**New AE Resources & Tips**

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**Advocacy**

* Take the NCR RPAC training (happens during [Winter Leadership Meetings](https://www.ncrealtors.org/special-events/winter-leadership-meetings/))
* Sign up for [REALTOR® Party Mobile Alerts](https://realtorparty.realtor/member-consumer/rpma)
* [Find your Legislators](https://www.ncleg.gov/FindYourLegislators)

**Annual Review**

* Review contract thoroughly, with association’s legal counsel. If necessary request NAR HR to send an example.
* Create a list of duties by category: Daily, Weekly, Monthly, Quarterly, Annually. Include as needed processes.
* Keep performance review template simple.
* Meet with President at the start of the year to establish goals. [Use NAR’s Checklist.](https://www.nar.realtor/ae/manage-your-association/president-chief-staff-executive-checklist)
* Verify annual review dates and processes have been established in one of these: contract, policy or bylaws
* Coordinate review date and provide President with blank performance template at least 30 days prior to review.
* President should coordinate with others they wish to seek feedback from if necessary. In most cases should only be previous president and treasurer. Refer to association procedures if established. [Use NAR’s Chief Staff Performance Evaluation](https://www.nar.realtor/ae/manage-your-association/chief-staff-performance-evaluation)

**New AE Resources & Tips**

**Audits**

* Review policies/procedures and/or bylaws to ensure process is defined
* Establish a finance committee if necessary and schedule regular meetings
* Schedule meeting with CPA to review necessary items needed
* Keep electronic files of all statements by vendor
* Review the difference of an audit vs. a review
* [Use NAR Budget & Finances resources as a guide](https://www.nar.realtor/ae/manage-your-association/budget-and-finances)
* Ensure bank/investment account signature cards are updated annually
* Keep record of Audit Reports (once every 5 years), Review Reports (each year except audit years), and Compilation Reports (each year in lieu of audits or reviews based on association member size)
* Meet with accountant, lawyer, educators, outside contractors
* Potential resource: Bob Harris, bob@rchcae.com and his [Finance Tips](https://www.rchcae.com/finances-downloads/)
* Record retention

**New AE Resources & Tips**

**Bylaws**

* Verify bylaws are up to date and policy meets NAR recommendation
* In order for E&O Insurance coverage to be effective, Association's governing documents & operations must have been found by the NAR Board Policy & Programs department and conform to the Constitution and Bylaws of NAR
* Draft changes should be submitted to board attorney for review
* Every member of the BOD should have a copy
* Review Roberts Rules of Order and <https://www.jimslaughter.com/>

**Core Standards**

* Understand annual requirements, how to access the NAR compliance tool and deadlines
* Keep a folder by year for pictures, emails or documents to upload in the compliance tool
* The 2021 Core Standards Compliance Form is now available. The deadline for compliance is December 31. However, NC REALTORS® asks that all local associations have their submissions in via the online [Compliance Tool](http://coe.realtor.org/corestand.nsf/mainmenu?openform) by December 1. This allows us time to review your forms and return them to you if changes are needed.

**New AE Resources & Tips**

**Core Standards (cont.)**

***Section I – Code of Ethics***

* Associations that administer professional standards must have the services of a certified Professional Standards Administrator (Standard B – 3a). Note, this is not a new policy; it is consistent with existing NAR policy and has been added to the Core Standards Certification Form.
* Section IV – Unification Efforts and Support for the REALTOR® Organization

***Section IV – Unification Efforts and Support for the REALTOR® Organization***

* Association strategic plans must include a diversity, equity, and inclusion and fair housing component (Standard D)
* The leadership development education requirement within the Unification Efforts standard now specifies that the association’s education and training for volunteer leaders must address: 1) increased awareness and understanding of the Core Standards, and 2) understanding of staff and volunteer leadership roles and responsibilities (Standard H)
* Associations must commit to greater assessment and encouragement of diversity, equity and inclusion among the association’s volunteer leadership (Standard H)

**New AE Resources & Tips**

**Core Standards (cont.)**

* Associations can meet the existing Advocacy requirement for ‘Act’ under the REALTOR® Party goals and the existing Consumer Outreach ‘Being the Voice for Real Estate' and ‘Community involvement and investment’ requirements through activities that demonstrate a commitment to Diversity, Equity, and Inclusion and Fair Housing. Note, this is not an added requirement, but just another way to meet the existing Advocacy and Consumer Outreach requirements.
* As you work through the Certification Form in the Compliance Tool, please keep in mind that dates are essential on the items you attach especially in Section III - Consumer Outreach.

***Additional resources for Core Standards can be found on NAR’s website:***

* [Core Standards for State and Local Associations](https://www.nar.realtor/ae/manage-your-association/core-standards-for-state-and-local-associations)
* [Core Standards FAQs](https://www.nar.realtor/ae/manage-your-association/core-standards-for-state-and-local-associations/faqs)

**Corporate**

* [NAR Organization Assessment Checklist](https://www.nar.realtor/ae/manage-your-association/organization-assessment-checklist)
* [Association Structure](https://www.nar.realtor/ae/manage-your-association/association-structure)

**New AE Resources & Tips**

**Corporate (cont.)**

* Can't stress enough to have established calendars. Keep updated on all platforms (electronic & manual)
* Check NAR & NCR websites for event dates. Set reminders for when registration opens as preferred hotels run out of rooms as soon as registration opens.
* [Check with state](%EF%81%BF%09https%3A/www.sosnc.gov/online_services/search/by_title/_Business_Registration) to ensure association name is correctly registered

**Human Resources**

* Meet with entire staff
* Review Job Responsibilities
* Review your key goals
* Review Operations manual
* Review Personnel manual
* Review Insurance Policies: D&O, meeting cancellation coverage, general liability
* [HR for Associations](https://www.nar.realtor/ae/manage-your-association/hr-for-associations)

**New AE Resources & Tips**

**Key Contacts**

* Bank accounts & credit cards
* CPA
* Board Attorney
* Information Technology
* Local Association leadership and staff
* Committee chairs/vice-chairs
* Association Investment Rep.
* Building Maintenance (Lawn, Cleaning, HVAC, Plumbing, etc.)
* [NC REALTORS® Staff Directory](https://www.ncrealtors.org/contact-us/staff-directory/)
* [NC REALTORS® current Leadership Team](https://www.ncrealtors.org/contact-us/leadership/)
* [NAR Leadership and Staff](https://www.nar.realtor/about-nar/nar-leadership)

**M1**

* Contact M1 and update POE info
* [M1 Help Manual](https://nationalasnofrealtors.mcoutput.com/1374755/Content/Introduction/Welcome%20to%20M1.htm)
* M1 Contact for AEs: Faisal Ghauri at fghauri@nar.realtor

**New AE Resources & Tips**

**Policies and Procedures**

***You should have the following:***

* MLS Policy
* MLS Clear Cooperation Policy
* Membership policies and procedures
* Email and internet policy
* Anti-Trust policy
* Review your board’s governing documents
* Articles of incorporation
* Conflict of Interest policy
* [NAR Association Policy Violation Resolution Procedure](https://www.nar.realtor/policy/association-policy-violation-resolution-procedure)
* [NAR Association Policy Resources](https://www.nar.realtor/about-nar/policies)
* In order for E&O Insurance coverage to be effective, Association's governing documents & operations must have been found by the NAR Board Policy & Programs department to conform to the Constitution and Bylaws of NAR
* Association Bylaws & Policies
* Strat Plan Detail with committees responsible and a one-page graphic for visual reference
* Financial Policy
* Employee Handbook/Manual if necessary and [check with state labor laws](https://www.labor.nc.gov/)
* Crisis Management Manual

**New AE Resources & Tips**

**Roles and Responsibilities**

* Review Mission Statement
* Meet with your volunteer leadership
* [Review roles and duties of AE vs. President](https://www.nar.realtor/state-and-local-leadership/aes-role)
* Vision Statement
* Code of Conduct
* Leadership Orientation manual
* Adding resources to check list(s) for guidance on how to find information/explanations
* The BOD is the governing body of the Association and responsible for:
	+ Planning & Oversight
	+ Allocating & Protecting assets
	+ Advancing the mission statement & strategic plan
* Management is the responsibility of the Executive Officer/AE and staff
* Understand the Directors Duties of Obedience, Loyalty and Care
* Director Committee Liaisons: Help committee chair to achieve the BOD committee objectives based on the Strategic Plan. Keep the BOD informed of the committee's progress
* [NAR The Answer Book](https://www.nar.realtor/ae/professional-development/the-answer-book#1)
* [AE Check list](https://www.nar.realtor/ae/manage-your-association/resources-for-new-aes/checklist-for-new-aes-chronological)

**New AE Resources & Tips**

**REALTOR® Association Resource Exchange (RARE)**

* [RARE database](https://www.nar.realtor/rare.nsf) is a platform for REALTOR® Association Executives to share and request documents and resources, including sample job descriptions, strategic plans, mission statements, policies, etc.

**Strategic Planning**

* Strategic Planning Tips from NCR AEs
* [Strategic Business and Vision Planning](https://www.nar.realtor/ae/manage-your-association/strategic-business-and-vision-planning)

**Technology**

* Review technology needs at least annually
* Online backup systems vs manual
* Document equipment with serial numbers and pictures
* Invest in external hard drive and set regular backup schedule of computers/systems
* Create or establish a policy for account passwords and computers for how/where stored
* Establish admins for websites and social media. Review annually and change as necessary.
* Look at a technology provider such as a local tech guy who can run your local server at a subscription basis