



Policies & Procedures Manual

Board of Directors Approved:
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**LAKE HAVASU ASSOCIATION OF REALTORS®
POLICIES and PROCEDURES**

1. POLICY STATEMENTS:

Policy statements are for the purpose of developing guidelines and standards for internal Association operations. Policy statements shall be approved by the Board of Directors each year and shall follow *The Vision*.

Board of Directors and Committee Chairs will be required to sign a Confidentiality/Conflict of Interest Agreement and Whistle Blower Policy at the Annual Retreat.

2. POSITIONS TAKEN BY ASSOCIATION:

- A. Any member may request the Association to take a position on any issue, or candidate, by submitting a written request to the Board of Directors
- B. The Board of Directors may request the Government Affairs Chair to research the issue and then present it, along with any PRO or CON statements, at the next open meeting of the Association or mass e-mail. A deadline date will be announced for a vote on the issue.
- C. Positions taken by the Government Affairs Chair, as ratified by the Board of Directors, shall be official positions of the Lake Havasu Association of REALTORS®. Any local candidate's support will be decided by using letters a and b above.

3. AUTHORIZED SPOKESPERSON:

The President, or the next officer in succession when the President is not available, shall be the authorized spokesperson for the Association. No other individual shall speak for the Association on matters affecting the Association or its membership as a whole without prior approval of the Directors. The President or the Directors can appoint a committee chairman as spokesperson on specific matters where they feel the committee Chair has more knowledge. The Chief Executive Officer or Past Presidents should not make any public statements on behalf of the association, verbal or in writing, without first consulting with the Board of Directors.

4. NEW MEMBERS:

All provisional members must complete an Orientation Course, before being approved by the Board of Directors. This must be done within 120 days from date of application, or they will have to re-apply (including a new application fee). New REALTOR® agents are also required to attend a General Membership Meeting and be sworn in no later than the second membership meeting after they have been approved by the Board of Directors or their membership will be suspended until they do attend a General Membership Meeting. Any applicant who was an Association member within the last 12 months does not have to take the Association Orientation Course. The Chief Executive Officer may grant one extension of the 120 days' rule to allow the applicant to complete the Orientation requirements. If an agent or Broker is coming from another Association, the Chief Executive Officer may waive some Orientation Classes if the agent can demonstrate that they have taken a similar class in the last twelve months. The Contract Class may be waived for AZ Brokers licensed for more than two-years. (Rev: 03/22)

The Designated REALTOR® has 30-days from the time he adds a new agent as an employee or independent contractor to his office, before additional dues for a non-member are added to his bill. If the new agent applies for membership within the 30-days, the Designated REALTORS® dues will not be assessed. The Designated REALTOR® is

responsible for all of his agent's dues and fees from the date the agent activates his license with Arizona Department of Real Estate.

New members shall be encouraged to serve on a committee or task force within the first year.

5. **CHIEF EXECUTIVE OFFICER:**

The Chief Executive Officer is to manage the Association as per the Chief Executive Officer's job description.

6. **BUDGET:**

The Chief Executive Officer will be responsible for providing the Finance Committee with a preliminary budget each year for their review.

The Finance Committee will establish all members' dues and fees subject to the approval of the Board of Directors.

The Finance Committee will meet at least on a quarterly basis to review the budget.

The final budget will be approved by the outgoing Board of Directors in November.

The Chief Executive Officer is charged with the responsibility of operating the Association within the guidelines of the budget.

The Chief Executive Officer may not make discretionary purchases outside the parameters of the budget without the advance approval of the Board of Directors *except for an amount of up to \$1500.00 per event for repair and maintenance. (*Rev 04/17/18)

Committees needing funds not already budgeted must submit their request first to the Board of Directors. If approved, the request will be sent to the Finance Committee for their funding recommendation.

7. **ASSOCIATION RESERVES:**

As finances will allow, the following reserve accounts will be established and maintained:

A Depreciation Reserve to be established with a cap of \$40,000.

A Legal Reserve to be established with a cap of \$10,000.

An Operating Reserve to be established with a cap of \$300,000.

A Building Depreciation reserve for maintenance and future improvement to be budgeted with a cap of \$60,000.

An Audit reserve account of \$10,000.

Stale-dated checks. Checks that have been outstanding in excess of one year will be declared stale-dated and voided, written off the books. (Rev: 02/2020)

The Chief Executive Officer is responsible for the safe-keeping of the checking and savings accounts. Besides the Chief Executive Officer; the President, the Treasurer, and the President Elect may be signers on the account. Two signers shall be required to remove monies from a savings account. The Chief Executive Officer will monitor, reinvest, and rollover funds as needed with the approval of the Treasurer and President.

8. **BILLING:**

Yearly Dues Payable

Local dues for all members shall be payable 1) annually in advance on the first day of January, or 2) semi-annually in the amount approved by the Board of Directors in advance, one half (1/2) on the first day of January, one half (1/2) on the first day of July. State and National dues for all members shall be payable annually, in advance, on the first day of January. All dues shall become delinquent and subject to a mandatory ten percent (10%) surcharge on the total amount payable after the last working day of the month. The Board of Directors may adopt billing cycles, as it deems appropriate pursuant to such procedures, rules, policies and fees. (Revised 1/11/13)

Postmarks will be accepted; payments postmarked after the due date will incur a late fee.

By the 16th of February the Association will notify Brokers of any members licensed under them who have not paid their dues. A member who has not paid their Association dues by the last working day in February will be subject to termination of membership from the Association. However, no action shall be taken to terminate a Member for nonpayment of disputed amounts until the accuracy of the amount owed has been confirmed by the Board of Directors.

A Nonpaying Member licensed with a Broker as of the first of March who still has not paid their yearly dues, will result in an assessment of dues to the Designated REALTOR® by the number of non-member licensee(s) which will be due immediately.

On March 10, or the next business day - All Designated REALTORS® who have not paid their DR non-member dues assessment will have their membership services terminated.

Billing for Second Half Payment of Local Dues

If a member has chosen the semi-annual payment plan and is an active member of the Association, and employed by a Designated REALTOR®, the July 1 payment is due and payable. If they terminate their membership and relationship with the Designated REALTOR®, the Lake Havasu Association of REALTORS® will not attempt to collect the second payment due July 1 from the Designated reminders will be sent to the office by June 1, plus a mass e-mail will be sent on June 15, that the second half of local yearly dues is due July 1st. Dues are past due on the last working day in July and a 10% late penalty will be added to the agent's bill.

By the 16th of July the Association will notify Designated REALTORS® of any members licensed under their firm who have not paid their dues. A member who has not paid their Association dues by the last working day in July will be subject to termination of membership from the Association.

Anyone licensed with a Designated REALTOR® as of the first of August and who still has not paid their yearly dues, will result in an assessment of dues to the Designated REALTOR® by the number of non-member licensee(s) which will be due immediately.

Any Designated REALTOR®, who has not paid their additional Non-Member dues by August 10th, will have their membership services terminated.

A member REALTOR® has thirty days grace period to transfer from one-member office to another. After thirty days, they must re-apply for membership (including a new application fee).

MLS Service Fees Payable

MLS Service fees shall be paid annually in advance on June 1st, for the fiscal year of July 1st through June 30th, in the amount approved by the Board of Directors. All MLS fees shall become delinquent and subject to a mandatory ten percent (10%) late fee on the total amount payable on June 2nd. The Board of Directors may adopt billing cycles, as it deems appropriate pursuant to such procedures, rules, policies and fees.

Postmarks will be accepted, payments postmarked after the due date will incur a late fee.

By the 16th of June the Association will notify Designated REALTORS® and Brokers of any members licensed under them who have not paid their MLS fees. A member who has not paid their MLS fees by July 1st will be subject to termination of their MLS service. However, no action shall be taken to terminate a Member for nonpayment of disputed amounts until the accuracy of the amount owed has been confirmed by the Board of Directors.

On July 1st, all Designated REALTORS® and Brokers who have not paid their MLS fees will have their MLS services terminated and agents associated with their firm. (Rev: 07/2020)

MLS Service fees are non-refundable. MLS fees may be refunded if service has not been utilized or accessed prior to the start current billing cycle. (Rev: 05/2021)

Monthly Charges

The firm's Broker may charge Association miscellaneous items and supplies.

Bills are due the first of the month, overdue on the tenth of the month. Payment sent via U.S. Mail must be postmarked before the tenth. Bills are subject to a 10% penalty on the eleventh of the month, and firm charging privileges will be suspended for six months. Penalty letters will be sent to the firm on the eleventh of the month, advising that the firm's Broker membership will be suspended in ten days if payment plus 10% penalty is not paid in full.

Broker's bill will include any penalty and fines assessed to his/her firm.

9. TRAVEL EXPENSES (REVISED 11/2011)

General: The Chief Executive Officer will advise authorized travelers of upcoming AAR/NAR meetings and confirm travel dates. Association Staff will confirm with each Director his/her lodging and transportation needs and will book reservations accordingly. Travel will be within the budgetary guidelines established during the annual budgeting process. The Chief Executive Officer shall master bill all hotel rooms and taxes, on the corporate credit card.

All reimbursement requests must be supported by receipts.

Per diem may be paid in advance on request with approval by the Chief Executive Officer.

The Chief Executive Officer may re-allocate the Travel Expense funds, as needed during the year, within the restraints of the total travel budget with the approval of the President.

To encourage member participation in state committees, the Association will pay \$150 for each meeting a member has to attend in Phoenix. If the meeting is scheduled before 10:00 a.m. or is longer than 4-hours, the Association will pay an additional \$100 for an overnight stay. Members are encouraged to use teleconferencing whenever possible.

All state committee travel reimbursements must be approved by the Board of Directors prior to travel. Reimbursements will be issued only after a written or verbal report has been presented to the Board of Directors (Rev: 8/15/14)

- A. **AAR Meetings:** Officers must be willing and available to travel to and attend
 - a. AAR Meetings, including the following:
 - b. Two (2) regular meetings each year, on dates and at places to be determined by the AAR Board of Directors; and
 - c. Special meetings as may be called by the President of AAR; and
 - d. Regional Meetings as called by the Regional Vice President.

- B. **NAR Meetings:** Officers must be willing and available to travel to and attend NAR Meetings, including the following:
 - a. Two (2) regular meetings each year, on dates and at places to be determined by the NAR Board of Directors.

- C. **Written Report:** A written report is strongly encouraged for distribution to the Board of Directors.

- D. **Expenses:** All expenses associated with any budgeted meeting shall be borne by the association traveler in total unless said officer attends meetings as outlined below, unless excused in advance by the President or Chief Executive Officer:
 - a. NAR meetings:
 - State and Regional Caucus(s) if held
 - The Board of Directors Meeting
 - The Delegate Body meeting (if any)
 - b. AAR Meetings:
 - All AAR Board of Directors meetings
 - Regional Caucus(s) if held
 - c. Other Meetings:
 - Chief Executive Officer will coordinate attendance by those budgeted to attend to ensure that the association receives maximum benefit.

- E. **Transportation:**
Air Transportation:
Chief Executive Officer will arrange air transportation. When making travel arrangements: (1) travel will be coach class (any upgrades from coach shall be at the expense of the traveler), and (2) tickets will be purchased as far in advance as possible to take advantage of the lowest possible fares available. Association travelers are authorized to take their spouse, significant other or adult children with them as a travel companion, at their own expense.

- a. The lowest fare (including discount fares and supersavers) will be used whenever possible as long as the flight does not put an extra burden on the passenger, such as plane changes, when there are non-stops or direct flights available at a price not considered excessive by the Chief Executive Officer. Passengers are not required to travel in the early morning or late evening unless the traveler makes that request.
- b. Personal travel in conjunction with a business trip is allowable. Any additional stops or layovers, the traveler will be billed the difference in cost between what the other traveler's tickets cost and the ticket including personal travel.
- c. All tickets will be electronic whenever possible

Ground Transportation/Driving:

If authorized traveler chooses to drive to a meeting in lieu of flying, reimbursement will be based on reasonable costs but in no case will reimbursement for costs, in total, exceed the applicable coach airfare. Mileage costs will be determined by using the mileage calculated from the traveler's home to the destination and back via mapping program. All in-state travel shall be via personal auto unless prior Chief Executive Officer approval is obtained.

- a. Should a traveler choose to drive to a meeting out of state in lieu of traveling by air, meals will be reimbursed for one travel day each way. Driving rather than flying must be analyzed by the Chief Executive Officer in advance and will only be approved if the cost to drive is less than or comparable to the cost to fly or the traveler must absorb any extra costs involved.
- b. Airport Shuttle, Limo, Taxi, Bus: Any shuttle, limo or taxi costs will be reimbursed to the traveler by LHAR with approval by the Chief Executive Officer.
- c. Personal Automobile:
- d. Rate: Reimbursement shall be at the current IRS rate. Mileage will be reimbursed round trip. (Rev: 12/15/16)
- e. Parking: Any parking costs are the traveler's responsibility and may be reimbursed by LHAR.
- f. Tolls: Any tolls are the traveler's responsibility and may be reimbursed by LHAR.
- g. Rental Car: Rental cars will not be reimbursed unless authorized by Chief Executive Officer prior to rental.

F. Lodging:

- a. Lodging shall be arranged by Association staff.
- b. Room and tax will be master billed to the Association.
- c. No incidentals should be charged to rooms on the master bill.
- d. Cancellation - should traveler find it necessary to cancel hotel reservations, it is traveler's responsibility to contact the Chief Executive Officer, so the Association is not charged for a "no show".

G. Tips:

Tips are the traveler's responsibility and may be reimbursed by LHAR.

H. Meals & Incidentals:

Meal expenses shall be those charges for food and a maximum of two (2) alcoholic beverages actually purchased and consumed while on official Association business

provided the charges are not included in other expenses (i.e., conference fees, airline fares, lodging, etc.). (Revised 6/16/16)

Travelers are allocated approximately \$50.00 a day for meals for travel within the state of Arizona and \$100.00 for travel out of state. If the association traveler has opted to take a spouse, child or significant other, association does not cover meals and incidentals for the person accompanying the association traveler.

Incidentals of a personal nature (i.e. laundry and valet services, toiletries, snacks/mini bar) are not reimbursable but may be paid for by the traveler out of his/her per diem.

I. Authorized Travelers:

The Association establishes annually which Officers and staff shall represent the Association at various state and national meetings. These representatives are authorized to travel on official association business, within budget parameters.

J. Travel Policy Review:

The Chief Executive Officer shall annually review travel reimbursement and reservation policies and travel tips with Directors and staff who travel. The review shall include but not limited to the following information:

- a. Who makes reservations
- b. Who shall be traveling to which meeting
- c. When reservations will be made

The review may take the form of a memo distributed after the annual election, along with a schedule of meetings.

K. Funded Travelers with Multiple Responsibilities:

At times there may be funded LHAR officers who are also funded by another organization. i.e.: AAR, NAR, WCR etc. In those circumstances, LHAR will be the secondary source of funding. Officers funded by multiple organizations must provide copies of their LHAR related additional travel expenses, such as hotel bill, meal receipts, etc. for reimbursement within 30 days.

L. Scholarships

The requirements to apply for scholarships are:

- a. Must be a member of the Lake Havasu Association of REALTORS® in good standing. (Rev 10.16.15)
- b. Attend a State, Regional or National meeting.
- c. Must be a (non-funded) officer, director, or chairperson of the LHAR. If funds are requested from another source, a copy of that request must be provided along with the application. Scholarship recipients will not be reimbursed for more than the total cost of the event.
- d. Proof must be provided that the event was paid for and attended by recipient.
- e. Scholarship funds will be distributed only after eligibility has been confirmed and approved by the Board of Directors.
- f. Application/request for reimbursement must be made within 30 days of the completion of the event.
- g. Reimbursement will be up to \$100 or the event cost whichever is less.
- h. Unless otherwise approved by the Board, a maximum of one scholarship per member will be awarded each year.

- i. The total number of scholarships will not exceed the yearly budgeted amounts. (Rev 1/11/2013)

When hosting a LHAR event guest speaker, meals may be funded for Executive Committee and guest speaker; and where ALL the following requirements are met:

- A. The guest speaker travels from out of town and arrives the evening before; AND
- B. The amount paid for each individual meal, excluding tax and gratuity, does not exceed \$50 per person; AND
- C. Alcoholic beverages are covered with a 2 drink maximum, except for the guest speaker; AND
- D. Non funded Directors and LHAR members, if possible, shall ask for a separate bill. If separate checks are not possible, non-funded guests will be billed their actual cost of the meal, drinks, tax, and tip; AND
- E. Any added tip may not exceed 20% of the cost of the food, excluding tax: AND
- F. LHAR obtains an itemized receipt for the actual cost of the meals.

10. **MEALS: EVENT SPEAKERS** (Rev: 02.23)

When hosting a LHAR event guest speaker, meals may be funded for Executive Committee and guest speaker; and where ALL the following requirements are met:

- A. The guest speaker travels from out of town and arrives the evening before; AND
- B. The amount paid for each individual meal, excluding tax and gratuity, does not exceed \$50 per person; AND
- C. Alcoholic beverages are covered with a 2 drink maximum, except for the guest speaker; AND
- D. Non funded Directors and LHAR members, if possible, shall ask for a separate bill. If separate checks are not possible, non-funded guests will be billed their actual cost of the meal, drinks, tax, and tip; AND
- E. Any added tip may not exceed 20% of the cost of the food, excluding tax: AND
- F. LHAR obtains an itemized receipt for the actual cost of the meals.

11. **FINANCIAL REPORTS:**

The Chief Executive Officer will keep accurate financial data and prepare a monthly financial report.

The Treasurer shall review the monthly data and report to the Directors and the general membership, the financial status of the Association, including the status of the reserve accounts.

The Chief Executive Officer and the Treasurer will work with the Association accountant to ensure that all quarterly and yearly, State and Federal reports are accurate and filed on a timely basis.

The Treasurer and Chief Executive Officer will prepare yearly and/or quarterly review statements as to the financial status of the Association.

12. **DUES:**

No refund of Association dues paid shall be made for any reason after being reported to Arizona Association of REALTORS® and National Association of REALTORS®.

The dues and fees of the Association will be determined and approved by the Board of Directors.

The LHAR President's AAR, NAR, local dues and annual Sentrilock fees shall be paid by the Association.

13. **REQUEST FOR FUNDS:**

Any requests for funds or charitable donations not directly specified in the budget will not be considered by the Board of Directors.

14. **GIFTS:**

Flowers, or a card when appropriate, will be sent to a member, staff, or their immediate families when they have been hospitalized, or in the event of the death of an immediate family member.

15. **INSTALLATION AND AWARDS EVENT:**

The Installation and Awards party date shall be determined by the President Elect. (Rev 121914)

Staff shall meet with the incoming and out-going President as early as possible in the year to set the time and place of the program.

The Chief Executive Officer or Board of Directors shall establish a budget every year to pay the overhead of the party, i.e., awards, decorations, (to be approved by the Finance Committee and the Board of Directors).

16. **SALES:**

Inventory items will be sold to members at approximately cost plus 30%.

Lockbox items will be sold to members at cost plus 15%, except for a Sentrilock key. Inventory items will be sold to the public and Non-Members for double member price.

17. **PROFESSIONAL BUSINESS & DEVELOPMENT**

The Association shall assure the minimum required continuing education hours each year.

Payment: All classes should be pre-paid, with a discounted amount for early payment. No phone registrations or reservations. At-door registrations will be accepted on a space available basis, at the full fee. All education class flyers should include this information. Non-Members fee will be double, with a minimum of \$15.

Cancellation Policy: *(Association sponsored classes only)*

Fees will be refunded if notification is received 48-hours prior to class, after that no refunds will be given. Otherwise, the information on the registration flyer will prevail. Credit card fees will be deducted from refunds for payment made by credit card. Members have the option to appeal to the Board of Directors, in writing. (Rev 4/2021)

18. **MEMBERSHIP LIST:**

Membership lists shall be provided to members only.

19. **YEARLY AWARD**

Officers of the Association are not eligible for consideration of these awards. (Rev 121914)

Distinguished Service Award

The Distinguished Service Award honors the LHAR REALTOR® who has provided meritorious service in one or more of the Association's goals. This honor is bestowed on an individual who has given tireless and meaningful service to the Association and whose activities have a positive impact on the members of the Association. Members do not apply for this award. To be considered, members are recommended to the president of LHAR for consideration and honorees are selected annually by Executive Committee. (Rev 12.19.14)

Vision Award

The Vision Award recognizes a LHAR REALTOR® who best exemplifies the LHAR vision: The LHAR will be a source of the most advanced technologies and educational opportunities as well as the Association of choice for real estate professionals committed to excellence. (Rev March 2012)

Participation in Association activities is not a significant criterion for this honor. This recognition emphasizes quality service to the ultimate Association customer - the buying and selling public. Members do not apply for this award. To be considered, members are recommended to the President of LHAR for consideration and honorees are selected annually by the Executive Committee. (Rev 12.19.14)

Affiliate of the Year (Rev 12.19.14)

Period of consideration: December 1 – November 30.

Criteria:

Affiliate Members, in good standing for which the award will be presented.

Active participation in the Lake Havasu Association of REALTORS®, serving on the Affiliate committee.

Regular attendance at Lake Havasu Association of REALTORS® Membership Luncheons and other REALTOR® functions.

Recognized good business conduct, service to clients, high principles and faithfulness to laws and regulation that govern their respective profession.

Dedicated to the furtherance of high standards of practice among all Lake Havasu Association of REALTORS® Members and the general public.

SELECTION:

The Affiliate of the Year will be selected by the President and approved by the Executive Committee.

PRESENTATION:

At the Annual Installation of the Lake Havasu Association of REALTORS®.

SUMMARY:

The purpose of this award is to recognize the outstanding contributions of our Affiliate Membership. It is the intention that this award be presented annually as warranted, however, will not be automatic. No one company can win more than once in a three-year period.

20. SMOKING/ AND ELECTRONIC DEVICES:

Electronic devices must be muted or off at all education classes and business meetings. There will be no smoking at any education classes, business meetings and social functions held indoors.

21. ELECTRONIC TRANSACTION OF BUSINESS:

To the fullest extent permitted by law, the Board of Directors, Executive Committee, Primary Committees and workgroups may conduct business by electronic means. (Rev: 04/2021)

22. DIRECTORS' MEETING:

When possible, each Board of Director member shall receive the following five (5) working days prior to the monthly Directors meeting: agenda, and any other pertinent material. The Chief Executive Officer will record the Director's Meeting and then the recording will be erased following the approval of the Directors' Minutes. No one else may record the director's meeting. Electronic devices must be muted during the Directors' Meeting.

Members serving on the Lake Havasu Association Board of Directors because of their position at the state and national levels: if they miss 3 Directors meetings within one year will lose their voting rights as a director of the local Association

Conflicts between national, state or local meetings will not be considered an absence.

Videoconference

A director may participate in a regular or special meeting by the use of a videoconference device. A director may participate via videoconference only one (1) time within a year. A director participating in a meeting by this means is deemed to be present in person at the meeting. Approval will be upon written notice, via email, to the President and EVP one (1) business day prior to the Board meeting. If an officer or director request to attend the meeting via video conference more than once, their attendance will be noted as an absence, they will not be counted in the quorum and shall not have a vote. The Board of Directors may approve additional attendance via videoconference due to extenuating circumstances. (Rev: 09.2022)

Videoconference Participation Protocol

- a) Must be visible on camera and present.
- b) Microphone muted when not speaking.
- c) No driving or other activities during the videoconference.
- d) Turn off notifications or sounds that could be distracting.
- e) No multi-videoconferencing allowed.
- f) No virtual backgrounds.
- g) Earphones are required if you are not in a private location due to Executive Session and other sensitive topics.

(Rev 7/2021)

23. INSUFFICIENT FUNDS/CHECK RETURNED:

After a second (2nd) bounced check to the Association, the offender will be placed on a cash, certified check, or money order only policy. All insufficient fund checks are subject to a \$25 service charge.

24. CORRESPONDENCE:

All correspondence written on Association letterhead must be approved by the President or Chief Executive Officer.

25. ACCESS TO LEGAL COUNSEL:

The Association President and Chief Executive Officer of the Association shall be the only individuals authorized to contact legal counsel directly.

26. THE ASSOCIATION MAILBOXES

Mailboxes may be used by members only--for real estate matters, only.

27. HARASSMENT:

Harassment is illegal and is contrary to the policy of the Lake Havasu Association of REALTORS®. Each and every employee and member is responsible for assuring that they do not engage in harassment or any conduct which could be viewed as harassment.

A. Harassment includes:

- a. Unwelcome sexual advances;
- b. Unwelcome requests for sexual acts or favors;
- c. Other verbal or physical conduct that has the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile or offensive working environment.

B. Complaint Procedure

Any employee who believes he/she has suffered harassment by any other employee, including supervisors and co-workers, or by any member of the Association or by any guest or visitor of the Association must bring the problem to the attention of any of the following individuals:

- a. His/her supervisor;
- b. Chief Executive Officer;
- c. President.

C. The complaint does not have to be in writing. It is helpful if details of dates, times, places and witnesses, if any, to the harassment can be provided.

Complaint Investigation and Confidentiality

All complaints will be investigated promptly by a team comprised of a staff member and President.

The identity of the employee 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, a member of the investigatory team, or the Chief Executive Officer. 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 and any employee found to have engaged in such conduct is subject to severe discipline, including termination.

It is contrary to Association policy for a supervisor 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 will be taken against the employee who brought the complaint. While this is in no way intended to discourage any employee, 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 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.

28. ASSOCIATION EQUIPMENT

Association equipment will NOT be loaned to anyone, including members, unless it's to be used at an Association function.

29. ASSOCIATION COMMITTEES:

Any standing committee requesting or recommending action of the Board of Directors: The Chair of that committee must submit the request or recommendation, in writing, to the Board of Directors in time to be included on the agenda for the next Board of Directors meeting. The Chair of that committee, or someone representing that Chair, must be at the Board of Directors meeting when the request or recommendation is considered. The representative of that committee must then report back to that committee, in writing, the decision of the Board of Directors. Task Forces and Special Committees are appointed by the President or Board of Directors and should report to the President and/or to the Directors. These are advisory groups only.

Each outgoing committee Chair will submit a budget for the coming year to the Chief Executive Officer before September first of each year.

Each committee Chair must submit a written report monthly to the president **one week** prior to the Board of Directors meeting.

Prior to distribution, event flyers must be approved by Association staff no later than ten (10) days before the event. (Rev 4/2011)

COMMITTEES

AFFILIATE COMMITTEE

Goal

To provide a liaison between the Affiliate members and the Association as defined in the Bylaws of the Association, in order to pass along information and education beneficial to the Association.

Strategies

To develop the communication between the Association and the Affiliate liaison by attending the Board of Directors meetings and passing information along as needed.

Function

To encourage and promote Affiliate membership.

Organization

Affiliate Chair – Nominated by the Affiliate Members.

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

COMMUNITY OUTREACH/PUBLIC RELATIONS COMMITTEE

Goal

To promote and enhance the public image of REALTORS® and to assist the community with various needs by involving REALTORS® and the public.

Strategies

Develop two way communications between the Association staff, leadership, and members. To organize and hold various fund raiser events that help the community directly with their needs throughout the year.

Develop and implement a program to educate the public as to the difference between REALTORS® and a licensee.

Develop and implement a program to inform the public of the accomplishments of our organization and its members.

Encourage and support member involvement in community activities.

Develop the member's and public's awareness of the value of professional designations.

Function

Recommend and assist in development of news articles covering activities of the Association. Develop friendly media relations.

Make all members and the general public aware of their responsibilities under the Federal Civil Rights Law, The State Civil Rights Law and any local ordinances pertaining to housing which affects the Real Estate profession.

Promote all Affirmative Marketing Agreements, resolutions, or the transmission of any and all literature or brochures created by the National Association of REALTORS® for the benefit of the local Association and its members.

Organize the annual REALTOR® Olympics.

- Appoint event Chairs
- Determine events
- Work with President on Media coverage
- Submit Charity distribution recommendation to the Havasu REALTORS® Board of Directors for approval. (Rev 08.21.15)

Assist with any programs that involve improvement of the community, such as parks and other recreational facilities.

Organization

Committee Chair – Shall be the Vice President or Vice President’s appointee approved by the Board of Directors. (Rev: 11/19)

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

Any number of volunteer members and affiliates.

PROFESSIONAL & BUSINESS DEVELOPMENT COMMITTEE

Goal

To increase the professionalism of members.

Strategies

Provide timely and effective education.

Enhance the understanding of the Code of Ethics through education requirements.

Provide expanded education opportunities in areas such as risk reductions, legal issues, and professional designation courses.

Review and evaluate Association sponsored classes and report to the Board of Directors on an on-going basis.

Develop and implement programs of preventive legal education.

Functions

Organize education seminars and conferences for the benefit of members, cooperate in education programs for the public.

Provide and encourage participation of the entire membership in educational programs with respect to professional designations; GRI, CRB, CRS, etc.

Keep the membership aware of the availability of all courses leading to professional

development and arrange for such instruction at the Regional and local level whenever possible.

Will meet with Bullhead AOR & Kingman AOR by September 1st to schedule AAR or NAR designation classes for the following year.

Develop and implement programs of preventive legal education.

Organization

Committee Chair – Appointed by the Association President

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex officio member of all committees and task forces.

FAIR HOUSING & DIVERSITY, EQUITY, AND INCLUSION COMMITTEE

(Rev 09.2022)

Goal

To educate Association members (REALTORS®), as well as the general public, about Fair Housing discrimination, to the seven protected classes to include: race, color, religion, gender, handicap, familial status, and national origin.

Strategies

Create and implement programs to inform and educate the public, as well as REALTORS®, of the priority and importance of the use of Fair Housing laws and how they affect our industry and community.

Function

Provide information and education effectively, keeping all members and the general public aware of their responsibilities under the Federal, State and Local Civil Rights Laws pertaining to Fair Housing.

Attend state and local functions as well as obtaining National Fair Housing education and information.

Organization

Committee Chair – Appointed by the Association President

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

FINANCE COMMITTEE

Goal

To establish and maintain an annual budget which provides adequate products, programs, and services to the membership.

Strategies

Provide adequate resources, i.e., staff and financial per the Strategic Plan.

Functions

Review staff recommendations and develop a proposed annual budget for submission to the Board of Directors

Receive and review at least quarterly, reports on the financial condition of the Association.

Review and recommend investment policies.

Review any and all functions, procedures and expenditures that affect organizational income and expenses and to make its recommendations known to the Board of Directors.

Review and anticipate potential future income and expenses.

NOTE: Stale-dated checks uncleared. Checks that have been outstanding in excess of one year will be declared stale-dated and voided. (Rev: 2/2020)

Organization

Treasurer, Chair

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

President-Elect

Vice President

Six (6) members, not to include officers or directors, appointed by the President and President-Elect.

GOVERNMENT AFFAIRS COMMITTEE

Goal

To influence legislation effecting real estates

Strategies

Encourage and support members' activities in government programs.

Functions

Develop a plan to monitor our government agencies and representatives.

Develop a program to inform members about pending legislation and its effects.

Create a method to improve cooperation between the Association and city government.

Establish cooperation with allied industries.

Make use of existing programs to promote cooperation with other Associations, AAR and NAR when dealing with issues of common interest and concern.

Encourage and support member involvement with community activities.

In conjunction with AAR, develop a program to promote and raise funds for AAR's Political Action Committee and Issues and Mobilization.

Organization

Government Affairs, Chair is the President Elect or President Elect's appointee approved by the Board of Directors. (Revised 12/18/18)

President - the President shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer - the Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

TECHONOLOGY COMMITTEE

Goal

To keep abreast of the latest available technological services.

Strategies

Develop a plan to review and study present products and services.

Develop a plan to keep abreast of the latest available technology.

Identify and provide advanced technical products and services to the membership.

Identify and provide technical products and services.

Functions

Study and review on an on-going basis, the Association's present and future needs. This includes our present computer system, all new equipment, and/or programs that may enhance or replace our present system and programs.

Organization

Chair appointed by the Association President.

President of the Association shall be an ex-officio member of all standing committees and shall be notified of their meetings.

Chief Executive Officer shall be a non-voting ex-officio member of all committees and task forces.

Any number of volunteer members and affiliates.

30. **LOCKBOX PROGRAM**

~~The lockbox program will be a service of the Lake Havasu Association of REALTORS®.~~
(Moved to MLS Policies Rev: 12/2019)

29. **ROOM RENTAL FEES** (Rev 10.16.15)

ROOMS B, C, and D

B-Conference Room (section on right)

C-Class Room

D-Directors Room

RENTAL FEE IS PAYABLE IN ADVANCE (AT TIME ROOM IS RESERVED)

Rental is not guaranteed until payment has been received.

REFUNDS FEES AND DEPOSITS WILL BE REFUNDABLE IF CANCELLED 48 HOURS IN ADVANCE, IN WRITING.

FALSE ALARM CHARGES

The renter will assume all costs associated with any false alarm charges, i.e. City of Lake Havasu, staff overtime, etc., caused by the renter or their representative.

False Alarms: \$150.00

YOUR RESPONSIBILITIES

Pick up key by 4:00 p.m. on the day of the meeting. For weekend events, the key must be picked up no later than Friday, 4:00 p.m.

Room should be returned to its original condition, i.e., chairs neatly under tables, counter tops clean and neat (please do not disturb coffee pot left on timer and set up for a meeting the next day). No coffee cups or utensils should be left lying around the room; any utensils used should be washed and left to dry on paper towels. Failure to do this will result in a minimum janitorial fee of \$25.

Close the windows, turn off lights, verify that all secondary doors are locked.

Lock the main door and set alarm

Drop the key fob in the office mailbox. Replacement cost for any lost key fob is \$75.00.

In order to avoid confusion, anyone renting the room for more than two (2) days at a time, will need to file a written schedule with staff.

Room rental fees will be waived for Association sponsored events.

Room rental fees will be waived for LHAR members for events that benefit the membership. If applicable, any costs incurred from the event such as cleaning, damage, etc., are the responsibility of the renter. (Revised 5/22/14)

Bereavement: Room rental fees will be waived for LHAR members and a 50% discounted rate for immediate family members. (Revised 04/2018)

ROOM
REALTOR® CENTER

Meeting or Classes Only (No rate discounts available)

Cleaning/Damage Deposit

3 Hours \$100.00 6 Hours \$175.00 9 Hours \$250.00 \$200.00

Private Parties Only

Cleaning/Damage Deposit

| | | |
|------------|----------|------------|
| 0-30 | \$300.00 | \$ 500.00 |
| 31-75 | \$450.00 | \$1,000.00 |
| 76 to 149 | \$600.00 | \$1,500.00 |
| 150 + Over | \$750.00 | \$2,000.00 |

MONEY NOT NEEDED FOR CLEANING OR DAMAGE WILL BE REFUNDED LESS \$200 FOR SANITIZING BATHROOMS

Extras

Miscellaneous Items

| | | |
|--------------------|--|-------------------------|
| Bar | \$ 25.00 | 29 6' Round Table |
| Wall Removal | \$ 25.00 | 230 Chairs |
| Walk-in Cooler | \$ 25.00 | Approximate Dining |
| *Tablecloths | \$ 3.50 each | Room dimensions 45 X 90 |
| *Napkins | \$ 0.50 each | |
| Early Set-Up | \$ 50.00 (Day before rental, access after 5pm) | |
| Unauthorized Entry | \$100.00 (Before rental period begins or after rental period ends) | |
| Place Setting | \$ 1.00 per setting | |
| Extra Hour | \$ 25.00 per hour | |
| Extra Hour | \$ 50.00 per hour after midnight | |
| Extra Hour | \$ 75.00 per Hr (Parties with over 100 guests) | |

| | |
|----------------------------------|-----------------------------------|
| Carpet Square Damage/Replacement | \$50.00/square (if applicable) |
| Carpet Square Cleaning | \$ 25.00/square (if applicable) |
| Chair Cleaning | \$ 8.00 per chair (if applicable) |
| Additional Room Setup/Take down | \$ 75.00/event (if applicable) |

Audio/Visual Equipment

| | |
|-----------------------------|---------------------------------|
| Audio/Visual Equipment | \$ 50.00 per day |
| PA w/Microphone & CD player | \$ 25.00 per day |
| Flip Chart Pad w/markers | \$ 18.00 per day |
| White Board w/markers | \$ 20.00 per day |
| Photocopies | \$ 0.25 per copy |
| Fax usage | \$ 1.00 per sheet |
| Microphone* | \$ 25.00 per day |
| Lavalier | \$ 25.00 per day (Rev 12.19.14) |
| Wireless Mic | \$ 25.00 per day (Rev 12.19.14) |

Rental rates for LHAR members will receive a 25% discount off the normal the rate. Fees and costs for additional items will be charged at cost. Member must be present at the event.

Rental fees for 501C (3) Charities and fundraising events will receive a 25% discount off the normal rate.

72 HOURS NOTICE REQUIRED FOR EQUIPMENT SET-UP AND RENTAL
*****RENTAL EQUIPMENT SUBJECT TO AVAILABILITY*****
*****PRICES ARE SUBJECT TO CHANGE*****

The Chief Executive Officer, may at his/her discretion, apply additional costs or fees as deemed necessary.

29. COMMUNICATION

The Chief Executive Officer should be the first line of communication between the Association and AAR Professional Standards Committee

30. LAKE HAVASU ASSOCIATION OF REALTORS® TOUR RULES

WEEKLY TOUR

A. **THREE AREAS:** NORTH, CENTRAL and SOUTH. (At the discretion of the Chief Executive Officer, tour areas may be adjusted to accommodate housing market changes, i.e. low inventory, virtual meetings, etc.)
(Rev 10.20 | 07.22)

B. BOUNDARIES:

a. **North and Central**

Industrial/Acoma/Rainbow/Palo Verde Blvd. S/Amberwood/Kiowa Blvd/Bison Blvd.

b. **South and Central**

Jamaica/Chesapeake/Tropic. (Rev 03.17.16)

Listings on the boundary will be toured as being in the CENTRAL area (See map).

C. **NUMBER OF IMPROVED PROPERTIES ON TOUR:** Up to 10 improved properties will be toured weekly. Five (5) listings will be selected by earliest submission date (first in first out) and five (5) listing will be selected by listing number (older listings first) . If more than 10 properties are submitted, no more than two (2) properties per agent will be eligible for tour. (Rev 05.21.19)

Any property viewed on tour will not be toured again for six months, unless relisted by a different agent. (Revised 07/2016)

- Agents can sign up at any time before the deadline - Thursday at 4:00 p.m. the week prior to the designated tour. Listings must be active in the MLS service. Tour dates are held every Wednesday @ 8:00 a.m., please check dates on the association calendar at HavasuRealtors.com. (Rev 03.17.16).

To sign up for tour: (Revised 03.17.16)

- Check tour areas on HavasuRealtors.com calendar if necessary
- Log in at : <https://www.flexmls.com>
- Under Menu tab click Change Listing.
- Type in your MLS number to pull up your listing or click on your MLS number from the list
- Under Schedule Marketing Activities click on Tour of Homes

- f. Click on “Add”
- g. Select the date that correlates with the scheduled area for that week. (To check the correct date for your area please view the member calendar on HavasuRealtors.com)
- h. Click on Edit, select the start time of “8:00AM” and end time of “10:00AM” from the drop down boxes
- i. Add any other information in the “Comments” box
- j. Once all the information is inserted and correct click “Next”

Your house is now scheduled for tour.

- A preliminary list will be available on Friday by 10:30 a.m. The final list will be available by 10:30 am on Tuesday on LHAR Flexmls Board News and by Searching the Residential Tour of Homes, (SEARCH RESIDENTIAL TOUR OF HOMES) enter tour dates and select Tour “YES” then SEARCH. Each agent is responsible for checking the tour list on LHAR Flexmls (Rev 03.17.16)
- Tour cancellations must be made by 10:00 am Tuesday the week of the designated tour. Exceptions are: Pending, Sale, Withdrawn, Illness of Owner, or Inaccessibility by Construction or tenant occupied. Other exceptions may be appealed to the LHAR Board of Directors. (Revised 07/2016)
- Staff will email agent notification of each property on tour, including the numerical order of the property, by 5:00 p.m. the Tuesday prior to the Wednesday tour date.
- All homes to be toured will be plotted on a map. New construction homes will be circled.
- All properties will be held open by a licensed real estate agent from close of meeting until **10:00 AM**. If 5 or fewer homes are on tour the meeting host may, at their discretion, change the time that all properties must be held open for tour.
- The listing agent or representative licensed real estate agent members of LHAR must represent the listing at the Wednesday morning meeting. If an agent or representative is not at the Wednesday morning meeting to present property prior to tour:
 - Property will be removed from Tour, and the agent will be fined:

First offense: Warning
Second offense: \$50
Third offense: \$75 plus lose tour privileges for 3-months
Fourth offense: \$100 plus lose tour privileges for 6-months

All other Tour Policy violations will be fined \$25 each.
Members may appeal any fines to the LHAR Board of Directors.

D. MLS TOUR PITCHES

Property must be in the Multiple Listing Service.

(Rev 6.20.23)

31. MASS E-MAIL RULES

Purpose of Mass E-Mail; a business tool for a professional organization to include:

- Association information or correspondence such as Association business,
- member meetings, classes, task forces.
- Data Exchange Property Marketing Tool
- Real Estate Related Sale of Personal Items
- Call to Action
- Real Estate Related Employment Opportunities
- Comments & Suggestions
-

Not Allowed in Mass E-Mail:

- Political Campaigning, with the exception of Association matters
- Pocket Listings
- For Sale by Owner
- For Rent by Owner (Non-REALTOR® Member) (Rev 12/2012)
- Personal Attacks
- Security Information
- Non-REALTOR® Member Business or Services (Rev 07/21)
- Advertising for someone who is not an Affiliate
- Business is not an Affiliate member. (Rev 12/2012)

Requirements:

Email Subject Headings to be used specifically and must be real estate related:

- Employment
- Wants & Needs
- Community Events
- LHAR Flexmls
- Association
- Open House
- Personal
- Personal items
- REALTOR® offer for sale items for client;
- Listing
 - Type of information under listing (new/change/back on market/showing instructions)
 - Listings must include: Within body the MLS number, address and price

Violation of these rules will result in the following:

1. First Offense –Warning
2. Second Offense - A fine of \$10
3. Third Offense - A fine of \$20
4. Fourth Offense (and all future offenses) - A fine of \$30 and suspended use of the Association mass e-mail tool for a period of one (1) week, per occurrence.

Members may appeal any fines to the LHAR Board of Directors.

32. LHAR Website Terms of Use

Lake Havasu Association of REALTORS® Website Postings and Copyright Agreement

TERMS OF USE

The rights to members to use free of charge, all or part of the articles posted for general membership use is hereby granted with the following restrictions and limitations:

The Lake Havasu Association of REALTORS® will hereinafter be referred to as LHAR.

- A. Articles may be copied for print, website posting or saved as a PDF file for the purpose of publication on member websites or member presentations.
- B. Articles obtained from the LHAR website must be identical to the original version as posted on the LHAR website.
- C. Any articles used must be limited to non-commercial use, and not for profit.
- D. Members will not be allowed to adapt or alter any content obtained from the LHAR website without prior written permission from said LHAR.
- E. All copies or pages must contain the statement that the information is being used by permission of LHAR and that the reproduction and any other use of said material is subject to the terms and conditions of use with LHAR.

Any documents, releases, notices of any kind that is addressed to LHAR members ONLY, shall not be reproduced, printed or posted without the expressed written approval from LHAR.

33. **VIOLATIONS AND FINES**

Violation of these Policies and Procedures may result in a fine, including any cost incurred by the complainant, as determined by the Board of Directors, unless noted otherwise.

Members may appeal any fines imposed by the Board of Directors by letter and/or appearing before the Board of Directors.

34. **INSPECTION RIGHTS TO REVIEW OR COPY ASSOCIATION RECORDS** (Revised 1/2011)

Directors Rights. Directors generally have an absolute right, pursuant to inspect corporate books, records and physical properties of the Association, at any reasonable time, including the right to make copies or extracts of any such records or documents. Inspection may be demanded by the Board of Directors acting as a group or by any Director individually, and may be conducted in person, or by agent or attorney. The Board of Directors shall make Association records available as require by Arizona law.

Members Rights. Members of the Association are not fiduciaries and therefore do not have absolute inspection rights. The member's inspection rights depend on the type of records sought to be inspected and, in certain cases, on the purpose of the desired inspection. The validity of limitations on such inspection rights depend on the type of record(s) sought to be inspected. The Board of Directors shall make Association records generally available only as required by Arizona law.

- A. **Articles and Bylaws:** The member's right of inspection of the Articles and Bylaws may be exercised during office hours at the Association office.
- B. **Accounting records:** The member's right to inspect accounting books and records is more limited. Such records are open to inspection at the Association's principal office at reasonable times during business hours upon written demand showing a

purpose reasonably related to such member's interest as a member of the Association, pursuant to AZ Corporations Code. The right to inspect does not extend to records not reasonably related to the proper purposes for which it is sought. The member's inspection right extends only to the "accounting" records of the Association. There is no statutory right to inspect other corporate records or physical property.

- C. **Other records and properties:** Unless otherwise required by Arizona law, members have no statutory right to inspect the Association's contracts or correspondence, its loan documents, or leases, or the physical plant or properties of the Association. The lack of a statutory inspection right does not, however, prevent a member inspection of other corporate records and properties under appropriate circumstances. Arizona common law and/or statutory law inspection rights exist wherever a member can show a "proper and reasonable purpose related to their interest as members.
- D. **Privacy Protection:** Personnel records of every kind are within the zone of constitutionally-protected privacy rights and are generally not to be subject to member inspection or copying.
- E. **Member Files:** Member files, including personal financial information, is within the zone of constitutionally-protected privacy rights and is not to be subject to member inspection or copying unless mandated by law or court process.
- F. **Cost of Labor/Material.** The corporation may impose a reasonable charge covering the costs of labor and material for copies of any documents provided to the member. The charge shall not exceed the estimated cost of production or reproduction of the records.