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| **Organizational Model and Governance Structure** | | |
| The Association Executive is encouraged to complete the [REALTOR® Association Models Planning Tool](https://www.nar.realtor/ae/manage-your-association/association-models-planning-tool) assessment on nar.realtor to determine the best type of association leadership model and share the results with their elected leadership. These results are key to completing this checklist.  Governing document(s) that describe(s) the composition, structure and responsibilities of the Board of Directors, Leadership Team, Executive Committee, and other committees may require updates based on the assessment. | | |
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| **Document / Subject** | **Document / File Location** | **Staff / Leadership Responsibilities** |
| **First Chartered by NAR** |  |  |
| * When was the association chartered by NAR? * Location of NAR Charter? |  |  |
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| **Articles of Incorporation** |  |  |
| * When incorporated? * Last update with Secretary of State? |  |  |
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| **IRS and Tax Documents** |  |  |
| * Are you for-profit or nonprofit? * Do you operate other entities or corporations? * Are you obligated to pay local/state taxes? * Do you have a copy of your IRS Tax Exempt Letter? * Do you have a copy of your Form 990 and/or 990T? * Do you have a copy of the “Public Inspection Copy” of your Form 990? |  |  |
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| **Charitable Solicitation** |  |  |
| * Does your state require you to register to collect charitable contributions? * If so, where is a copy of your current certificate? |  |  |
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| **Business License** |  |  |
| If you operate an association store, a business license may be required; produce a hard copy of your current business license. |  |  |
| If you operate unrelated business income products/projects, do you need a business license? |  |  |
| **Current Membership Numbers**   * Latest membership report (date) * REALTORS® * Secondary REALTOR® Members * Non-member Licensees * Institute Affiliate Members * Affiliate Members * Total membership |  |  |
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| **Membership Change** |  |  |
| Have available graph showing membership growth/loss for the past 5 years. |  |  |
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| **Insurance Policies** |  |  |
| * Do you have a copy of the NAR Insurance Program (contains two policies - Professional Liability policy and Patent Infringement policy)? * Property & casualty insurance? * Additional E & O, D & O, and Workers’ Compensation? * Other insurance policies? * Employee Honesty Bond? |  |  |
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| **Financial Procedures, including Accounting Controls & Audits** |  |  |
| Does the association maintain a financial policies manual?  Describe how you manage your finances, the software used and whether integrated with RPAC, M1 (formerly NRDS) and NAR Ecommerce.   * Do you use zero-based budgeting? * Do you use program-based budgeting? * Do you use top-down/bottom-up budgeting? |  |  |
| Have available for review:   * Financial procedures manual * Current year budget * Last two year-end financial reports (income, expense, profit/loss) * Last month’s financial report * Last audit report * Last tax return (Form 990 or other; public inspection copy) * Who can sign checks (authorized signers) |  |  |
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| **Reserves & Restricted Accounts** |  |  |
| List all:   * General operational * Capital sinking or building * Capital equipment maintenance * Issues Mobilization Fund * Legal Action Fund * Education funds * Housing Opportunity Fund * Other (specify) |  |  |
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| **Fixed and Movable Assets** |  |  |
| How do you track your fixed and movable assets?   * Furniture and equipment * Computers * Other * Describe write-off procedures |  |  |
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| **Dues & Fees** |  |  |
| * What is the process for dues billing and collection? * Designated REALTOR® dues * Designated REALTOR® application fee * Non-member licensee assessment * REALTOR® dues * REALTOR® Application fee * Affiliate dues * Affiliate application fee * Late fee for late payment of dues * What is the process for billing and collecting MLS fees? * MLS participation fee * Monthly/Quarterly MLS fee(s) * MLS-only fee * Other (describe) * Can you produce a membership trends chart? |  |  |
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| **Governing Documents** |  |  |
| When last updated and approved by association’s Board of Directors?   * Association Bylaws * Association Policies and Procedures Manual * Leadership position descriptions * Committee chair position descriptions * MLS Bylaws (if a corporation) * MLS Rules and Regulations, including IDX Rules and VOW Rules * Personnel policy * Document retention policy * Financial procedures policy * Reserve policy * Travel policy * Professional standards policy * Crisis management plan/emergency procedures * Housing opportunity rules and forms * Conflict of interest policy * Other documents (describe) |  |  |
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| **Staff Positions** |  |  |
| * Have staff position descriptions available for review. * How often are staff position descriptions updated to reflect current responsibilities? * Do you do background checks? * Number of full-time staff? * Number of part-time staff? * Number of exempt staff? * Staff/member ratio * How often is staff evaluated? * Is the chief staff under contract? * Who evaluates the chief staff and how often? * Are federal, state, and OSHA employment posters current and prominently displayed? * What’s your methodology for determining staff compensation? * Which members of staff travel? |  |  |
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| **Staff Benefits** |  |  |
| Describe all that are provided   * Health insurance * Dental insurance * Life insurance * Long Term Disability insurance * Other |  |  |
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| **Staff Training** |  |  |
| * Does the AE/chief staff executive attend annual NAR AE Institute? * Team training * NAR’s REALTOR® Association Management Self-Study Courses * Antitrust * Harassment * Safety * Cultural/diversity issues * RCE study groups * Technology * Incentives and bonuses * Reimbursement for professional development * Other |  |  |
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| **Identifying and Developing New Leaders** |  |  |
| * Do the AE/chief staff executive and president-elect attend NAR Leadership Summit? * Do you have a system for identifying new leaders? * Describe your Executive Committee/Board of Directors training * Do you have a problem recruiting qualified leaders to run for office? * How do you identify and develop new leaders? * Does your association have a plan to ensure diversity amongst your leadership? * How do you train your leadership on parliamentary procedures? * Do your leaders sign confidentiality/conflict of interest statements? * Which governing documents describe the election process? |  |  |
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| **Relationship with the State & National Associations** |  |  |
| * What is your budget for volunteer leaders to travel to state and NAR meetings? * What is the policy regarding who should travel and represent the association at state and NAR meetings? * Do you reimburse your directors for travel to each state and NAR meeting? If so, how much? Is this policy in writing? * Other than your officers and directors, do you reimburse anyone else for travel to state and NAR meetings? If so, who? * What is your budget for staff to travel to state and NAR meetings? * How many staff attend state and NAR meetings? * How many members serve on state and NAR committees? * Who serves as your delegate at the NAR Delegate Body meetings? * Which governing document(s) describe(s) the appointment/election of state directors and NAR directors? |  |  |
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| **Relationship with Local Associations** |  |  |
| * Is the association involved in any shared services or cooperative enforcement agreements with other REALTOR® associations and/or outside groups (e.g., Rotary, Chamber of Commerce, etc.)? * Are these agreements subject to renewal? |  |  |
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| Membership Systems |  |  |
| * What membership system vendor do you use? Is it Internet based? * Is the membership system central database compliant? * Have you eliminated social security numbers? What percentage of home addresses are in database? * What percentage of e-mail addresses are in your membership database? * Do you have a method for protecting confidential information (credit card numbers, social security numbers, personnel information, etc.)? * Who is the Point of Entry (POE) for M1 (formerly NRDS)? * When is new member data added toM1? * When is member data updated inM1? |  |  |
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| **Organizational Alignment Core Standards** |  |  |
| Who is responsible for tracking the association’s fulfillment of the Core Standards and filling out the Core Standards compliance tool? |  |  |
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| **Professional Standards Administration & Mediation** |  |  |
| * Is the association currently participating in a cooperative professional standards enforcement agreement? * Does the association have a standing Grievance Committee and Professional Standards Committee? * Has the association adopted NAR’s current *Code of Ethics and Arbitration Manual*? * Does the association track the required Code of Ethics training for new members and existing members? * Number of cases heard in last 12 months: * \_\_\_ Ethics hearings * \_\_\_ Ethics appeals * \_\_\_ Arbitrations * \_\_\_ Procedural reviews * \_\_\_ Mediations * Does the association have a trained Professional Standards Administrator? * Number of trained mediators |  |  |
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| **Education and Designation Training** |  |  |
| Do you offer NAR designation and/or certification courses?   * List the courses * How are courses offered; how many are offered? * How many students went through these classes last year? * How many members are currently enrolled in designation and/or certification courses? |  |  |
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| **CE Courses** |  |  |
| * Number of continuing education courses offered. * How are courses offered? * How many courses were offered last year? * How many instructors do you have? * Do you partner with other associations? |  |  |
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| **Online Course Offerings for Members** |  |  |
| Do you offer online courses?   * Continuing education * NAR designation/certification courses * Other online courses |  |  |
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| **Government Affairs** |  |  |
| Describe your lobbying efforts within your jurisdiction.   * Do you have a local government affairs director or lobbyist, or government affairs director network? * Do you have a local monitoring network? * Do you have key contacts for all state legislators? * Do you use Get Active or Voter Voice? * How do you disseminate Calls to Action? * How do you screen candidates? * Describe your efforts with the Broker Involvement Program. * Are you considered a “recognized voice or powerhouse” in your lobbying efforts? * How would you rank your sphere of influence with your counties and cities? * Do you have a specific legislative/government affairs newsletter? * Have you taken advantage of NAR’s REALTOR® Party initiative? * Do you use Aristotle? |  |  |
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| **REALTORS® Political Action Committee (RPAC)** |  |  |
| In the last complete year:   * What percentage of the NAR goal was raised? * What percentage of your members contributed? * How many Major Donors do you have? * Do you have a local PAC? * Describe your fundraising efforts. * Does your state set aside funds for local associations to use in their local efforts? If so, describe and indicate the percentage set aside. * Does your association have any say in how funds are distributed to state representatives and senators? |  |  |
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| **Issues Mobilization** |  |  |
| * How is issues mobilization administered? * How is it funded? * Do you have enough money set aside to fund emerging issues? |  |  |
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| **Media & Public Relations** |  |  |
| * Who is spokesperson for the association? * Do you issue press releases? * Do you hold press conferences? * Do you release housing stats to the media? Describe. * Describe any public relations or community service projects currently in the works. |  |  |
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| **Communications – Internal** |  |  |
| * What method do you use to communicate with staff? * What method do you use to communicate with leadership? * Do you have a value proposition communicating the value of all programs and services that justify your association dues? * Have you completed the [President/Chief Staff Executive Checklist](https://www.nar.realtor/ae/manage-your-association/president/chief-staff-executive-checklist-introduction) on nar.realtor? |  |  |
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| **Communications – External** |  |  |
| * Do you have a magazine/newsletter? * Is it printed or online? * If so, describe frequency, advertising policy and number of pages. * Do you use broadcast e-mail? * How often? * What days? * Do you track the effectiveness of association email? * What other methods do you use to reach members? |  |  |
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| **Office Equipment** |  |  |
| Describe the following type of office equipment you have, including age and functionality.   * Phone system * Computers * Printers/copiers * Mail system * Other |  |  |
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| **Facilities/Adequacy** |  |  |
| * Do you own or rent your offices? * Describe the adequacy of your offices and training facilities. * Do you rent out any of your facilities? If so, describe. * Total square footage available? * Estimated value/equity? * Who has keys to the office? * Who is responsible for office maintenance, cleaning, etc.? * Is the office insured? * Is the office ADA compliant? |  |  |
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| **Website** |  |  |
| * When was your website last revamped? * Is the association’s website ADA compliant? * Does the staff have the ability to update content? * Do you have both a public and member site? * Is your member site password protected? * Do you post association minutes, newsletters, etc., on your website? Describe. * Is your association calendar posted on your website? * Can members sign up for events and education courses online? * Do you have an FAQ page for answers to common questions? * Are you publishing your monthly, quarterly, annual MLS statistics and graphs on your website? |  |  |
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| **Technology and Data Security** |  |  |
| Describe your technology:   * LAN – networked PCs * Server with network * Cloud-based * Broadband access * Wireless hub within the offices * Exchange server for offsite access of e-mail, calendar, and contacts * Backup procedures for data * Firewalls and spam blockers * How old is your oldest PC currently in use? * How old is your server? * Does your server include a RAID configuration? * How many staff have laptop computers? * How many staff have PDAs? |  |  |
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| **Legal Services** |  |  |
| * Do you have access to outside counsel? * Do you provide legal advice to members (i.e., legal hotline)? * Who can access the legal hotline? * Who reviews contracts/agreements? * Who can sign contracts or leases (authorized signers)? * Does legal counsel sit in on ethics hearings? Board meetings? * Are there any pending legal issues? |  |  |
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| **Legal Action Fund** |  |  |
| Describe any means you have to defend the association, or members, in issues of direct impact on the real estate profession or organized real estate.   * Do you have any lawsuits pending against the association or against neighboring local associations or MLSs? * Do you have sufficient funds set aside for legal defense issues? * Describe any risk reduction efforts that are in place, with particular reference to antitrust education. |  |  |
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| **Meetings & Events** |  |  |
| Please describe your membership meetings, including attendance.   * Annual meeting (virtual, face-to-face, etc.) * What percentage of your members participate in your annual meetings? * Regular monthly/quarterly meetings * Other meetings? * Do you have special event insurance? * Do you have virtual meetings and events? |  |  |
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| **Strategic Planning** |  |  |
| * When was your strategic plan last updated? * Did you use an outside facilitator? * How often does your Board of Directors review the status of your implementation plan? * Are goals and strategies prioritized and allocated to committees and/or staff for implementation? * Does your strategic plan drive your budget? * What is the major vision/mission of the association? * Do you have contingency plans for emergencies or a sudden downturn in the market? If so, describe the plans in writing. |  |  |
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| **Research and Statistics** |  |  |
| Describe any research and statistics provided by the association to the public and membership in general.   * Housing statistics based on MLS statistics * Economic impact or growth studies |  |  |
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| **MLS/Information Services** |  |  |
| Describe your basic, core, and optional MLS services.   * Do you operate your own MLS or are you part of a regional MLS? * Is MLS a committee or separate corporation? * Who is your MLS vendor? * When does your MLS vendor contract expire? * Do you have licensing agreements with third party vendors? * Describe the ancillary agreements related to your MLS. * Is your MLS internet based? * Do you have an IDX data feed? * Do you have a VOW data feed? * Do you have a syndication policy? |  |  |
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| **Lockboxes** |  |  |
| * Do you have a lockbox system in place? * If so, is it a service of the association or the MLS? * Who is your lockbox vendor? * When does your lockbox vendor contract expire? * What type of lockboxes do you offer? * What is your lockbox replacement policy? * Do you follow the Lock Box Security Requirement in the current NAR *Handbook on Multiple Listing Policy*? |  |  |
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| Specialist Services |  |  |
| * List all services provided commercial members * List all services provided appraisers * List all services provided property managers * List all affiliate/partner relationships/services * Other |  |  |
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