliminate future potential problems. No action, however, will be taken to suspend or expel a member for nonpayment of disputed amounts until the Board of Directors has confirmed the accuracy of the amount owed.
3. NSF Checks
  - a. Any check returned to the Association marked “NSF” or “Insufficient Funds” is re-deposited. If a check is returned a second time, it will be considered nonpayment. A \$20 handling fee will be charged each time that a check is returned.
4. Account Closed/Returned Checks
  - a. When a check is returned to the Association and is marked “Account Closed,” a letter is sent to the member advising that a service charge as outlined in section 68.065, Florida Statutes, will be assessed.

#### *STAFF LIAISON RESPONSIBILITIES*

All members of the paid staff of the Association report to the CEO. The CEO shall assign employees to act as liaison with the various committees in order to assure that the appropriate resources of the Association are being used to assist such committees to achieve their goals and objectives. Inquiries or comments concerning the professional staff and supporting personnel assigned to liaison activities should be directed to the CEO.

#### Responsibilities:

1. Inform Committee Members of new committee assignment and date of first committee meeting.

2. Assist the Committee Chair with developing committee meeting agendas and background information for distribution to members prior to meeting.
3. Inform Committee Chair of activities, programmed or planned, which affect the committee.
4. Make meeting room arrangements for committee meetings and attend committee meetings.
5. Prepare, at Chair's request, brief minutes of the meetings, including specific resolutions if the committee is requesting action by the Board of Directors.
6. Send copies of the minutes to the CEO and Director Liaison and (with the approval of the Chair) to each member of the committee. Submit approved minutes to I.T. Director for posting on Association website and semi-annually submit updated committee roster for posting.
7. Coordinate the preparation and publication of approved committee projects and programs.
8. Review resolutions with the Chair on a regular basis, adhere to the approved budget, and time allocation guidelines for each project.
9. Assist in preparing the budget to be submitted to the Finance Committee.
10. Coordinate committee activities with staff liaison to other committees interested in the same activity.

#### *CONFIDENTIALITY*

The protection of the Greater Tampa REALTORS<sup>®</sup>, its members, and the public is the collective responsibility of the leadership of the Association and its appointive committees. The Association serves as a champion and guardian of the rights of property owners; therefore, all presiding officers of the governing body and of all committees should be especially sensitive as to what constitutes confidentiality.

1. A breach of confidentiality in sensitive matters shall be considered an offense against the Association. Such an offense will be handled as outlined in the section regarding "Disciplinary Procedures" in *Robert's Rule of Order-- Newly Revised edition*; and may result in fines, censure, suspension or revocation of membership. Additionally, Association volunteers may be personally and individually legally liable for injury or damages that result from their unauthorized disclosure of confidential Association information.
2. It shall be the responsibility of the presiding officer of the governing body of the Association or any committee to identify the sensitivity of a particular matter and to excuse temporarily any person present who has no "need to know" the context of the matter for the duration of that discussion. (Extreme caution should be exercised).
3. It shall be the responsibility of the presiding officer of the governing body of the Association or any committees to halt immediately any unnecessary spontaneous discussion, or digression in discussion, of any matter of a sensitive nature.
4. It shall be the responsibility of all members of a committee to be alert to the confidentiality of any subject and to call the matter to the attention of the presiding officer.

#### *BENEVOLENCE*

1. In the event a member is hospitalized for critical illness or injury, flowers (or other appropriate gift) shall be sent to him/her once and the cost of it shall not exceed fifty dollars (\$50). In the event of the loss of a member by death, in respect and recognition, one of the procedures listed below shall be followed:
  - a. A floral arrangement sent to the funeral;



- b. A floral arrangement sent to the family of the deceased;
  - c. A monetary contribution made to a charitable organization as requested by the family;
  - d. A monetary contribution sent to the family of the deceased.
2. The amount to be spent for items “a”, “b”, or “c” shall not exceed fifty dollars (\$50). The amount allowed for item “d” shall be a maximum of one hundred dollars (\$100); any amount in excess of this shall be at the discretion and vote of the Board of Directors.
  3. Further, if the deceased is a past president, present officer, Director or Committee Chair, resolutions shall be prepared and read at the next following regular membership meeting, with a motion that a copy be sent to the family of the deceased and a copy placed in the Association files. Also, a moment of silence shall be observed in respect to the deceased member.

#### *COMMUNITY SERVICE*

The Association shall continue to support the annual James Ranch luncheon. The President or the Board of Directors may recommend additional community service projects.

#### *ASSOCIATION ATTORNEY*

The Association shall retain an attorney. The selection of the attorney is by majority vote of the Board of Directors. The attorney selected shall serve until resignation or replacement. The credentials, service and cost shall be reviewed annually by the Board of Directors.

#### *CERTIFIED PUBLIC ACCOUNTANT*

The Association shall retain a Certified Public Accountant (CPA) for purpose of audit, internal control and filing Federal Income Tax Statements. The selection of the CPA is by majority vote of the Board of Directors. The CPA selected shall serve until resignation or replacement. The credentials, service and cost shall be reviewed annually by the Board of Directors.

#### *ASSOCIATION SPOKESPERSON*

The current President shall be the only person to speak on behalf of the Board of Directors and the members on any policy, political stance, or determination for the Greater Tampa REALTORS®.

The President may designate the CEO, Association staff or any other individuals to communicate to the public on a specific matter.

#### *HARASSMENT*

Harassment is illegal conduct and is contrary to the policy of the Association.

As used in Association policy, harassment means any verbal or physical conduct including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks, or other similar physical contact, or threats to do the same, or any other conduct with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating or offensive work environment.

#### Complaint Procedure

Any employee who believes that he/she has suffered harassment by any member of the Association must bring the problem to the attention of the President or CEO. The complaint does not have to be in writing; however, it is helpful if details of dates, times, places and witnesses, if any, to the harassment alleged can be provided.

All complaints will be investigated promptly and with strictest confidentiality by an investigatory team comprised of the President, President-elect and/or Vice President and one (1) member of the Board of Directors selected by the highest ranking officer not named in the complaint after consultation with legal counsel for the Association. If the complaint involves the President, President-elect and/or Vice President, they shall be replaced on the investigatory team by the immediate Past President or, alternatively, by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

Both the complainant and the accused will be provided a full opportunity to present their cases. Witnesses interviewed will be provided only such information as is necessary to elicit from them their observations and other relevant information.

Disciplinary action against any member found to have harassed an Association employee may include verbal or written warning, probation, suspension or expulsion depending on the gravity of the incident. Prior incidents of similar behavior shall be taken into consideration when determining the appropriate disciplinary action. Such decision shall be made by the investigatory team.

Clear, strong, and convincing shall be the standard of proof by which alleged allegations of harassment are determined. Clear, strong, and convincing shall be defined as that measure or degree of proof which will produce a firm belief as to the validity of the allegations sought to be established.

It is contrary to the policy of the Association for a member to retaliate against any employee who files a charge of harassment. All possible steps will be taken to eliminate the possibility of retaliation resulting from the filing of a complaint.

In the event a complaint of harassment is found to be totally and completely without basis, appropriate disciplinary measures may be taken against the employee who brought the complaint. While this is in no way intended to discourage employees who believe they have been the victim of harassment from bringing a complaint, the Association recognizes that a charge of harassment can cause serious damage to the personal reputation and professional career of the accused.

#### *Complaint Investigation and Confidentiality:*

All complaints will be investigated promptly by the Executive Committee and Association Attorney. The identity of the employee or member making the complaint as well as the identity of the individual accused of harassment will be kept strictly confidential. Information regarding the charge of harassment and the investigation of that charge will not be made known to anyone who is not directly involved either as a party, a witness, or a member of the investigatory team. Witnesses interviewed will be provided only such information as is necessary to elicit from them their observations and other relevant information.

During the investigation both the complainant and the accused will be provided a full opportunity to tell their side of the story. Witnesses identified by the complainant or the accused will also be interviewed. Upon completion of the investigation, the investigatory team will prepare a written report of its findings and recommendations for the Board of Directors. Authority for the final Resolution of all charges and the determination of appropriate sanctions rests with the Board of Directors.

#### *Discipline:*

Harassment is a serious offense. It is contrary to Association policy for a member to retaliate against any individual who files a charge of harassment. All possible steps will be taken to eliminate the possibility of retaliation resulting from the filing of a complaint.

In the event a complaint of harassment is found to be totally and completely without basis, appropriate disciplinary measures may be taken against the individual who brought the complaint. While this is in no way intended to discourage any individual who believes they have been the victim of harassment from bringing a complaint, the Association recognizes that a charge of harassment can cause serious damage to the accused's personal reputation and professional career.

*Follow Up:*

In instances in which harassment is found to have occurred, a member of the investigatory team will remain in communication with the victim to find out whether the harassment has ceased or if any retaliation has occurred.

*NEPOTISM*

The hiring and/or showing of favoritism toward relatives are contrary to the policy of the Greater Tampa REALTORS®. Therefore, no Association member, executive officer, staff member, or employee shall hire, advocate the hiring of, or cause to be hired or employed in any capacity any blood or marital relative of a director, executive officer, staff member, or employee.

"Employed position" shall be defined as any financially compensated post or work of any type.

"Relatives" shall be defined as any person who is related within the fourth degree, either by consanguinity or by affinity. Specifically, this shall mean an individual who is related as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, step-father, step-mother, step-son, step-daughter, step-brother, step-sister, half-brother, or half-sister and include persons related by adoption or birth.

Any director, executive officer, staff member, or employee who believes that this nepotism policy has been violated in any manner shall notify the CEO, and the Board of Directors. Upon notification of the CEO, he or she shall at the next meeting of the Board of Directors offer as new business the consideration of whether the nepotism policy has been violated. If this policy has been violated, then the person hired in violation of the policy shall be terminated. If the hiring of a person or the proposed hiring of a person would violate this policy, then the Board of Directors upon two-thirds votes may employ or retain such person.

The construction, interpretation, and application of this policy statement shall be guided by the same interpretations, construction, and application as Section 116.111 Florida Statutes, 1987, (as amended) which proscribes the employment of relatives for public officials.

This policy shall not apply retroactively, and shall take effect upon approval of the Board of Directors.

*CONFLICT OF INTEREST*

A potential conflict of interest occurs when any related party (e.g. a company, a partnership, affiliates, management or members of immediate family) is in a position to profit directly or indirectly because of a position with the Greater Tampa REALTORS®.

A conflict can exist even if actions do not adversely affect the Association. Instances in which there might be a conflict of interest include but are not limited to: (1) purchasing equipment, supplies, or services for the Association, (2) purchasing, selling, or leasing property for the Association, (3) loans or preferential investment opportunities using confidential information, (4) gifts and entertainment exceeding a de minimis (insignificant) value. A given situation may or may not present a conflict of interest, depending upon the facts and circumstances.

Each member shall disclose in writing any situation that may present a possible conflict of interest to the Board of Directors. The Board of Directors shall advise the member in writing as to whether or not a conflict exists and if not, authorize the member to proceed in the matter.

One may not give an unfair advantage to members of his/her immediate or extended family or to other related parties. If a related party offers the best products or service with the best value for the Association, he/she may be used as a vendor. He/she should not receive any preferential treatment.

Association members, members of the Board of Directors and the CEO are responsible for reporting all actual and potential conflicts to the President of the Association. The President is responsible for reporting all actual and potential conflicts to the Board of Directors. The Board of Directors shall automatically refer possible violations of the conflict of interest policy to the Professional Standards Committee for a hearing.

*CONFLICT OF INTEREST DISCLOSURE STATEMENT*

I, \_\_\_\_\_, represent to the (President) (Executive Committee) of the Association that I am not presently involved in any potential Conflict of Interest situation, including, but not limited to, those arising through related party transactions.

OR

I, \_\_\_\_\_, represent to the (President) (Executive Committee) that I am involved in a potential Conflict of Interest situation, as described in the space below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Potential Conflict of Interest Situation (Use additional pages if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*LEGAL DEFENSE FUND*

Litigation does develop from time to time, which involves the real estate industry as a class and is extremely expensive and costly to defend. It would be beneficial to the industry as a whole and the individual members either to intervene in said litigation as a “friend of the court” or to assist the individual members under certain circumstances, with both or either, legal assistance and financial assistance.

The name of this special program shall be the Legal Defense Fund. The purposes for which the Legal Defense Fund is created are:

1. To promote among members an understanding of their rights and duties under state and federal law, and to defray the expense of legal advice to that end.
2. Under certain circumstances to provide legal assistance to individual members where litigation is threatened or is pending in either federal agencies or federal or state court because of actions thereof, undertaken at the direction of the governing body in accordance with procedures and policies adopted or recommended by the State or National Association of REALTORS®.
3. To defray costs and legal expenses in those cases in which the Greater Tampa REALTORS® shall elect to intervene as a friend of the court.
4. To defend the Greater Tampa REALTORS®.

5. To assure the enforceability of arbitration awards and to foster a proper respect for those awards among the members and the legal community.

The Legal Defense Fund shall be financed from dues paid by members of the Association. The Board of Directors shall decide the amount of these dues.

The Board of Directors of the Greater Tampa REALTORS® shall administer the Legal Defense Fund. Meetings will be held at the call of the President or the Corporate Secretary with the approval of or by seven members. The Board of Directors shall adopt such rules and regulations, not inconsistent with the provisions hereof, as may be necessary to carry out the provisions of the Fund.

The procedure for a request for assistance under the provisions of this Fund shall be as follows:

1. Any individual member who becomes a defendant in any litigation or threatened litigation under the provisions of the Civil Rights Act, Federal Antitrust laws, or any other state or federal legislation containing provisions directed at the real estate brokers or the real estate industry as a whole, and who desires financial assistance to defend himself, shall first make application for such assistance. This request for assistance should be accompanied by a copy of the legal papers served on the member, if litigation is pending, and should set forth in writing all the pertinent details concerning the matter. (It is suggested that said the member's attorney prepares statement and that it should contain an estimate of the cost of the pending litigation).
2. When such application for financial assistance is received, the Association's attorney shall review it.
3. If it would appear to the Association's attorney that the suit or pending litigation is one involving issues which affect all real estate brokers as a class, and if it appears that the applicant is deserving of financial assistance, the Board of Directors shall consider the application. At that time the CEO shall forward the application and all supporting documents along with a letter approving such application and requesting financial assistance for such applicant to the Florida REALTORS® and the National Association of REALTORS® requesting immediate action.
4. If in the event the application to the State and National Associations is disapproved, or in the opinion of the Board of Directors assistance provided at the State and National level is insufficient to adequately assist the applicant, the Board of Directors may by majority, grant such financial assistance as it sees fit.
5. If a member fails to comply with an arbitration award, the recipient to whom the award has been rendered by the Arbitration Panel may seek judicial enforcement and request legal assistance in seeking such judicial enforcement if the court does not grant reimbursement of legal costs to the plaintiff.

The Legal Defense Fund is in no way to be considered by the individual member as a substitute for errors and omissions insurance or any other protective programs at the local, state, or national level, governing individual members.

#### *BUILDING RESERVE FUND*

The Association shall establish a Building Reserve Fund. Initially, \$100,000 shall be transferred from existing unallocated reserves. Once the Building Reserve Fund is fully funded, any excess funds shall be placed in the unallocated reserves.

#### *WORKING CAPITAL FUND*

The Association shall establish a Working Capital Fund of \$200,000 by transferring that amount from existing unallocated reserves. Should it be necessary to use any of those funds in any given year, the budget the following year(s) shall include a line item to replenish the Working Capital Fund in order to maintain the \$200,000 level.

**GREATER TAMPA REALTORS®**

**INVESTMENT POLICY STATEMENT**

*October 16, 2000*

**INTRODUCTION**

This statement of investment policy has been adopted by the Board of Directors of the Greater Tampa REALTORS® to provide guidelines for the investment of funds held by the Association.

For the purposes of managing investment risk and to optimize investment returns within acceptable risk parameters, the funds held will be divided into three separate investment pools. The process for determining the dollar amount of each pool is set forth in the “Procedures” section of this document. The three investment pools shall be called the “The Operating Fund”, “The Short Term Fund”, and “The Long Term Fund”.

**PROCEDURES**

1. The following procedures will be followed to ensure the investment policy statement is consistent with the current mission of the Greater Tampa REALTORS® and accurately reflects the current financial condition:
  - A.) The Finance Committee shall review this policy annually for revisions and modifications.
  - B.) The Finance Committee will make recommendations for any revisions or modifications to the Board of Directors for approval.
  
2. The following procedures will be used to determine the dollar amounts to be placed in the Short-Term Fund and the Long-Term Fund. Dollars not specifically designated for the Short or Long Term Funds will reside in the Operating Fund.
  - A.) The Short Term Fund shall include reserve funds for a minimum of 90 days’ operations, and Long Term Fund shall carry the balance of reserves.
  - B.) The Board of Directors will have final approval of the dollar amounts placed in specific funds. The Finance Committee shall recommend Short and Long Term Fund revisions to the Board as required.
  - C.) The Treasurer and Finance Committee shall be responsible for the Fund management with Board of Directors approval.
  
3. The services of an investment consultant may be sought to manage portions of the Greater Tampa REALTORS® funds when appropriate.
  - A.) The Finance Committee shall recommend the hiring or replacing of an investment adviser to the Board of Directors.
  - B.) The Finance Committee shall review the candidate(s) and make a recommendation to the Board of Directors, who shall have final approval.
  
4. The procedures for changing an investment manager and or mutual fund will be as follows:
  - A.) The Finance Committee will review the candidates and make a recommendation to the Board of Directors, who shall have final approval.

**GREATER TAMPA REALTORS®**  
**OPERATING FUND GUIDELINES**

PURPOSE

To maintain adequate working capital and cash flow in order for the Association to meet short term operating needs.

GUIDELINES

This fund shall maintain a minimum of 75 days of operating expenses to fund the short term needs of the Association.

The Operating Fund shall maintain cash and cash equivalent funds consisting of the following:

- 1) Operating cash
- 2) Overnight cash investments in Treasury Bills held in repurchase / sweep accounts
- 3) Short term money market funds
- 4) Short term certificates of deposits with a maturity of three months or less

**GREATER TAMPA REALTORS®**

**SHORT TERM FUNDS**

PURPOSE

The investment objectives of the Short-Term Fund are:

- 1.) Preservation of capital
- 2.) Liquidity
- 3.) Optimization of investment return within the constraints of the policy.

INVESTMENT GUIDELINES

This fund shall contain a minimum of 90 days operating expenses. Any amounts over this shall be transferred to the Long Term Fund.

ALLOWABLE INVESTMENTS

The Finance Committee shall be authorized to invest the Greater Tampa REALTORS® Short-Term Fund as follows:

- 1.) Money market funds that invest in government-backed securities.
- 2.) U.S. Federally-insured – not to exceed federally insured up to maximum limits.
- 3.) Direct obligations of the U.S. Government, its agencies and instrumentalities.
- 4.) Commercial paper rated A-1/P-1 by Standard & Poor's and Moody's.
- 5.) Corporate notes with a minimum rating of investment grade by one service.

**MATURITY**

The Short-Term Fund shall have a weighted average maturity of three years or less.

**DIVERSIFICATION**

No more than 10% at cost of the Short-Term Fund may be in the securities of any one issuer with the exception of obligations of the U.S. Government, its agencies and instrumentalities; repurchase agreements collateralized by obligations of the U.S. Government, its agencies and instrumentalities; mutual funds and federally insured certificates of deposit.

**REPORTING**

The Treasurer and CEO shall prepare the following reports for presentation on a monthly basis to the Finance Committee.

- 1.) Schedule of investments
- 2.) Interest income year to date
- 3.) Current yield

**GREATER TAMPA REALTORS®**

**LONG-TERM FUND**

**PURPOSE**

The purpose of the Greater Tampa REALTORS® Long-Term Fund is to enhance the purchasing power of funds held for future expenditure, to maintain the financial stability of the Association, and to provide cash to be used during the current budget cycle.

**INVESTMENT OBJECTIVES**

The objectives of the portfolio represent a long-term goal of maximizing returns without the exposure to undue risk, as defined herein. It is understood the fluctuating rates of return are characteristic of the securities markets. The primary concern should be the long-term appreciation of assets and consistency of total return on the portfolio. Recognizing that short-term market fluctuations may cause variations in the account performance, the portfolio is expected to achieve the following objectives over a five-year moving time period:

**INVESTMENT POLICY**

The investment policies and restrictions presented in this statement serve, as a framework to achieve the investment objectives at the level of risk deemed acceptable. These policies and restrictions are designed to minimize interference with efforts to attain overall objectives, and to minimize the probability of excluding appropriate investment opportunities.

The Long Term Fund asset allocation objectives as measured at the end of a quarter will be as follows:

	<u>Minimum</u>	<u>Maximum</u>
Domestic Large Cap Stocks	0%	100%
Small-Mid Cap Stocks	0%	20%
International Equity “ADR’s”	0%	10%
Domestic Fixed Income	0%	30%
Cash	0%	50%
Money Market Funds	0%	15%



The Finance Committee recognizes that a rigid asset allocation would be both impractical and undesirable under various market conditions. Therefore, the Finance Committee recommends that the allocation of the Long Term Fund's total assets might vary from time to time within the allowable ranges, without being considered an exception to this policy.

### **INVESTMENT PERFORMANCE**

#### **EQUITIES**

The following market benchmark indices should be met or exceeded:

<u>Manager Style</u>	<u>Index</u>
Core Growth	Russell 1000 Growth
Core Value	Russell 1000 Value
Small Cap	Russell 2000
International	MSCI EAFE

#### **FIXED INCOME:**

The following market benchmark indices shall be met or exceeded:

<u>Manager Style</u>	<u>Index</u>
Intermediate Fixed Income	Lehman Intermediate Gov/Corp
Core Fixed Income	Lehman Aggregate

### **PROHIBITED EQUITY INVESTMENTS**

The following investments and investment activities are prohibited:

- 1.) Private placements
- 2.) Letter stock
- 3.) Derivatives. However, to the extent that the Greater Tampa REALTORS® uses mutual funds, the mutual funds may buy or sell derivatives for the purposes of managing portfolio risk.
- 4.) Commodities or commodity contracts
- 5.) Short sales
- 6.) Margin transactions
- 7.) Any speculative investment activities.
- 8.) New Issues (IPO'S)
- 9.) Securities denominated in foreign currencies

### **PROHIBITED FIXED INCOME INVESTMENTS**

1. Private Placements
2. Eurodollar Securities
3. Foreign Credits
4. Debt to Equity Exchanges
5. Investment managers are not authorized to use derivative securities, or strategies that do not comply with the basic investment objectives of this policy, i.e.; an emphasis of the preservation of principal consistent with conservative growth of assets. Managers are specifically prohibited from using derivative or synthetic securities whose characteristics as implemented by the manager include potentially high price volatility and whose returns are speculative or leveraged (when considered

together with liquid/short-term securities positions) or whose marketability may be severely limited, without written authority from the Board.

### **DIVERSIFICATION**

Individual stocks are subject to a maximum 7% commitment at cost or 10% commitment of the account's market value for an individual security and 20% for a particular industry.

Individual bonds not guaranteed by the U.S. Government its agencies or instrumentalities are subject to a maximum 10% commitment at cost.

### **PERMISSIBLE EQUITY DIRECT INVESTMENTS**

1. Registered common stock listed on a major U.S. exchange or traded on any major U.S. market, including foreign securities traded on U.S. exchanges.
2. Convertible preferred stock and convertible bonds.
3. Standard and Poor's Depository Receipts.
4. American Depository Receipts.
5. Stocks with minimum market capitalization of \$100 million, small cap managers may invest in stocks with a \$50 million market capitalization.

### **PERMISSIBLE FIXED INCOME DIRECT INVESTMENT**

1. Commercial paper of only the highest quality shall be used when invested on an individual basis.
2. Certificate of Deposit at FDIC Banks not to exceed insured limits
3. Bankers Acceptances.
4. United States Treasury Bonds, Notes and Bills.
5. Repurchase agreements with U.S. Treasury Securities and agencies of the U.S. Government as collateral (marking to the market daily).
6. Debt instrument issued or backed by agencies of/ or guaranteed by the U.S. Government
7. All investment grade Corporate debt issues including those rated Baa-BBB or better by Moody's Investors Services and/or Standard and Poor's Corporation. In the case of a split rating, the higher resulting rating shall apply. Securities downgraded subsequent to purchase resulting in violations of quality guidelines may be held at the manager's discretion.
8. Preferred Stock

### **RESPONSIBILITY OF THE INVESTMENT CONSULTANT**

The Investment Consultant's role is that of a non-discretionary advisor to the Finance Committee of the Sample Endowment. Investment advice concerning the investment management of Fund assets will be offered by the Investment Consultant, and will be consistent with the investment objectives, policies, guidelines and constraints as established in this statement. Specific responsibilities of the Investment Consultant include:

1. Assisting in the development and periodic review of investment policy.
2. Conducting investment manager searches when requested by the Finance Committee.
3. Providing "due diligence", or research, on the Investment Manager(s).
4. Monitoring the performance of the Investment Manager(s) to provide the Finance Committee with the ability to determine the progress toward the investment objectives.
5. Communicating matters of policy, manager research, and manager performance to the Finance Committee.
6. Reviewing Fund investment history, historical capital markets performance and the contents of this investment policy statement to any newly appointed members of the Finance Committee.

***Performance Review and Evaluation***

Performance reports generated by the Investment Consultant shall be compiled at least quarterly and communicated to the Finance Committee for review. The investment performance of total portfolios, as well as asset class components, will be measured against commonly accepted performance benchmarks. Consideration shall be given to the extent to which the investment results are consistent with the investment objectives, goals, and guidelines as set forth in this statement. The Finance Committee intends to evaluate the portfolio(s) over at least a three-year period, but reserves the right to terminate a manager for any reason including the following:

1. Investment performance which is significantly less than anticipated given the discipline employed and the risk parameters established unacceptable justification of poor results.
2. Failure to adhere to any aspect of this statement of investment policy, including communication and reporting requirements.
3. Significant qualitative changes to the investment management organization.

Investment managers shall be reviewed regularly regarding performance, personnel, strategy, research capabilities, organizational and business matters, and other qualitative factors that may impact their ability to achieve the desired investment results.

**INVESTMENT POLICY REVIEW**

To assure continued relevance of the guidelines, objectives, financial status and capital markets expectations as established in this statement of investment policy, the Finance Committee plans to review investment policy at least annually.

**POLICY ADOPTION**

The effective date of this policy is October 16, 2000, the date upon which it was adopted by the Board of Directors of the Greater Tampa REALTORS®. (Amended June 17, 2013)

**INVESTMENT MANAGER ACKNOWLEDGEMENTS:**

I (we) have received this copy of the investment policy. I (we) have studied its provision and believe that I (we) can abide by its restrictions and fulfill its goals and expectations over the timetables set forth in the policy.

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Firm Name

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Portfolio Manager

---

Date

## LOCKBOXES

**Section 1** A lockbox is a container affixed to a property containing a device to gain access to the property being marketed by a Participant in the MLS. Lockboxes are not security devices, but are a device by which showing of properties is expedited. Participants in the MLS, their affiliated licensees, or certified, registered or licensed appraisers are authorized under certain conditions to open these lockboxes under terms specified by the listing broker.

**Section 2** The Minimum Security Measures for common Lockbox Systems of the National Association of REALTORS® as from time to time amended, are hereby adopted and made a part of these Policies and Procedures/Rules and Regulations. The terms and conditions of the SUPRA Information System Usage Agreement are hereby adopted and made a part of these Policies and Procedures/Rules and Regulations.

As an activity of the Association, every REALTOR®, non-principal broker, sales licensee, and licensed or certified appraiser affiliated with a REALTOR®, shall be eligible to hold a key subject to their execution of a lease agreement with the Association.

**Section 3** Failure to a SUPRA key as provided in the lease agreement, or any other breach or violation of the SUPRA Information System Usage Agreement shall subject the Participant and/or agent/user to the provisions of the terms and conditions of the Usage Agreement.

NAR Policy Statement 7.31 – Lock Box Security Requirement (See below)

### **Statement 7.31: 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 association, its MLS, or on behalf of an association by a recognized lock box vendor.

1. Any key, programmer, or other device (hereinafter referred to as "key") by which a lock box can be opened shall be nonduplicative. By "nonduplicative" it is not meant that the key is necessarily covered by a current patent but that it cannot be readily copied in the manner that other types of keys ordinarily are.
2. Keys 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 keys, lids, or boxes, information shall be obtained from the original manufacturer to determine whether the key's pattern, code, or configuration is already in use by other Boards, Multiple Listing Services, or other users in the vicinity. Surrounding Associations and Multiple Listing Services shall also be contacted to determine whether the key's pattern, code, or configuration is currently in use.
3. Any lock box system shall be designated as either an activity of an association of REALTORS® or a Board-owned and operated MLS.

If the lock box system is an activity of an association of REALTORS®, then every REALTOR® and REALTOR-ASSOCIATE® and every non-principal broker, sales licensee and licensed or certified appraiser affiliated with a REALTOR®, shall be eligible to hold a key subject to their execution of a lease agreement with the association.

If the lock box system is an activity of an Association-owned and operated Multiple Listing Service, then every MLS Participant and every non-principal broker, sales licensee and licensed or certified appraiser who is affiliated with an MLS Participant and who is legally eligible for MLS access shall be eligible to hold a key subject to their execution of a lease agreement with the MLS.

Associations and Multiple Listing Services may require, as a matter of local determination, that key lease agreements executed by non-principal brokers, sales licensees, and licensed or certified appraisers will be cosigned by the designated REALTOR® or the office's broker of record. Lease agreements shall spell out the responsibilities of the parties and shall incorporate by reference any applicable rules or regulations or other governing provisions of the Board or MLS that relate to the operation of the lock box system. The lease agreement shall also provide that keys may not be used under any circumstances by anyone other than the key holder except as provided elsewhere in this statement of policy.

Associations and Multiple Listing Services may, at their discretion, authorize unlicensed personal assistants, administrative and clerical staff, and individuals seeking licensure as real estate appraisers, who are under the direct supervision of a designated REALTOR®, or MLS Participant, or their licensed designee, to hold a lock box key on the same terms and conditions as non-principal brokers and sales licensees.

Associations and Multiple Listing Services may refuse to sell or lease lock box keys, may terminate existing key lease agreements, and may refuse to activate or reactivate any key held by an individual convicted of a felony or misdemeanor if the crime, in the determination of the Board or MLS, relates to the real estate business or puts clients, customers, or other real estate professionals at risk.

Associations or Multiple Listing Services may suspend the right of lock box key holders to use lock box keys following their arrest and prior to their conviction for any felony or misdemeanor which, in the determination of the Board or MLS, relates to the real estate business or which puts clients, customers, or other real estate professionals at risk.

Factors that can be considered in making such determinations include, but are not limited to:

- (a) the nature and seriousness of the crime
- (b) the relationship of the crime to the purposes for limiting lock box access
- (c) the extent to which access (or continued access) might afford opportunities to engage in similar criminal activity
- (d) the extent and nature of past criminal activity
- (e) time since criminal activity was engaged in
- (f) evidence of rehabilitation while incarcerated or following release and
- (g) evidence of present fitness

Administration of a lock box system as an activity of an association of REALTORS® may, at the discretion of the Association, be delegated to its Multiple Listing Service.

No one shall be required to lease a key from the association except on a voluntary basis.

Association and Multiple Listing Services may, at their discretion, lease keys to Affiliate Members of associations who are actively engaged in a recognized field of real estate practice or in related fields. In such instances, the lease agreement shall be signed by the key holder and by a principal, partner, or corporate officer of the key holder's firm.

Key lease agreements may contain a liquidated damages provision to offset some or all of the costs in reestablishing the security of the system if it is determined that the security has been compromised through the negligence or fault of the key holder.

4. Associations shall maintain current records as to all keys issued and in inventory. There shall be an audit, at least annually, of all keys, whether issued or in inventory. This requirement may be satisfied by a physical inventory or, alternatively, by receipt of a statement signed by the key 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 key holder's firm, attesting that the key is currently in possession of the key holder. This audit requirement does not apply to electronic lock box programmers or keypads which are sold or leased provided such devices may be deactivated within thirty (30) days.

5. Associations shall require a substantial deposit from each key holder in an amount that will establish an awareness of personal liability for such key. The initial deposit shall not be less than \$25 or more than \$300. Deposits for a first replacement key lost or stolen shall be not less than two (2) times nor more than three (3) times the amount of the initial deposit and not less than three (3) times nor more than four (4) times the amount of the initial deposit for second or additional replacement keys. Deposits for keys shall be kept in a special account for refund upon return of the key unless forfeited upon loss of the key. Notwithstanding the foregoing, deposits charged Affiliate Members may be no more than twice the amounts established above.

If, at the time of inventory, a key is unaccounted for, or if a key holder refuses or is unable to demonstrate that the key is within their physical control, then the key will be considered unaccounted for and any funds on deposit will be forfeited to the Board.

Deposits for electronic programmers or electronic keycards which are leased but which can be deactivated within thirty (30) days may be required as a matter of local determination.

6. 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. Inclusion in MLS compilations cannot be required as a condition of placing lock boxes on listed property.

7. Associations shall charge key holders and their cosignatories with the joint obligation of immediately reporting lost, stolen, or otherwise unaccountable for keys to the Board. Upon receipt of notice, the Board shall take any steps deemed necessary to resecure the system.

8. Associations 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 discretion of the Board and set forth in the rules and procedures. All key holders, whether associations members or not, shall agree, as a condition of the key lease agreement, to be bound by the rules and procedures governing the operation of the lock box system.

9. Notwithstanding the foregoing, Associations and Multiple Listing Services may sell electronic lock box programmers or keypads to MLS Participants and others eligible to hold lock box keys pursuant to these requirements provided that such devices may be deactivated, if necessary, within a reasonable period not to exceed thirty (30) days and that the Participant has authorized the sale in writing. In the event electronic lock box programmers or keypads are sold or leased, a designated REALTOR® principal or an office's broker of record may purchase or lease additional programmers or keypads to be issued on a temporary basis to other key holders in the same office in the event their programmer or keypad becomes non-functional outside normal business hours or under circumstances where a replacement programmer or keypad is not reasonably available from the issuing Board or MLS. When a programmer or keypad is issued on a temporary basis, it shall be the responsibility of the REALTOR® principal or the broker of record to advise the Board or MLS in writing that the programmer or keypad has been issued, to whom, and the date and time of issuance within forty-eight (48) hours. It shall also be the responsibility of the REALTOR® principal or the broker of record to advise the Board or MLS in writing within forty-eight (48) hours after possession of the previously issued programmer or keypad has been reassumed.

#### **RULES AND REGULATIONS RELATING TO THE KEY HOLDER SERVICE**

**1. Possession of Key:** Each KEY HOLDER may possess **ONLY ONE KEY** at a time. If a Key is lost or requires replacement for any reason, the replacement cost for the Key shall be the replacement price set forth in the Lease. An active Affiliate is granted the right to obtain an e-Key with no restrictions other than a copy of their driver's license and a copy of their business license. (rev. 2/15/16)

**2. Update Code:** Update codes shall be issued only to KEY HOLDERS in good standing with the ORGANIZATION. A KEY HOLDER is in good standing if he or she is in full compliance with all obligations related to the Service, including, without limitation, the Administrator's (GTR) Membership Terms and these Rules and Regulations.

**3. Security of Equipment:** It is necessary to maintain the security of each Key and the Personal Identification Number (“PIN”) of each key to prevent the use of the Key by unauthorized persons. Each party in possession of a Key, whether such Key is being actively used or not, shall abide by the following conditions:

- a. To keep the Key in such party’s possession or in a safe place at all times;
- b. Not to allow the PIN for the KEY to be attached to the Key for any purpose whatsoever or to be disclosed to any third party;
- c. Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is a real estate broker or salesperson. A REALTOR®/Broker or Manager is allowed to loan a Supra key to a key holder associate in time of emergency for a non-functioning Supra key.
- d. Not to duplicate the Key or allow any other person to do so;
- e. Not to assign, transfer or pledge the Key;
- f. Not to destroy, alter, modify, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so.
- g. To notify the ADMINISTRATOR immediately in writing, and in any event within 48 hours, of a loss or theft of the Key or any Key Boxes, and of all circumstances surrounding such loss or theft;
- h. To complete and deliver to the ADMINISTRATOR a stolen Key affidavit (provided upon request by GTR) prior to and as a condition of the issuance of a replacement Key;
- i. To follow all additional security procedures as specified by the ADMINISTRATOR; and
- j. To safeguard the code for each Key Box from all other individuals and entities, whether or not they are authorized users of the Service.

**4. Authorization:** Before a Key Box is installed or used on any piece of real property, the prior written authorization to install or use a Key Box must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Key Box are locked. All owners and/or tenant(s) of real property shall be informed that the Key Box is not designed or intended as a security device.

**5. Statement of Administrative Procedures and Operating Standards:** EACH KEY HOLDER AND THE ORGANIZATION ACKNOWLEDGES THAT THE USE OF THE SERVICE IS ALSO SUBJECT TO THE TERMS AND CONDITIONS OF THE ADMINISTRATION AGREEMENT AND THAT FAILURE OF SUPRA OR THE ADMINISTRATOR TO PERFORM ANY OF THEIR RESPECTIVE OBLIGATIONS UNDER THE ADMINISTRATION AGREEMENT MAY DETRIMENTALLY AFFECT SUCH PARTY’S USE OF THE SERVICE. EACH KEY HOLDER AND THE ORGANIZATION EXPRESSLY WAIVES ANY RIGHT TO EXERCISE ANY RIGHT OR REMEDY ARISING UNDER, RELATING TO OR BY VIRTUE OF ANY DEFAULT BY ANY PERSON UNDER THE ADMINISTRATION AGREEMENT AND/OR UNDER ANY OTHER AGREEMENT EXECUTED AND DELIVERED IN CONNECTION WITH THE USE OR LEASING OF THE SERVICE. EACH KEY HOLDER AND THE ORGANIZATION FURTHER ACKNOWLEDGES AND AGREES THAT THE ADMINISTRATOR MAY EXERCISE ANY REMEDIES ANY OF THEM MAY HAVE UNDER THE ADMINISTRATION AGREEMENT.

**6. Acknowledgment:** Each party using a Key, Key Boxes or the Service hereby acknowledges that neither the Service, the Key Boxes nor the Keys, nor any other SUPRA product used in connection with the Service is a security system. The Service is a marketing convenience key control system, and as such, any loss of Keys or disclosure of Personal Identification Numbers compromises the integrity of the Service and each party agrees that it will use its best efforts to insure the confidentiality and integrity of all components of the Service.

**7. Misuse of Supra Key:** Any misuse of the Supra Key will be considered a violation of membership duties under GTR Bylaws.

- a. All key holders are strictly forbidden to lend their keys to any individuals for any reason, except under conditions referenced in Section 3, Paragraph c.
- b. In the event that the key holder’s misuse has been noticed to the Association, the following actions will apply:

- (1) Notice will be given to the key holder of the apparent misuse, with the opportunity for the user to appear before the Board of Directors to show cause why his/her key privileges should not be suspended or terminated and a fine levied.
- (2) The following penalties may be applied:

First offense: Fine up to \$500 and his/her key service may be turned off for a period of up to six months

Second offense: Fine up to \$5,000 and his/her key service to be terminated for up to three years

- c. GTR may refuse to sell a key or may suspend existing keys held by an individual following their arrest and prior to their conviction for any felony or misdemeanor which, if the crime, in the determination of the Board of Directors, relates to the real estate business or puts clients, customers, or other real estate professionals at risk. (11/21/11)

\_\_\_\_\_  
signature of key holder

\_\_\_\_\_  
print name



Policy of the  
**Greater Tampa REALTORS®**  
**Governing Professional Standards Procedures**  
Adopted: March 23, 2015  
Amended January 18, 2016

INTRODUCTION:

The Bylaws of the Greater Tampa REALTORS® provide in Article VII, Section 1 that the responsibility of the Association and the Association members relating to the enforcement of the Code of Ethics, the Bylaws and the Policy of this Association of REALTORS®, the disciplining of members and the arbitration of disputes, and the organization and procedures incident thereto, shall be governed by the *Code of Ethics and Arbitration Manual* of the NATIONAL ASSOCIATION OF REALTORS®, as from time to time amended, which by this reference is made a part of the Bylaws, provided, however, that any provision deemed inconsistent with Florida Law shall be deleted or amended to comply with Florida Law.

The purpose of the policies listed hereunder is to address those discretionary areas not covered by the procedures of the NATIONAL ASSOCIATION OF REALTORS® as well as those areas of the arbitration procedures which are inconsistent with Florida Statute 682, Arbitration Code.

ENFORCEMENT OF THE CODE OF ETHICS

1. GRIEVANCE COMMITTEE

- a. The Grievance Committee will consist of eighteen (18) members, plus a chair and vice chair for a total of twenty (20), with a three-year term limit. Six (6) new members will be appointed each year.
  - The Association President shall give consideration for at least two (2) members of the committee to have commercial experience.
  - The Chair and Vice-Chair will be appointed by the Association President and ratified by the Board of Directors.
- b. Qualifications of Chair and Vice-Chair:
  - The Chair and Vice-Chair will have previously served on the Professional Standards Committee
- c. Qualifications of Committee Members:
  - Committee members must have been a member in good standing of this Association or another REALTOR® Association, with an exemplary record of conduct for at least three (3) years immediately preceding the date of appointment and during the term of appointment
  - Appointees shall sign an oath of confidentiality prior to serving on this committee.
  - Appointees must attend an annual training provided and administered by Florida REALTORS®
  - The number of mandatory training hours for Grievance Committee members shall be three (3) hours
  - A limit of one (1) member from a company may serve on the committee
- d. Handling of Complaints:
  - Copy of any complaint will always be sent to Respondent so as to provide the Respondent an opportunity to respond before Grievance Committee makes any determination as to the disposition of the complaint.
  - Once the complaint and the response are received by the Association and the file has been assigned to the Grievance Committee, no additional information will be accepted by either party

2. PROFESSIONAL STANDARDS COMMITTEE

- a. The Professional Standards Committee will consist of up to fifty (50) members (including the Chair and Vice-Chair), comprised of fifteen (15) Designated REALTORS® and thirty-five (35) REALTOR® members.

- The Committee shall include a Chair and Vice-Chair, a maximum of eight (8) Hearing Chair people, with not more than one (1) Hearing Chair being from the same company
  - The Association President shall give consideration for at least four (4) members of the committee to have commercial experience
- b. Qualifications of Committee Members:
- Members of the Professional Standards Committee must be REALTORS® in good standing
  - Committee members shall have served on the Grievance Committee for three (3) consecutive years to be eligible to serve on Professional Standards or may be grandfathered in if member has served on the Professional Standards Committee for one (1) year in the past five (5) years.
  - Members must have an exemplary record of conduct and cannot have been found in violation of the Code of Ethics for the preceding five (5) years
  - Appointees shall sign an oath of confidentiality prior to serving on this committee.
  - Appointees must attend an annual training provided and administered by Florida REALTORS®
  - The number of mandatory training hours for Grievance Committee members shall be three (3) hours
- c. Setting Hearings:
- The Chief Executive Officer, through Professional Standards staff, will be responsible for coordinating and preparing for all Professional Standards hearings including, but not limited to, date, time, location and selection of panel members.