

Leadership 2023 Team Workshop

President Rosalind Burgin

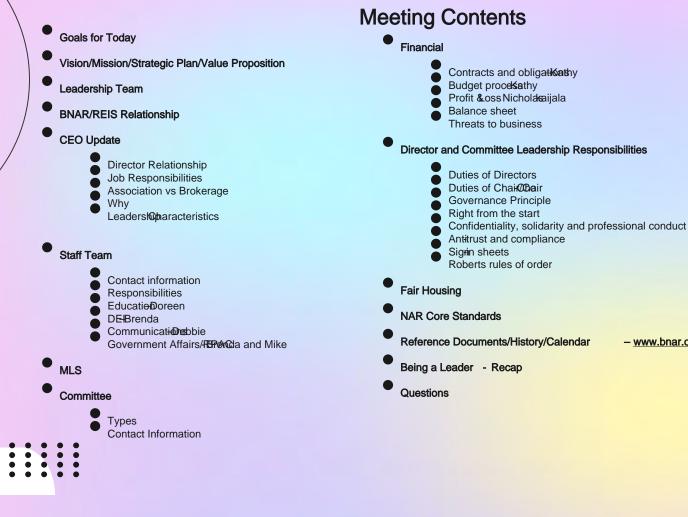




2023 BNAR Charity







www.bnar.org



Goals for Today's Session

01

Greater Knowledge of YOUR Association

02

Understanding your Roles and Responsibilities and that of the Staff

03

Elevating your Volunteerism and Leadership

Vision & Mission Statements

Vision

The BNAR will support and maintain an orderly marketplace for the effective exchange of real estate while promoting uncompromising ethical principles among its members

Mission

To assist members to become successful, profitable and knowledgeable, and to promote professionalism and real property rights





Strategic Plan 2022



Buffalo Niagara Association of REALTORS, Inc. Strategic Plan

Mission

To assist members to become successful, inclusive and profitable and to promote professionalism, fair housing and real property rights.



Who We "R"

The Buffalo Niagara Association of REALTORS® (BNAR) is an industry organization that elevates the professional proficiency and ethical conduct of our members, is the trusted source for accurate real estate information, staunch advocates for the protection of private property rights and are willing partners to help strengthen our communities.

Vision - Our Promise

The BNAR will support and maintain an orderly marketplace for the effective exclainge of real estate while promoting uncompremising ethical principles among its members.

Governance:

With the commitment of our leaders, volunteers and staff, BNAR operates a fiscally responsible business that is future focused, service driven and growth oriented.

Strategic Objective: Staff

We maintain a highly experienced and dedicated staff who are committed to the success of the business, a valuable resource to members and are focused on implementing our strategic vision.

Strategic Objective: Facility and Operations

In anticipation of the future vision of our business, BNAR maintains a modern, state of the art facility that is strategically located to serve the needs of our members.

Strategic Objective: Finance

BNAR is a fiscally responsible business that has incorporated the necessary financial protocols and general accounting principals to ensure full accountability, strategic growth and long term investment strategies to fund our organizational objectives.

Strategic Objective: Structure BNAR has an efficient leadership structure to implement it's strategic vision.

Strategic Objective: Business Growth

BNAR is open to opportunities for future business growth.

Government Affairs

While emphasizing the value of investing in RPAC, BNAR proactively cultivates working relationships with political agencies, government officials and likeminded organizations as it pertains to issues affecting real estate, real property affordability and ownership rights.

Strategic Objective: Fundraising

Members understand the importance of investing in RPAC and BNAR has a vibrant culture of investing beyond minimum levels.

Strategic Objective: Policy

BNAR and its members have a strong passion to fight for Real Property Affordability and Ownership Rights.

Strategic Objective: Grassroots Mobilization

BNAR has a group of influential members possessing quality personal relationships with political and elected officials prepared to mobilize on real property issues.

Strategic Objective: Influence, Outreach

BNAR leverages the talents of members who have cultivated extensive relationships with a spectrum of boards, commissions, government entities and other business organizations.



Community Relations

In our communities, BNAR is the trusted resource and valued partner for the public regarding all matters pertaining to real estate.

Strategic Objectives: Programs, Events

BNAR's focus is to demonstrate our members' commitment to the communities they serve and to elevate the public's awareness and positive perception of BNAR and our industry,

Strategic Objective: Advocacy and Consumer Mobilization

While acting as a liaison for our communities, BNAR collaborates with and mobilizes the public to take positive and proactive action regarding local laws, property rights and real property affordability issues.

Strategic Objective: Philanthropic Efforts

To demonstrate commitment to our communities BNAR members support local charities with their time and resources.

Strategic Objective: Influence, Outreach

BNAR leverages our members' extensive relationships with a spectrum of community boards, community agencies, charitable organizations and other philanthropic entities.





Professional Development

BNAR has a culture for advanced professional career development, offering the highest caliber of trainers to deliver engaging programs catering to our member audiences through a variety of delivery options.

Strategic Objective: Programming

To better serve both clients and fellow REALTORS®, BNAR delivers professional career development programs to elevate the knowledge, skills and professionalism of our members.

Strategic Objective: Target Audiences

BNAR anticipates and responds to the career needs of our various member audiences.

Strategic Objective: Trainers

BNAR hires recognized and engaging industry experts to deliver relevant professional career development programs.

Strategic Objective: Delivery Methods

BNAR delivers professional career development programs through a variety of methods that satisfies both compliance and proficiency standards.

Strategic Objective: Professional Standards

According to the standards and criteria set by the National Association of REALTORS®, BNAR offers the spectrum of services available to members for Code of Ethics enforcement.

Communications

BNAR is the trusted source for real estate related news and information to the membership and the public.

Strategic Objective: Internal

BNAR has an effective communication plan with uniform messaging that communicates the value of its programs, products, services and benefits to its members.

Strategic Objective: External

Through our consistent communications, our communities value REALTORS® as a pivotal part of their real estate experience and an essential partner in advocating for responsible community development, the protection of property rights and real property affordability.

Strategic Objective: Delivery Method

BNAR utilizes a wide variety of communication methods to engage our members and the public.

Strategic Objective: Messaging

Utilizing local, state and national information, BNAR communicates a uniform message to members and the public.

Strategic Objective: Talent member database

BNAR consistently collects data to profile our membership and leverage their talents.

Fair Housing & Diversity, Equity and Inclusion

Leadership – BNAR is committed both through it's Board of Directors, workgroup, taskforces and committees to ensure that we provide opportunities of all our member demographics to engage.

Leadership – BNAR creates alliances with members that are members of affiliated with real estate cultural groups, councils and organizations to build bilateral bridges of mutual understanding in common goals.

Professional Development – Through workshops, Code of Ethics training and continuing education offerings, BNAR delivers programs that help others understand the concepts of Diversity, Equity and Inclusion.

When experiencing the professional standards process, members recognize that everyone is properly trained in Diversity, Equity and Inclusion concepts to provide members confidence in the process.

Community and Government Affairs—Both areas include initiatives member outreach through community involve-ment and through advocacy efforts, we support efforts in the area of Diversity, Equity and Inclusion.

Staff Training - Staff is properly trained in Diversity, Equity and Inclusion to better serve the members.

Value Proposition: Learn: Access.: Discover-Whether new or experienced in real estate, RFALTORS@ who are committed to personal success connect with BNAR for knowledge, information, advocacy and technology to grow their business.

Vision & Mission Statements

VISION

The BNAR will support and maintain an orderly marketplace for the effective exchange of real estate while promoting uncompromising ethical principles among its members.

MISSION

To assist members to become successful, profitable and knowledgeable, and to promote professionalism, fair housing and real property rights.



Value Proposition

Learn...Access...Discover YOUR BNAR Connection

Whether New or Experienced in Real Estate Realtors Who Are Committed to Personal Success Connect with BNAR for Knowledge, Information, Advocacy and Technology to Grow Their Business!



Leadership Team

- Executive
- Directors
- Accelerate
- NYSAR Directors



Officer and Director Organizational Chart

Executive Committee

Rosalind Burgin – President
Vienna Laurendi – President Elect
Kelly Spurlock– Secretary/Treasurer
Margaret Fisher – Vice President
Joel HusVar – Immediate Past President
Charlene Zoratti – Presidents Advisor Non-Voting
John B. Leonardi – Chief Executive Officer Non-Voting

Directors

Lori Adams – 2025
Marcie Delgaty – 2025
Richard Dentinger – Regional Director
Marcy Dexheimer-Wangelin - 2024
Stephanie Fiorentino – 2023
J. Gerard Green - 2024
Margaret Hartman – 2023

Peter Hunt – Director at Large Nan Malysza – Director at Large Shannon McNichol – 2023 Brian Miller – 2025 Tamika Murphy - 2025 Jonathan Orlow - 2024 David Van Schoonhoven – 2024 Amber Wesser – Past President



Accelerate Team

BNAR Accelerate is an innovative think tank that ensures future relevance and value of our programs and services.

The leadership team and directors has invested in this advisory group. They are BNAR members who have been working together to examine the entirety of BNAR with special emphasis on our value proposition and the services we deliver. Specifically, with the changes in technology, agent priorities and the plethora of communication vehicles it is important for our organization to improve. The challenge is that they need input from our members, the opportunity we are asking for is to schedule representatives from Accelerate team to come to one of your office meetings to solicit member input. Please contact Deanna Zavah at BNARAccelerate@gmail.com to schedule an appointment.

This our collective association - brokers, agents and staff; together we need to move BNAR forward to sustain our organization. On behalf of the leadership team and directors thank you! Here is a short video about the Accelerate team: - https://youtu.be/ixyhNdUdteM

Goals

- 1. Ensure BNAR offers relevant and meaningful programs, services and value now and into the future through the generation of ideas from new, diverse
- 2. Create a leadership funnel for the association through enriching leadership training, coaching and mentoring that help participants advance in their
- 3 Reconsider the way in which BNAR association management is done.

The Team



Nathanael Budde Suzanne Tomasello Hope Young Watkins

Functioning as an adjunct body of the Board of Directors, Accelerate operates semi-autonomously to develop and execute its own agenda of priority projects while in close communication with the Board.

Mission: To empower BNAR to be relevant the members it serves.

Vision: To provide BNAR with a template for communications, education, services and provide value to its membership.

Values: To satisfy the membership through forward movement, financial responsibility, education & growth.

Strategy: Strategic growth in line with membership wants. Evaluate all current practices and processes.



New York State and National Association of REALTORS Directors

January 2023

NEW YORK STATE ASSOCIATION OF REALTORS DIRECTORS

Margaret Hartman	Past President
Gary Kenline	Past President
Jim Knight	Commercial
Joseph Rivellino	President Elect

Rosalind Burgin BNAR President – 2023

(automatically is a NYSAR Director by virtue of local Board President)

Lori Adams	2023
Annabelle Aquilina	2023
Stephanie Fiorentino	2023
Michael Johnson	2023
Shannon McNichol	2023
miriam treger	2023
Donna Littlefield	2024
Louis Vinci	2024
Amber Wesser	2024
Joel HusVar	2025

NATIONAL ASSOCIATION OF REALTORS DIRECTOR

Rosalind Burgin - Large Board Representative

BNAR and REIS Relationship

Roles

Management Agreement

Roles

Separate Entities

Overlap in Leadership

Entwined by Members

BNAR and REIS Relationship

Management Agreement

- Trained Staff for day to day operations
- Use of Computers, telephones, faxes, proper equipment
- Newsletters/communications to the members
- Use of facility
- Dedicated services by the CEO and other staff to perform supervisory and administrative functions
- Maintain order within the MLS system
- Current Fee Received\$453,206/year(new agreement extended to 2025)
- See Staff Responsibilities Tab

CEO Overview

- 1. Director Relationship
- 2. Committee Staff Relationship
- 3. Job Description
- 4. Association vs Brokerage
- **5.** Association Structure
- 6. Why?
- 7. Characteristics of a Director



CEO- Director Relationship

- 1. Executive Team and Directors Govern
- 2. CEO Manages Staff
- 3. Staff Implements
- 4. Open Door
- 5. Avenues of Communications Email/Phone/Portal



Governance Partnership

The Board of Directors

- Sets Policy, Establishes Work Groups, and Delegates Implementation (Executive, LT, Committees and Workgroups)
- Adopts the Plans
 - Strat Plan/Goals/Budget
- Brings the Voice of Industry to the Table
- Promotes Volunteerism

Staff Chair Partnership

Committee Chairs & Vice Chairs

Direct Specific Actions, Policies and Plans from Strategic Plan Assigned by Executive and Board of Directors

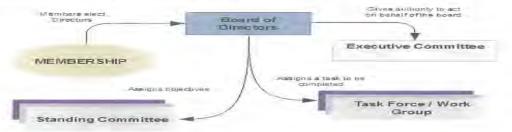
- Coordinate Activities through Staff Liaisons
- Communicate Progress
- Identify/Mentor New Leaders from within
- Promote Volunteerism

REALTOR Association Structure

REALTOR® Association Structure

Who makes the decisions in your REALTOR® association? Is it the committees, work groups and task forces? The board of directors? The association executive?

Decision making is a critical function of a real estate association. The better you understand how decisions are made the more effective you will be in your role.



Membership

- The REALTOR® association exists to serve its members.
- Members join associations for many reasons, including the ability to achieve goals as a group that cannot be accomplished by individuals.
- Members can form associations at different levels national, state or local. This is the basis of organized REALTOR® in North America. At the national level, we have the NATIONAL ASSOCIATION OF REALTORS®. Each state has its own association, such as the California Association of REALTORS® (CAR). In each state, there are many local associations. For example, California has more than 105 REALTOR® associations.
- This national-state-local structure is a "federation" formed by what has become known as the "Three-Way Agreement." This means that all local associations and their REALTOR® members are members of the state association of REALTORS® in the state where their association is located and also of the NATIONAL ASSOCIATION OF REALTORS®. The federated structure strengthens the REALTOR® organization by providing a framework for effective communication, delivery of goods and services, and enforcement of the REALTOR® Code of Ethics. The size of the REALTOR® organization (over one million members at this writing) contributes substantially to the political influence of the National Association, thereby enhancing its effectiveness in lobbying for causes that contribute to the protection of private property rights.

What Hat are YOU Wearing?

I Serve Many Businesses, Which Hat Should I Wear?

- NAR? NYSAR? Local? MLS? My Broker?
- You are here to serve the best interests of BNAR and its members. That's Your Hat!



"Volunteers don't get paid, not because they are worthless, but because they're priceless."

Sherry Anderson

Association Management vs. Brokerage

- Brokerage(SalesFocused)
 - Unlimited Income
 Multiple sources (Mortgage, Title, other services)
- Real Estate Sales
- Trade Organization Management (Member Focused)
 - Limited income

Dues income

Management Fees

Member driven

The Why

Whether change is created from a crisis, a vision, or having an ongoing culture of success and improvement, no one can deny that change can be painful. We always need to have a compelling answer to the question: "Why are we doing this?" or "What is the problem we're trying to solve?"

And that in turn should cause us to ask the even more fundamental question: why we even exist.

People like Martin Luther King Jr., Steve Jobs, and the Wright Brothers may have had little in common, but they all started with WHY. They realized that people won't truly buy into a product, service, movement, or idea until they understand the WHY being it.

Our members and many time our own elected and selected Association volunteers and members won't truly buy into ideas until they understand the WHY of the REALTOR Association. So, why does the REALTORS organization exist? To advocate? To legislate? To provide legal assistance? To protect private property rights?

All these things are what we do.

If you can really focus in on that one question, it can help you develop your vision, your communication, your talking points, and center the whole vision and planning process for the whole organization.

What do we DO? WHY do we do what we do?

Video

Characteristics of Board Members and Chairs

What makes a fantastic Board?

- 1. The Board's focus is on the big picture, setting vision and strategic direction, ensuring adequate resources, and holding themselves and the Chief Executive accountability for results.
- 2. Board members are being utilized and include making a meaningful contribution (Time, Events, RPAC)
- 3. All Board meetings have a high percentage of attendance and participation.
- 4. Team Player who contributes to the mission of the organization and doesn't need to be a star.
- Board members quickly understand that the Association and Board's agenda have to be paramount over their own agenda.
- 6. Led by its board, the organization has developed a strategic plan and is implementing and tracking the plan.
- 7. Board members act as advocates and ambassadors increasing awareness of the organizations mission and impact in the community.
- 8. Board members refer names of future board member to Nominating Committee to be vetted before being invited to serve.
- Organizational outcomes are being tracked.

Staff Team Contacts

Michelle Brown
Membership Coordinator
Membership Data / Applications

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Niels Wagener Financial Assistant

Accounts Payable / Receivable Billing-BNAR/REISnstanet

Direct: 6369115 nwgener@bnar.org

Jennifer Charsley Member Services Store/Sales)

Member Services KeyboxProgram Direct: 6365004 jcharsley@bnar.org

Annette Fachko
Chief Administration Officer

REALTOR Issues Forms & Contracts Direct: 6369117 afachko@bnar.org

Doreen Fahey Education and Events Director Education/ Events/Agents' Day

Direct: 6369114

John L. Leonardi Chief ExecutiveOfficer Direct: 6363699

ileonardi@bnar.org

Brenda Alesii Government Affairs Director VPDEI/RPAC

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Compliance & MLS Violations

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MLSSouthern Tier Contact
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Coordinator /Professional
Standards/Grievance
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Debbie Norman Communications & Corporate Affairs Director

Communications/Governance Board of Directors/Executive ACCELERATE Direct: 6369118

KATHY SCHMITZ CHIEF FINANCIAL OFFICER

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SCOTT HAVERNICK JR.
IT Support Specialist
Member Services

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2FindYourHome Team

LISA MARGESOM 04-1450 Imargeson@bnar.org ALEXIS (LEXI) GREENE

GraphicDesigner

Staff Team Responsibilities

MD S

Alliance

2FindYour Home 2FYH - Open Houses

Rules/Regulations

MLS Membership Agreements Copyrights

Data Agreements/ RETS

Statistics - Market Stats

Transaction Desk Use/Design/Troubleshoot Realist Use/Design/ Troubleshoot MLX Use/Design/ Troubleshoot Compliance Tool (Listing check) MLX Security SSO Portal HomeSnap

REALTOR.com Data Distribution - IDX. Broker back office, etc. Drone/Video/Photography

Eurometal

Budgeting P&L

Accts Pavable

Accts Receivable

Banking

HR. Pension & Payroll

Inventory Store

investments

Month-End Fixed Assets Billing/Invoicing e-commerce (NAR)

Travel

TOSIMBLEISING

BNAR & REIS

MLS Admins Supra Health Insurance Discounts/ Products MMSI

Communications

MLX Sign On Message Member Portal Sign On Msg **BNAR News & Events** Key Communicator

BNAR Website Office Manager Updates

DR and OM Email

PR Campaigns

Surveys Promote Benefits/Issues, etc. Through Events **BNAR Advertising** Social Media

News Releases Dedicated Email/Post Card Calendar of Events Flyer for Orientation Class

Target Marketing Office Visits

Text Messaging BNAR Website

Professional Conduct

Grievance

Mediation Professional Standards

Realtor Issues Best Practices Contracts

Fair Housing / DEI

Gavernince

By-laws

Standing Rules Leadership Development

BOD Meeting Management

Core Standards

Accelerate Program

PAG'S

Ethanottiani.

CE Orientation Lunch-N-Learns Breakfast-N-Learns

Webinars

Faculty Review

Designations

NUMBER OF STREET

Emints: Agent's Day Election Regional Meetings

Social Events

Phones/ Internet

Security Printers

Network

Stations

Economic Forecast BNAR Website

> Surveys Hardware Software Training Video Creation

Community

Habitat for Humanity Day of Caring (United Way) WNY Heroes Salvation Army Boys & Girls Club St. Luke's Mission of Mercy Cystic Fibrosis Foundation Buffalo Niagara Ambassadors Kids Escaping Drugs Child & Family Services SPCA Serving Erie County

WNY Stem Hub Hand in Hand Evan Wood Fund/Oishel Childrens Hospital

REALTOR AUVOCATV

Network with Public Officials Inform Members on Issues political & legislative Resource on Political & Legislative Issues to members Resource on Political & Legislative Issues to elected and appointed officials. Receive feedback from Membership regarding political & legislative Issues RPAC - REALTORS Political Action Committee Independent Expenditure (IE)

DEL

BNAR CAREER CENTER FOR DEVELOPMENT

EARN YOUR CONTINUING EDUCATION CREDITS



 BNAR Instructors are Local to Western New York, therefore skilled in conveying required course material and how it relates and applied to the general expectation and standards of practice of doing business in our Region.

- Instructors are New York State and ITI Certified
- ALL Real Estate is LOCAL
- History and Certificates of all courses taken at the BNAR are available on the Members Portal
- NAR Licensed with the Center for REALTOR Development
- Monthly meetings with State Education Directors



200 John James Audubon Parkway, Suite 201, Amherst, NY 14228 716.636.9000 | BNAR.org

NEW LICENSING REQUIREMENTS took effect on July 1, 2021.

There is no more "Grandfathering"

ALL LICENSEES MUST COMPLY WITH THE CE REQUIREMENTS

All licensees must complete 22.5 hours of CE credit, including:

- 3 hours of Fair Housing
- 1 hour agency
- (2 hours if in 1st license cycle)
- 2.5 hours of Ethical Business Practices
- 1 hours of recent legal matters Additional Licensing Requirement as of September 21, 2022
- 2 Hours of Implicit Bias • 2 Hours of Cultural Competency



ADVANCE YOUR EDUCATION

BNAR is excited to announce a New BNAR Designation

BNAR Residential Specialist Designation

BE THE FIRST TO SHINE AND EARN YOUR BNAR RESIDENTIAL SPECIALIST DESIGNATION

For full description go to calendar at www.bnar.org



TAKE YOUR PROFESSIONAL CAREER TO THE NEXT LEVEL

with the New

BNAR Residential Specialist Designation

6 Courses, 18 Hours Honing Your Skills to the Next Level

To Earn this new BNAR Residential Specialist Designation:

One year in the Business

- · Completion 6 CE Course totally 18 Hours of Education
- · Classes must be completed within the current year

All classes will be held on Monday & Thursday.

These classes must be completed within a 12 month period.

RESIDENTIAL FINANCING May 1

9:30 am – 12:30 pm Instructor – miriam treger

LISTING PROCEDURES May 8

9:30 am – 12:30 pm Instructor – Margaret Fisher

PRIMARY & SECONDARY MARKETS May 15 9:30 am – 12:30 pm

Instructor – James Knight
*Classes will also be offered in the Spring

MARKETING TECHNIQUES

May 4 9:30 am – 12:30 pm Instructor – Margaret Fisher & Peter Cimino

CONTRACT OF SALE

9:30 am – 12:30 pm Instructor – Margaret Fisher

PROPERLY PRICING YOUR LISTING May 18

9:30 am – 12:30 pm Instructor – James Knight

OUR COMMITMENT TO GRADUATES:

MULTI-LEVEL MARKETING to consumers to seek you out by the BNAR Residential Specialist Designation

Wide Spread Recognition - BNAR.org, 2FindYourHome.com

Designation Pin to Wear Proudly

10% OFF all BNAR Products within 12 month period

One 3 Hour CE course FREE within 12 month period - If being a REALTOR® is YOUR Career, then education through the BNAR is your Road to Success!

Designation Initial One Time Fee: \$50

Diversity, Equity & Inclusion (DEI)

The BNAR is committed to respecting and celebrating diversity, equity, and inclusion in all aspects of the Association. As Realtors® sworn to uphold a strict Code of Ethics, our members are committed to treating all clients, members of the public, and each other equally, regardless of race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

The BNAR has already written and professionally produced two videos reenacting discrimination against Realtors and by fellow Realtors[®]. We will continue to produce videos to educate and "move the needle" so that protected classes are no longer denigrated and made to feel invisible. On January 11th, the BNAR hosted a press conference and officially unveiled our videos to the local media and a host of public officials. Please share our videos with your colleagues. They are on the BNAR's home page.





Communications

Communications from your Association keeps you informed. Everything we send to you contains important information that affects your business including upcoming events, education, issues, the MLS and even to share news. We maintain an effective system of communicating to our members by coordinating what we send out or post. Here are the communication tools we use:

- Key Communicator/Office Manager Email Update
- Key Communicator Kick Off
- BNAR News, Education & Events
- Special Email Blasts/Invitations
- MLS Sign on Message
- Member Portal
- Designated REALTOR/Office Manager Newsletter
- Incoming Officer/Director Workshop and Orientation
- Committee Leader Workshop
- MMSI
- Social Media

- BNAR Website
- BNAR Calendar
- Membership Benefits Brochure
- Meetings
- Education Classes/Seminars/Lunch-n-Learns
- Membership Town Halls /Social Events
- Office Visits
- Telephone
- Surveys
- US Mail
- Information in BNAR Reception Area.
- Video
- Text Messaging

Communication is the act of exchanging.

Become a strategic partner in your association and communicate with us!

Don't forget to check your member portal daily!



RPAC

- RPAC is the only professional organization in the country organized for REALTORS®, run by REALTORS® and exists to promote issues important to REALTORS®. RPAC provides financial support to lawmakers and candidates who understand and support private property rights and the real estate industry.
- The purpose of RPAC is clear: voluntary contributions made by REALTADERS do to help elect candidates who understand and support their interests and the industry in appairtisan fashion.
- These are not members' dues; this is money given freely by REALTORS®gnition of the importance of the political process he REALTORS® Political Action Committee and other political fundraising are the keys to protecting and promoting the real estate industry.
- It is like an insurance policy for your career.



RPAC Contribution Form



Nan	ne:	
9 D	igit NRDS ID:	
	C Membership Levels nent payments are available for each option)	
	check one:	
	DLDEN R – (\$5000)	Pledge amount: \$
CR	YSTAL R - (\$2500 - \$4999)	Pledge amount: \$
STE	ERLING R - (\$1000 to \$2499)	Pledge amount: \$
PR	ESIDENTS CLUB - (\$500 to \$999)	Pledge amount: \$
CA	PITOL CLUB - (\$250 to \$499)	Pledge amount: \$
99	CLUB – (\$99 to \$249)	Pledge amount: \$
o OTI		Pledge amount: \$ Pledge amount: \$ s payable to: RPAC
Pay	her by Check: Make checks by Credit Card:	Pledge amount: \$s payable to: RPAC
Pay	HER by Check: Make checks by Credit Card: Card # (Visa, Master Card, Amex or Discover):	Pledge amount: \$s payable to: RPAC
Pay Pay Credit C	HER by Check: Make checks by Credit Card: Card # (Visa, Master Card, Amex or Discover):	Pledge amount: \$ 5 payable to: RPAC 3(or 4) Digit security code:
Pay Pay Credit C	by Check: Make checks by Credit Card: Card # (Visa, Master Card, Amex or Discover): Expiration Date:/ Card Billing information (required for all c	Pledge amount: \$ 5 payable to: RPAC 3(or 4) Digit security code:
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Pay Pay Credit C	by Check: Make checks by Credit Card: Card # (Visa, Master Card, Amex or Discover): Expiration Date:/ Card Billing information (required for all c	Pledge amount: \$ 5 payable to: RPAC 3(or 4) Digit security code: redit card transactions), : Zip:
Pay Pay Credit C	by Check: Make checks by Credit Card: Card # (Visa, Master Card, Amex or Discover): Expiration Date:/ Card Billing information (required for all c Credit Card Billing Address: City: State	Pledge amount: \$ 5 payable to: RPAC 3(or 4) Digit security code: redit card transactions), : Zip:

contractions are not describble for Federal income tay purposes. Contribution is in PIAC are solutions; and used for purpose. The impurity aggreted is merely a guideline and you may contribute more or less than the suggested as more without the contribution of the solution is about the solution of the reaches its RPAC goal, it may elect to retain your entire contribution for use in supporting state and local candidates.



SCAN THE QR CODE OR VISIT YOUR MEMBER PORTAL TO MAKE YOUR CONTRIBUTION TODAY!



Mark your calendars & Spring Into RPAC Fun: March 8, 5-8pm! Registration is open now on your member portal.

Plenty to do if you don't bowl: Silent Auctions, Prizes, Billiards, Cornhole, Networking! Join your fellow BNAR Members at this popular annual event. People love it!

Everything is included with your RPAC contribution!

Luxury meets fun exclusively for BNAR members:

Located in the private party room, enjoy home-style cooking, an open bar and Boutique Bowling lanes!



REALTORS must register any guests who will accompany them to the event.

RPAC Contribution Ticket
\$75/person

Please register for this fan event through your MLS Member Portal.

RPAC | REALTORS Political Action Committee

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Government Affairs



- Protecting our industry by having a voice in City Hall, County Hall, Albany, and in Washington,
 D.C
- Attend annual Lobby Day in Albany and Washington, D.C. and local/regioestings
- Establish relationships with elected officials and their staff at all levelsgufvernment
- Advocating for the rights ofhomeowners property tax control, strengthen fair housing laws, to name afew
- Oppose restrictive laws that create hardships for property owners and the health of the free enterprise system, including Good Cause Eviction and the Telemarketing
- Reinforce how the BNAR is a trade association with a strong, informed, and influential voice in the region as a result of the BNAR's constant presence and awareness of the issues.

Government Affairs & RPAC

Mike Kelly-NYSAR Director of Government Affairs





Alliance

Rules/Regulations

MLS Membership Agreements

Copyrights

Data Agreements/RETS

Statistics - Market Stats/Fast Stats

Transaction Desk
Use/Design/Troubleshoot

Realist
Use/Design/Troubleshoot

Matrix

Use/Design/Troubleshoot

Compliance Tool (Listing Data checker)

MLS Security/SSO

Regional Offices

Data Distribution-IDX, Broker Back Office, List Hub, Data-Coop

Training on Products

Showing Service/Rent Spree Elections Procedures

REIS Governance



WHO ARE WE:

Your local MLS Website, Weekly Full Color Print Piece, Visual Property Service

WHAT WE DO:

- ONLINE: WEBSITE UPDATED EVERY 5 MINUTES
 Only Listing Agent on their listings click to call, text or email Agent Purl Pages at no cost to you Member Portal If you haven't been on the site, check it out!
- PRINT: WEEKLY FULL COLOR PRINT EDITION FREE OPEN HOUSE ADS for all open houses in the MLS by end of day Monday – Delivered to over 300 locations throughout WNY
- VISUAL PROPERTY SERVICES: PHOTOGRAPHY interior and exterior DRONE photos, video and property lines,
 MATTERPORT 360 Virtual Tours, Walk through videos, virtual staging, headshots, photo editing same day turn around.
- CREATIVE SERVICES: Brochures, Business Cards, Open House Fliers, all creative service needs.

Heavily Discounted: We are dedicated to providing agent services at an affordable rate – either use 2findyourhome as a member service or choose the provider of your choice. 2findyourhome has aided in lowering rates for all services in the WNY market!

WANT TO LEARN MORE – SUGGESTIONS – FEEDBACK: Contact Linda Doane – <u>Idoane@bnar.org</u> 716-870-5788

FIND IT. TOUR IT. OWN IT

Committees

Structure

Chairs, CoChairs & Vice Chairs

Committee Types

Agents Day

Best Practices (formerly REALTOR Issues)

Bylaws

Chief Executive Officer Review

Diversity, Equity & Inclusion/Fair Housing

Education

Executive

Forms & Contracts

Government Affairs

Nominating

Professional Standards

Grievance

Mediation

RPAC

REALTOR and REALTOR of the Year Awards Committees

Strategic Plan

Technology

Chairs, Co - Chairs & Vice Chairs 2023

AGENTS DAY

Co-Chair – Rebecca Simpson Co-Chair – Denice Taylor & Brian Miller Staff: Doreen Fahey

BEST PRACTICES

Chair – Tamika Murphy Co Chair – Joe Battaglia Staff: Danielle Melchiorre

BYLAWS

Chair – Rosalind Burgin Vice Chair – Vienna Laurendi Staff: Debbie Norman

EDUCATION

Chair – Lynne Logan Co Chair – Melvin Taylor Staff: Doreen Fahey

FAIR HOUSING/DIVERSITY EQUITY & INCLUSION

Co-Chair – Tamika Murphy Co-Chair – Ruby Williams Co-Chair – Hope Young Watkins Staff: Brenda Alesii

FORMS & CONTRACTS

Chair: David VanSchoonhoven Vice Chair: - Neil Gerrity Staff: Danielle Melchiorre

GOVERNMENT AFFAIRS

Chair – Vienna Laurendi Co Chair – Nathanael Budde Staff: Brenda Alesii

GRIEVANCE

Chair – Amber Wesser Co-Chair – Jill Welfare Staff: Susan Miller

MEDIATION

Chair – Marcie Delgaty Vice Chair – Lisa Avery Staff: Susan Miller

NOMINATING

Chair – Joel HusVar Staff: Debbie Norman

PROFESSIONAL STANDARDS

Co-Chair – Lori Adams Vice Chair – J Gerard Green Staff: Susan Miller

RPAC

Co-Chair - Marcy Dexheimer Co-Chair - Bridget Kelly Staff: Brenda Alesii

STRATEGIC PLAN

Co-Chair – Rosalind Burgin Co-Chair – Vienna Laurendi Staff: Debbie Norman

TECHNOLOGY

Co Chair – Richard Dentinger Co Chair – Rebecca simpson Staff: Danielle Melchiorre

Financials

- Contract and Obligations John Leonardi
- Budget Process-John Leonardi
- Profit & Loss (Sample) NicholasKaijala
- Balance Sheet (Sample)NicholasKaijala
- Threats to Business- NicholasKaijala

Contracts and Obligations

Vendor	Initial Term	Expires	Service	Monthly Commitment
MJ Peterson	6/1/2018 12 Years	8/31/2030	Office Space	\$18,627.75
MMSI (License)	10/1/2020 7 years	9/30/2027	Membership System	\$3,064.43
Xerox (lower)	3/23/2021 5 Years	Sept 2026	Copier	\$792.57
CMD Solutions	N/A	N/A	Website	\$150.00
8x8	10/4/2021 3 Years	11/3/2024	Telephone	634.09
Quadient	2/25/2021	5/29/2023	Postage Machine	\$195.72

Budget Process

- CEO/Chief Financial officer reviewugust financial withAccountants
- Based on Accountants recommendations and membership numbers build a budget
- Presentproposed budget to incoming President, make necessary adjustments
- Present final budget toExecutive
- Incoming President presents budget to Directors for approval

Profit Loss Example

Buffalo Niagara Association of Realtors Budget vs. Actuals: BNAR 2020 - FY20 P&L

Aug-20

Aug 2020

August members 3,327 plus 108 emeritus Budget is based on 3,150 members

										10			
	Actual		Budget	٧	/ariance		Jan-Aug Actual	Jan-Aug Budget	,	/ariance	21	020 Budget	% of Budget
Income	_					-				22.400.00			
410100 Local Dues	117,750.13		108,574.50		9,175.63		891,630.42	868,596.00		23,034,42		1,302,894.00	68.43%
410200 Processing Fees	11,875.00		9,750.00		2,125.00		53,840.00	78,000.00		-24,160.00		117,000.00	46.02%
420200 Continuing Education	1,905.00		4,583.33		-2,678.33		15,203.33	36,666.67		-21,463.34		55,000.00	27.64%
420300 Health Insurance	0,00		69.55		-69.55		1,470.00	1,000.00		470.00		1,500.00	98.00%
420400 Store Items	3,438.53		3,000.00		438.53		13,621.76	24,000.00		-10,378.24		36,000.00	37.84%
420500 Supra Income	13,956.50		14,583.33		-626.83		98,217.50	116,666.67		-18,449.17		175,000.00	56.12%
420600 Professional Standards	0.00		25.00		-25.00		250.00	333.33		-83.33		500.00	50.00%
430200 Agents' Day	0.00		0.00		0.00		0.00	0.00		0.00		30,000.00	0.00%
430300 Special Events - Other	85,00		0.00		85.00		5,457.15	3,333.33		2,123.82		5,000.00	109.14%
430301 Inaugural Ball Income	1,000.00		0.00		1,000.00		17,550.00	16,666.67		883.33		25,000.00	70.20%
430302 COVID19 Fundraising Income	0.00		0.00		0.00		3,610.00	0.00		3,610.00		0.00	0.00%
440100 Management Fees	34,405.02		34,405.02		0.00		269,227.98	269,227.98		0.00		406,848.00	66.17%
440400 Interest Income	377.46		833.33		-455.87		5,090.51	6,666.67		-1,576.16		10,000.00	50.91%
470000 Unrealized Gain/Loss	16,889.73		0.00		16,889.73		33,212.13	0.00		33,212.13		0.00	0.00%
Total Income	\$ 201,682.37	\$	175,824.06	\$	25,858.31	\$	1,408,380.78	\$ 1,421,157.31	-\$	12,776.53	\$	2,164,742.00	
Cost of Goods Sold													
500000 COGS	798.81		2,250.00		-1,451.19		4,054.11	18,000.00		-13,945.89		27,000.00	15.02%
Total Cost of Goods Sold	\$ 798.81	\$	2,250.00	-\$	1,451.19	\$	4,054.11	\$ 18,000.00	-\$	13,945.89	\$	27,000.00	
Gross Profit	\$ 200,883.56	\$	173,574.06	\$	27,309.50	\$	1,404,326.67	\$ 1,403,157.31	\$	1,169.36	\$	2,137,742.00	
570000 · Investment Fees			6,500.00		6,500.00		6,500.00	0.00		0.00%	0	0.30%	
Total Expense		2,0	19,449.80	2,0	96,747.00	2,	156,439.52	59,692.52		2.85%	10	00.00%	
Net Income			19,436,49		40,995.00		50,851.38	9,856.38		51%			

Profit & Loss (continued)

Expenses								
510200 Membership Processing	278.52	708.33	-429.81	2,233.14	5,666.67	-3,433.53	8,500.00	26.27%
510301 Shadow Board	0.00	681.82	-681.82	7,500.00	7,500.00	0.00	15,000.00	50.00%
520200 Education Expense	363.11	2,166.67	-1,803.56	13,263.53	16,166.67	-2,903.14	26,000.00	51.01%
520202 Instructors Fees	997.20	1,373.75	-376.55	4,922.20	10,041.67	-5,119.47	15,500.00	31.769
520500 Lockbox Expense	12.50	58.33	-45.83	93.67	466.67	-373.00	700.00	13.38%
520600 Professional Standards Expense	0.00	1,500.00	-1,500.00	626.85	5,850.00	-5,223.15	9,000.00	6.979
520700 Legal Counseling Service Exp	0.00	83.33	-83.33	0.00	666.67	-666.67	1,000.00	0.009
530100 Housing Opportunities Expense	0.00	358.33	-358.33	0.00	2,866.67	-2,866.67	4,300.00	0.009
530110 Housing Opps Foundation	0.00	0.00	0.00	2,500.00	1,666.67	833.33	2,500.00	100.009
530200 Agent's Day Expense	0.00	30,000.00	-30,000.00	37.81	37.81	0.00	30,000.00	0.139
530300 Special Events - Other Expense	0.00	0.00	0.00	1,508.66	1,508.66	0.00	18,000.00	8.389
530301 Inaugural	0.00	0.00	0.00	54,958.47	40,000.00	14,958.47	40,000.00	137.409
530302 COVID19 Fundraising Expense	0.00	0.00	0.00	3,572.42	0.00	3,572.42	0.00	0.009
530303 COVID19 Expense	3,278.00	0.00	3,278.00	25,419.64	0.00	25,419.64	0.00	0.009
540100 Management Services	239.89	583.33	-343.44	1,521.22	4,666.67	-3,145.45	7,000.00	21.739
540200 Bank Charges	2,358.19	5,000.00	-2,641.81	38,886.81	39,500.00	-613.19	60,000.00	64.819
540300 Miscellaneous	51.66	320.83	-269.17	4,354.77	3,333.33	1,021.44	5,000.00	87.109
540401 Printing	76.61	250.00	-173.39	5,330.73	4,000.00	1,330.73	6,000.00	88.859
540402 Postage & Delivery	225.91	458.33	-232.42	1,595.32	3,666.67	-2,071.35	5,500.00	29.019
540403 Telephone	2,643.78	2,083.33	560.45	19,636.61	16,666.67	2,969.94	25,000.00	78.559
540404 Office Supplies	620.34	708.33	-87.99	4,997.77	5,266.67	-268.90	8,500.00	58.809
540405 Library	0.00	25.00	-25.00	0.00	200.00	-200.00	300.00	0.009
540406 Organizational Dues	1,723.00	41.67	1,681.33	1,723.00	333.33	1,389.67	500.00	344.609
540407 General Insurance	1,282.95	1,250.00	32.95	9,889.87	10,000.00	-110.13	15,000.00	65.939
540408 Equipment/Leases	3,814.77	4,166.67	-351.90	28,927.69	33,333.33	-4,405.64	50,000.00	57.86%
540409 Equipment Maintenance	2,761.61	2,000.00	761.61	20,465.24	16,000.00	4,465.24	24,000.00	85.279
540410 Equipment Depreciation	8,333.33	8,333.33	0.00	66,666.64	66,666.64	0.00	100,000.00	66.679
540501 Payroll	836.52	1,250.00	-413.48	6,919.66	7,900.00	-980.34	15,000.00	46.139
540502 Accounting	0.00	0.00	0.00	14,856.56	13,250.00	1,606.56	15,000.00	99.049
540503 Legal	1,252.00	2,916.67	-1,664.67	20,011.00	23,333.33	-3,322.33	35,000.00	57.17%
540601 Salaries	55,898.49	60,408.14	-4,509.65	514,129.82	514,129.82	0.00	751,075.00	68.45%
540602 FICA Expense	4,288.54	5,012.75	-724.21	38,743.79	38,743.79	0.00	60,153.00	64.419
540603 Employment Insurance	0.00	458.33	-458.33	1,913,41	3,666.67	-1,753.26	5,500.00	34.79%

Profit & Loss (continued)

Buffalo Niagara Association of Realtors Budget vs. Actuals: BNAR 2020 - FY20 P&L

Aug-20

Aug 2020

August members 3,327 plus 108 emeritus Budget is based on 3,150 members

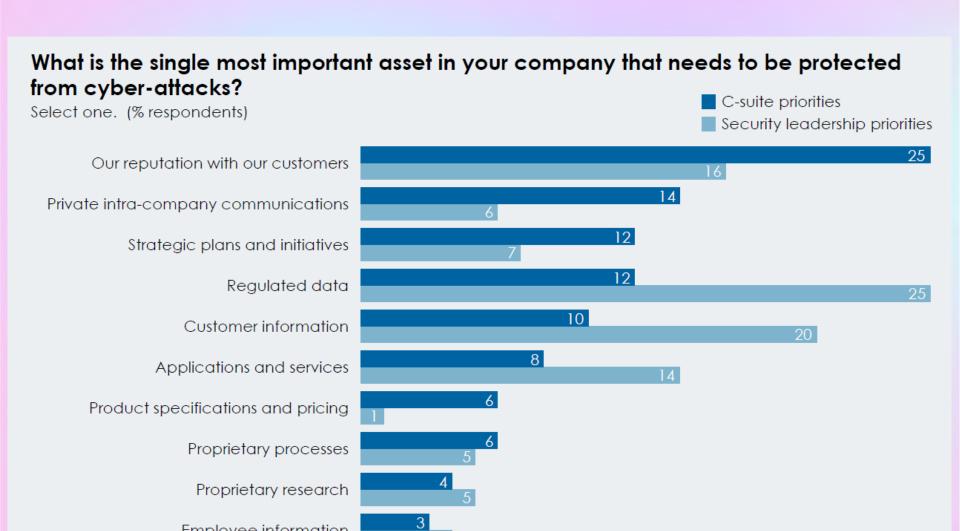
	Actual	Budget	Variance	Jan-Aug Actual	Jan-Aug Budget	Variance	2020 Budget	% of Budget
540604 Staff Health Insurance	7,425.18	5,250.00	2,175.18	61,713.94	55,000.00	6,713.94	63,000.00	97.96%
540605 401K	6,437.50	6,631.25	-193.75	51,500.00	51,500.00	0.00	79,575.00	64.72%
540607 CEO Benefits	911.96	911.96	0.00	7,445.68	7,445.68	0.00	10,943.52	68.04%
540608 Staff Development	875.23	708.33	166.90	6,786.62	5,666.67	1,119.95	8,500.00	79.84%
540700 Public Affairs	831.87	2,250.00	-1,418.13	7,291.61	18,000.00	-10,708.39	27,000.00	27.01%
540701 PAD Local	502.55	750.00	-247.45	6,667.27	6,000.00	667.27	9,000.00	74.08%
540702 PAD Travel	0.00	1,083.33	-1,083.33	5,214.38	8,666.67	-3,452.29	13,000.00	40.11%
540800 Committees - Other	0.00	666.67	-666.67	1,406.52	5,333.33	-3,926.81	8,000.00	17.58%
540900 Key Communicator	0.00	0.00	0.00	2,480.01	1,000.00	1,480.01	1,500.00	165.33%
541000 Public Relations Expense	842.98	2,916.67	-2,073.69	8,364.70	23,333.33	-14,968.63	35,000.00	23.90%
541100 Directors' Meetings	526.78	3,750.00	-3,223.22	14,382.84	30,000.00	-15,617.16	45,000.00	31.96%
541200 Education Foundation	0.00	0.00	0.00	2,500.00	2,500.00	0.00	2,500.00	100.00%
541300 Membership Seminars	0.00	1,000.00	-1,000.00	10,000.00	10,000.00	0.00	15,000.00	66.67%
541501 Director Travel	0.00	11,250.00	-11,250.00	18,797.70	90,000.00	-71,202.30	135,000.00	13.92%
541502 Director Local Expense	1,279.10	416.67	862.43	4,627.78	3,333.33	1,294.45	5,000.00	92.56%
541503 Staff Travel	0.00	1,250.00	-1,250.00	6,216.23	10,000.00	-3,783.77	15,000.00	41.44%
541504 Staff Local Expense	65.48	333.33	-267.85	1,406.68	2,666.67	-1,259.99	4,000.00	35.17%
541505 CEO Travel	0.00	1,458.33	-1,458.33	10,470.66	11,666.67	-1,196.01	17,500.00	59.83%
541506 CEO Local	139.47	250.00	-110.53	3,896.52	2,000.00	1,896.52	3,000.00	129.88%
550100 Rent	18,887.98	19,333.33	-445.35	153,542.47	153,542.47	0.00	232,000.00	66.18%
550300 Office Maintenance	179.43	291.67	-112.24	2,187.86	2,333.33	-145.47	3,500.00	62.51%
570000 Investment Fees	0.00	1,100.00	-1,100.00	5,663.31	4,333.33	1,329.98	6,500.00	87.13%
otal Expenses	\$ 130,242.43	\$ 193,798.81	-\$ 63,556.38	\$ 1,309,769.08	\$ 1,401,416.55	-\$ 91,647.47	\$ 2,098,546.52	
Net Income	\$ 70,641.13	-\$ 20,224.75	\$ 90,865.88	\$ 94,557.59	\$ 1,740.77	\$ 92,816.82	\$ 39,195.48	

Summary Balance Sheet Example

	Oct 31, 2017	
ASSETS		
Current Assets		
Checking/Savings	730,987.48	
Accounts Receivable	50,995.81	
Other Current Assets	73,601.82	
Total Current Assets	<u>855,585.11</u>	
Fixed Assets	454,712.09	
TOTAL ASSETS	<u>1,310,297.20</u>	
LIABILITIES & EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable	118,358.88	
Other Current Liabilities	<u>545,712.85</u>	
Total Current Liabilities	664,071.73	
Total Liabilities	664,071.73	
Equity	646,225.47	
TOTAL LIABILITIES & EQUITY	<u>1,310,297.20</u>	

Threats to Business Continuity





Board and Committee Chair Responsibilities

- Duties
- GovernancePrinciples—CharlieMartorana
- Right from the Start*
- Confidentiality, Solidarity, and Conduct
- Anti-Trust & Compliance
- Sign-In Sheets*
- Robert's Rules of Order*

Duties of the Directors

- To give final approval on all nbudgeted projects and programs.
- To give final approval on the year's annual proposed budget
- To give final approval of any changes of established format or policy/business plan
- To give approval on all changes to the bylaws; including those mandated by NAR
- Review professional standards decisions, conduct and appeals.

Duties of the Chair/Vice Chair

Responsibilities:

- Final approval of meeting agenda
- Keep committee members on task
- No action items = no meetings
- Utilize the staff liaison

Steps for More Effective Meetings

Take heart. There is hope and there are solutions for improving your meetings. After yeagathering feedbackfrom managers, supervisors and agents, some profoundly simple truths have surfaced. It seems that there are basic rules, that, when followed, consistently, will have even the most skeptical looking forward to your next meeting.

- Stop having meetings...unless you are certain one is necessary. Too often we call a meeting without asking if the
 information to be communicated can best be communicated more effectively in another smanner asemail, fax and
 conference calls.
- Have an agenda...It's the meeting caller who is responsible for creating the agenda for the meeting, in advance of the
 actual meeting. Members say they very much appreciate what will be covered in the meeting, what time it will begin,
 what time it will end and what input is expected from them.
- Make introductions and welcome everyone
- Turn off cell phones or use vibrate if you really are expecting a necessary call.
- Take Notes...Don't trust your memory or that of the meeting attendees. Utilize your staff liaison to take notes to
 capture key points and decisions. Distribute these notes at the next committee meeting and also to your Board of
 Directors to keep communication open between the committee and the Board.

Steps for More Effective Meetings Continued

- Use the committee recommendation form and submit it to the Executive Committee for any actions items to be considered by the Board of Directors.
- Create the "Rules of the Road" ... this is the meeting planners job. The rules are simple and fairly universal:
- Start and end on time
 - One conversation at a time
 - · Don't letdiscussionsgo on too long
 - Don't let one person dominate the discussions
 - · Share your own ideas to get the discussion going, but don't do all the talking
 - Respect confidentiality
 - Keep on track
 - · No idea is a bad idea
 - Participate
 - No negative or insulting comments
 - · No hidden agenda items, please
 - · Use a blackboard or flipchart to record group ideas for everyone to see
 - · Be a team player
 - Clean up after yourselves
- Have fun...That's the most important rule of all. Laughter and fun are the best tools to employ to get members to line up
 for meetings.

Governance Principles

- Stewardship
- Accountability
- Oversight

Governance Principles

GOVERNANCE PRINCIPLES

RESPONSIBILITIES OF THE BOARD OF DIRECTORS

Stewardship is the responsible planning and management of resources to ensure the association is continuously working to achieve its purpose

- Ensure that actions taken by the association advance the association's mission or purpose
 Avoid mission creep that distracts the board and dilutes resources
- Act on behalf of members who have entrusted the association to your care
- * Set strategic direction and goals and use them to guide all board decisions
 - Dot strategic an ection and goals and too them to galloc
- Make decisions:
 - Strategic decisions that move the organization forward for the benefit of members. Fiduciary decisions that ensure the trust of members is retained

Accountability is the obligation to account for activities, accept responsibility for them and to disclose the results in a transparent manner

- Account for activities, accept responsibility for them and disclose the results in a transparent manner
- Communicate with members on the decisions made by the board and the reasons for making them
- Hold each other accountable for good governance
- Fulfill your fiduciary duties

Oversight means the association has in place a robust process for monitoring its actions

- Put in place a robust process for monitoring the association's actions
- Monitor strategic plan progress, compliance, AE performance and be prepared to make changes
- Ensure compliance with by-laws, policies, regulations, reporting requirements
- Work at a strategic level (nose in fingers out)



Right From the Start

Responsibilities of Directors from the New York State Attorney
General 2015

Confidentiality, Solidarity and Conduct

- a. The Policy Regarding Confidential Information, Statement of Responsibilities and Conduct, and the Association Antitrust Compliance Policies and Procedures will be signed each year by all the members of the Executive Committee, Board of Directors and Past Presidents attending BNAR Board of Directors meetings and the Antitrust Avoidance Sign In Sheet at each meeting. 2005
- b. Solidarity as a governing entity of the Association, it is our responsibility to vote on issues that make our association effective and strong and in our member's best interest. However, from time to time votes may be unanimous and other times the vote may be split. Whatever the outcome on a specific issue, it is important to note that when the vote has concluded, regardless of the way an individual may have voted, it is the entity that approved or denied an issue and when we leave the Board room we are unanimous in our decisions. 2006
- c. Conduct the image of the BNAR is portrayed by every Director's dress and conduct and either strengthens or weakens the Association's professional image. While at Board of Directors meetings, or on office travel of the Association where one may be recognized as a Director of BNAR, it is expected that Directors will exercise maturity, professionalism and good judgment in appearance and action. 2006

Confidentiality, Solidarity and Conduct

Policy Regarding Confidential Information Article I - Policy Statement

Service as an officer, director or volunteer committee member, and past presidents when they participate in meetings of the Board of Directors or related activities and/or given access to Confidential Information, as hereafter defined (collectively referred to as a "Leader") for the Buffalo Niagara Association of REALTORS®, Inc. ("BNAR"), gives rise to certain ethical and legal obligations to BNAR. One such obligation is the fiduciary duty which the Leader owes to BNAR. This fiduciary duty requires the exercise of reasonable care in performing functions for BNAR, exhibiting honesty and good faith, and includes the responsibilities of both care and loyalty to BNAR. Pursuant to their fiduciary duties of loyalty and care, Leaders, and in particular officers, directors and past Presidents, are required to protect and hold Confidential Information, obtained due to their status as Leaders of BNAR, absent the express or implied permission of the Board of Directors or a legal requirement to disclose such information. Accordingly, it is the policy of BNAR that:

- no Leader shall use Confidential Information for his or her own personal benefit or to benefit persons or entities outside of BNAR; and
- (ii) no Leader shall disclose Confidential Information outside BNAR, either during or after his or her service as a Leader of BNAR, except with authorization of the Board of Directors or as may be otherwise required by law.

To protect the confidentiality of members of the Board of Directors, employees and BNAR, no information concerning other members of the Board of Directors, past Presidents, employees or BNAR business and its affairs shall be discussed with anyone except when necessary for the purpose of daily business. Care shall be exercised at all times to prevent the unauthorized disclosure of Confidential Information, especially in public settings or through the use of electronic devices.

The foregoing policy shall apply equally to all Executive Committee, other committee members, officers and employees of BNAR who manage or have access to Confidential Information

Article II – Definition of Confidential Information

ConfidentialInformation means information, in any form whatsoever, whether oral, visual, digital, written, on paper or in electronic format or in electronic devices or electronic storage media that is generally unknown to the public to whichderLea gains access by reason of being a Leader of the BNAR and includes, but is not limited to, information relating to anyscirecto officers, past Presidents, employees, agents and contractors of the BNAR and/or WNYREIS, and all present or potential strategic, business or marketing plans, operational costs, revenues, expenses, tax matters, financial projections or trends, investments, sales and financial data and strategies, compensation agreements, salaries and employment benefits, employment evaluations and/or other considerations and determinations to hire, terminate or suspend employees, actual or proposed employee disciplinary proceedings, legal and/or regulatory matters, litigation or potential litigation, insuranions cl and/or any other claims whatsoever that the BNAR and/or WNYREIS now have or may have in the future

ConfidentialInformation may also include nepublic information that might be of use to competitors or harmful to BNAR or its members if disclosed, such as:

- (i) non-public information about BNAR's financial condition, prospects or plans, its marketing and sales programs and research and development information;
- (ii) non-public information concerning possible transactions with other companies or information about BNAR's members, suppliers or joint venture partners, which BNAR is under an obligation to maintain as confidential: and
- (iii) nonpublic information about discussions and deliberations relating to business issues and decisions, between and among employees, officers, directors and past Presidents.

Thisduty of care to maintain and protect Confidential Information may yield when a Leader is required to disclose it by legal process or as part of his or her participation in any governmental or regulatory investigation; provided, however, thatshe or will give the BNAR and/or WNYREIS, as the case mapprompt written notice of the obligation of disclosures that BNAR and/or WNYREIS may seek a protective order or knowingly waive their respective rights to such disclosure.

Article III – Violations

Any Leader who divulges Confidential Information, whether during or after his/her term of service or employment, is subject to appropriate discipline, including dismissal or removal from the Board of Directors, exclusion from any of its meetings or any committees of the BNAR. Leaders recognize that BNAR has a proprietary interest in any such Confidential Information and would be irreparably damaged as a result of any disclosure or dissemination thereof. Except as otherwise allowed by law, any such disciplinary action shall be determined by the Board of Directors, only after it has provided the Leader, who is the subject thereof, with an opportunity for a hearing, in accordance with due process of law and the BNAR By-Laws.

Article IV – Acknowledgement Statement

Each Leader shall be required from time to time at the Board of Director's discretion to sign a statement, substantially in the form attached hereto, which affirms such person:

- a. Has received a copy of this policy regarding confidential information;
- b. Has read and understands the policy; and
- c. Has agreed to comply with the policy.



Confidentiality, Solidarity and Conduct

Association AntiTrust Compliance Policies and Procedures

Anti - Trust, Confidentiality, Solidarity and Conduct Sign in Sheets

- Sign in Sheet
 - Anti-Trust Avoidance, Confidentiality and Conflict of Interest

Roberts Rules of Order

Fair Housing

To learn more, visit dhr.ny.gov or call 888.392.3644

REALTORS® FAIR HOUSING TOP TEN ACTIONS

Treat all people fairly, with dignity and respect, without discrimination in the sale, rental, lease of property, or otherwise deny or without a housing accommodation based on: race, color, creed or religions, ser, familial status, national origin, age, sexual orientation, gender identity or expression, military status, marital status, disability, use of service animals and lawful source of income. New York also prohibits discrimination against domestic violence victims seeking to rent residences, but this rule does not apply to properties that are owner-occupied with two or less residential units. In all cases, discrimination means treating someone differently because of one of these protected classes.

Post the United States Housing and Urban Development (HUD) Equal Housing Opportunity Poster in all of your brokerage offices in a prominent location visible to the public. See for example, www.hud.gov/fairhousing. The Poster is available at www.posterquard.com/hud-federal-fair-housing-poster.

Place the HUD Equal Housing Opportunity Logo on any and all advertisements and marketing materials that you use in your business as a REALTOR®. Advertisements and marketing materials include, but are not limited to, listing agreements, housing or rental applications, business cards, palm cards, advertisements in enwapapers or electronic media, for sale/rent signs placed on lawns or property, open house signs, mailing solicitations, listings of properties sold, and any websites that REALTORS* use to promote or advertise their business, billboards, social media, etc. See HUD Equal Housing Opportunity Logo: www.hud.gov/library/bookshelf1/hudgraphics.

The logo size must be: at least 2" \times 2" on 1/2 page or full (8 1/2" \times 11") page, 1" \times 1" on 1/8 to 1/2 page, 1/2" \times 1/2" on 1/8 page or less. On all other larger sizes, such as lawn signs or billboards, the logo must by in bold face type which is clearly visible.



Questions: Please contact the Buffalo Niagara Association of REALTORS®, 716-636-9000 or visit www.bnar.org



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Participate in New York State Fair Housing Training/Continuing of Education Courses. See www.dos.ny.gov and www.NYSAR.com for training courses. See also www.dhrs.ny.gov/fair-housing-guide for best practices to avoid discriminatory actions that New York law prohibits. REALTORS® are prohibited from printing or circulating or causing to be printed or circulated any statement, advertisement or publication, or to use any form of application for the purchase, rental or lease of any housing accommodation, land or commercial space, or to make any record or inquiry in connection with the prospective purchase, rental or lease of any housing accommodation, which is the prospective purchase, rental or lease of any housing accommodation with the prospective purchase, rental or lease of any housing accommodation, specification or discrimination as to any of the above prosted classes. It is also an unlawful discriminatory practice for any person to aid, abet, compel, coerce or attempt to do any of the discriminatory actions.

Deliver the State Approved Housing and Anti-discrimination Disclosure Form to every consumer, for any and all types of the properties, at the first substantive contact. First substantive contact substantial substantial

Display the State Approved Fair Housing Notice at every office or branch office operated by a broker, prominently in the broker, from the sidewalk. If any office window and any branch maintained by the broker, visible from the sidewalk. If any office/branch is not accessable from the sidewalk, or if postings are otherwise prohibited by any other applicable law, the Fair Housing Notice must be prominently posted in the same location where the REALTORS** business license is posted. See
www.dos.nyqov/licensing/doss/FairHousingNotice_newpdf

- Display the Fair Housing Notice at all open houses, where all attendees at the open house can see it. Bring paper copies of the Fair Housing Notice to all open houses and showings of all property, and provide a copy of the notice to consumers upon request.
- Display the Fair Housing Notice "prominently and conspicuously" on the homepage of any website maintained by the REALTOR®, or put in it to the Fair Housing Notice on the REALTORS® homepage.
- Place the Equal Housing Opportunity Logo, including a statement of Equal Housing Opportunity, in all REALTOR* written and offices a public notice of Equal Housing III REALTOR* or sol estate offices a public notice of Equal Housing Opportunity, REALTORS* should prominently display the Equal Housing Opportunity Poster in the windows or upon entrance to their offices where the public is invited, and display it on their websites, as well as the New York State mandated Fair Housing Notice (see above).

In Buffalo and Erie County, REALTORS* must use the Equal Housing Opportunity Logo, and a statement of Equal Housing Opportunity on applications and all marketing materials whenever the REALTOR* is printing, circulating, placing or publishing or causing to be placed or published any written statement, including electronic media, such as lawn signs, open house signs, palm cards, etc. with respect to the waitability for sale or rental of a housing accommodation entity which maintains a referral list of available housing.

Core Standards

- Section 1– Codeof Ethics
- Section 2– Advocacy
- Section 3– Consumeroutreach
 - Beingthe voice for real estate
 - Community Involvementand Investment
- Section 4— Unification Efforts and Support for the REALTOR Organization
- Section 5–Technology
- Section 6– Financial Solvency

NAR Core Standards Certification

- May 2014
 - Organizational Alignment
 - Governing Documents
 - Legal Status
 - Dues Collection
 - Administrative Support
 - Communication Process
 - Orientation
 - Enforcement of the Code of Ethics
 - Advocacy
 - Consumer Outreach
 - Unification Efforts and Support of REALT@ROrganization
 - Technology
 - Financial Solvency
- June 2015 Certified
- April 2016 Certified
- June 2016 December 2017 Certified
- January 2018 December 2018 Certified
- January 2019 December 2019 Certified
- January 2020 December 2020 Certified
- January 2021 December 2021 Certified
- January 2022 December 2022 Certified

Governing Documents

What Guides Boards As They Make Decisions?

- Bylaws and Appendices*
- Article of Incorporation
- Strategic Plan*
- Insurance
- Board of Directors*
- Code of Ethics*
- Minutes of the previous Board of Director meetings*
- Travel Policy & Expense Reimbursement*
- Business Expense Report Form*
- BNAR History*

* Found under Governing Documents on the BNAR/ebsite at www.bnar.org

Being a Leader

- Lead By Example
 - RPAC Contribution 100% participation from Board members, Chairs,
 CoChairs, Vice Chairs
 - Participate in BNAR Eventsmandatory/RSVP/do not wear company badges
 - Prepare for Each Meeting
 - Attend NYSAR Meetings
- Live the Commitment

Questions?

Answers?

Remember to Have FUN!

Thank You