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**POLICIES AND PROCEDURES**  
**INSTITUTE OF REAL ESTATE MANAGEMENT**  
**NORTHERN OHIO CHAPTER 41**

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**Northern Ohio Chapter 41 hereinafter referred to as NOC 41**

**MISSION STATEMENT**

NOC 41 exists to provide professional development to maximize education and career opportunities and the value of the real estate assets of owners and managers in Northern Ohio.

**PURPOSE**

This manual contains suggested and recommended Policies relating to Chapter 41 operations. This Manual will serve as a guide for the Executive Council and will help facilitate the transition of new officers and council members.

This manual does not replace IREM's National Policy, Procedures and Bylaws. It has been developed to supplement them, but where there is conflict between the two documents; IREM's National Policy, Procedures and Bylaws will always prevail.

**WHO WILL RECEIVE A COPY**

A copy of the Policy and Procedures Manual will be available on the chapter webpage for all Chapter Officers, Committee Chairpersons, and the Chapter Administrator (if applicable). A copy shall be sent to the Regional Vice President and the National IREM Chapter Activities Chairperson. The Chapter President may provide the manual to others, with Executive Council approval.

**MAINTENANCE AND AMENDMENTS**

The Chapter Secretary/Treasurer is designated as the person responsible for the maintenance and updating of the Policy and Procedures Manual as recommended by the Executive Council.- A review should be performed at least annually.

**OTHER INFORMATION SOURCES**

The Regional Leadership Manual, which can assist the Executive Council in operating the Chapter, is available on the IREM National Website.

**BYLAWS**

The Bylaws define the broad framework of how the chapter operates and constitutes the legal base for the operation of the Chapter. They describe the geographical area of Chapter responsibility and contain various parliamentary matters for Chapter operations.

**MEETINGS**

There shall be a minimum of 6 meetings, including the Annual Business Meeting and the Installation Meeting. All members shall be notified in writing and by email of chapter meetings, sent at least three weeks prior to the scheduled dates.

## VOTING PROCEDURES

### ELECTIONS

#### Nominations

The President, with approval of the Executive Council, will appoint a Nominating Committee in accordance with the Bylaws of the Chapter. This will be accomplished not later than the fourth Thursday in June.

The Nominating Committee, in accordance with chapter Bylaws, shall propose names of active members to serve as officers and Executive Council members for the following year. Not less than thirty (30) days in advance of the date at which the election will take place, Chapter members must be notified in writing of the nominations. Additional nominations of consenting candidates must be submitted in writing and received by the Secretary/Treasurer at least fifteen (15) days prior to the election meeting. Each nomination should include a nominating petition, **upon acceptance of the proposed nominee. The petition needs signatures of at least five (5) active members in good standing.** Nominations from the floor are not permitted.

#### Voting

The election of officers and of the Executive Council takes place at the Annual Meeting called for said purpose. This meeting will be held not later than the fourth Thursday of September. CPM® members, CPM® candidates, ARM members, Emeritus CPM® members, and lifetime CPM® members are permitted to vote in person or by proxy. Should the annual meeting fail to procedure a quorum, the slate of nominees may be submitted in writing to, and officers elected by, the voting members of the Chapter by written ballot, including mail, fax, or electronic means. An election conducted in this manner shall be determined according to a majority of the votes received in writing within 15 days after distribution to the voting members, provided that at least 20% of the voting members have voted.

#### Quorum

In accordance with the chapter Bylaws, a quorum shall be 20% of the active membership.

#### Proxy Policy

The proxy should specify the name of the eligible voter who is directed to deliver the vote. In the event that no individual is named, the vote will be delivered automatically by the President of the Executive Council. The proxy must be presented at the meeting. If present at the meeting, the individual rescinds his/her original proxy and votes directly.

## OTHER VOTING PROCEDURES

#### Regular Business

A quorum of 20% of the active members, as established in the Bylaws, must be present or represented by proxy to conduct the business of the Chapter. Once the quorum is established, motions are carried by a majority vote.

Amendments to the Bylaws require a vote of the majority of not less than two-thirds (2/3) of the active members present, or by proxy, at a meeting at which a quorum is present.

## **EXECUTIVE COUNCIL**

Executive Council meetings require a quorum of at least 50% in attendance for motions and a majority of those present for passage. In case of a tie, the President shall vote. Proxies may not be used in Executive Council voting.

The Executive Council will be comprised of:

1. President
2. President Elect
3. Secretary/Treasurer
4. Immediate Past President
5. Chairperson of Membership and Education Services
6. Chairperson of Programs/Professional Development Services
7. Chairperson of Accredited Residential Managers
8. Chairperson of Legislative Services

## **EXECUTIVE OFFICERS AND THEIR DUTIES**

### **President:**

- Develops the agenda for, and presides at, all meetings of the chapter and its executive council; attends all meetings of the chapter and its executive council.
- Conducts the business of the chapter in accordance with the chapter bylaws.
- Oversees and coordinates the establishment and implementation of chapter goals and strategic plans.
- An ex-officio member of all committees with the right to vote, guides the work of the committees, and encourages coordination among committees.
- Represents the organization, as necessary, at official functions with private and public organizations.
- Maintains communications with IREM Headquarters and Regional Vice President.
- Ensures that the chapter has strategies for recruiting and retaining members.
- Oversees and coordinates a plan for chapter leadership three-year succession and the development of future leadership.
- Conducts annual review with the chapter IREM Association Executive (IAE) and at least one other executive officer. Any changes to the IAE contract must first be approved by Executive Council.
- Attends all IREM National conferences and serves as an ex-officio member of the Governing Council.
- Participates in the chapter leader webinars and conference calls.
- Reviews all communications from IREM Headquarters and the Regional Vice President.
- Appoints Nominating Committee with Executive Council approval by June 30.

### **President-Elect:**

- Attends all meetings of the chapter and its executive council; and conducts these meetings in the absence of the president.

- Participates in the establishment and implementation of chapter goals and strategic plans.
- Assists president with chapter activities.
- Participates in a plan for chapter leadership succession and the development of future leadership.
- Helps to ensure that the chapter has strategies for recruiting and retaining members.
- Attends all IREM National conferences and serves as an ex-officio member of the Governing Council only in the absence of the president.
- Participates in the chapter leader webinars and conference calls.
- Reviews all communications from IREM Headquarters and the Regional Vice President.
- Assumes the office of president for the remainder of the unexpired term in the event of resignation or removal for failure to perform the duties of office.
- Keeps track of Accredited Management Organizations (AMO) and confers with those members while building relations.
- Connect with each CPM Candidate to reiterate chapter participation policy.
- Coordination of chapter's installation event.

**Secretary/Treasurer:**

- Assist Chapter Administrator in preparing meeting notices, special notifications and announcements for the membership;
- Oversees maintaining membership rosters, attendance rosters, and other rosters.
- Provides financial reports at executive council meetings.
- Develops a budget with the assistance and approval of executive council.
- Makes disbursements of all monies as the executive council may direct.
- Attends all meetings of the chapter and its executive council.
- Participates in the establishment and implementation of chapter goals and strategic plans.
- Participates in the chapter leader webinars and conference calls.
- Submits all financial report to Region Vice President.

**Immediate Past President**

- Provides advice and support for current president
- Chairs the past presidents' committee.
- Develops scholarship funding criteria, marketing brochure, and reviews applications for award consideration to be approved by executive council.
- Oversees Joe Aveni Scholarship program and makes recommendations to Executive Council the applications received.

**OTHER EXECUTIVE COUNCIL MEMBERS**

The establishment of chairpersons for each of the key groups is designed to focus the member's attention on the objectives of the chapter and to enable its leadership to fulfill the mission more effectively. Each such chairperson, in concert with the various subcommittee people, may establish a variety of structures to accomplish his or her group's predetermined goals.

## COMMITTEE CHAIRS

### Chairperson - Membership and Education Services

- Coordinates all activities related to processing new CPM members from receipt of new candidate applications to official approval as CPM Members, including recognition and assigning mentors.
- Serves as primary chapter contact (name, phone, email), on all communications to candidates from IREM Headquarters.
- Once approved application is received from IREM Headquarters, process for approval by chapter president and return to IREM Headquarters with copy to chapter file.
- Receives the “Chapter Follow-up” Reports from IREM Headquarters, which list all current and outstanding chapter deadlines for candidate experience verifications and CPM application approvals, and processes accordingly.
- Receives notification of candidates who membership has lapsed; assures chapter records updated accordingly. Follows up with former candidates as appropriate.
- Receives official notifications of new CPM Members and insures chapter performs appropriate recognition.
- Reports to Executive Council at regular meetings of current CPM, CPM Candidate, ARM, AMO, and ACOM status.
- Oversees the development of the annual course schedule for the chapter; informs Educations Services at IREM Headquarters by September to get on the national schedule for the following year.
- Develops strategies to market courses and works with chapter leadership to implement them.
- Acts as backup course administrator when necessary and assists with course logistics.
- Reviews all education-related communications from IREM Headquarters.

### Chairperson – Programs/Professional Development Services:

- Plans programs and tours on a monthly or quarterly basis.
- Conducts programs to publicize and enhance the chapter to members and potential members.
- Ensure programs being offered are aligned with chapter mission and essential to real estate professionals.
- Evaluate research to determine sources and forms of membership. Identify impediments to membership and solutions for overcoming those impediments.

### Chairperson - Legislative Services

- Serve as liaison between IREM Headquarters and the local chapter; provide communication to chapter members on pertinent local, state, and federal legislation and policy.
- Encourage chapter member’s participation in legislative activities.
- Develop and maintain relationships with other industry groups, mainly to assist in lobbying efforts.
- Develop and maintain relationships with local elected officials and other officials as necessary.
- Coordinates scheduling with national officials at the spring IREM National Conference; and attends “Capital Hill Day.”

#### **Chairperson ARM® Committee**

- Coordinates all activities related to processing new ARM Members, from receipt of new ARM application to official approval as ARM Members.
- Serves as primary chapter contact on all communications to ARM Applicants and ARM Members from IREM Headquarters.
- Receives the “Chapter Follow-up” Reports, which list all current and outstanding chapter deadlines for ARM approvals and processes accordingly.
- Participates in the chapter’s strategies for recruiting and retaining members.

#### **Industry Partners/Golf Committee (This committee is critical to the success of the chapter but has no voting rights on Executive Council)**

- Establishes recommendations for soliciting outside member vendors.
- Coordinates a benefits package based on sponsorship amount.
- Monitors IP usage of benefits to ensure they receive full value.
- Plan and coordinate all facets of the chapter’s golf outing fundraiser.
- Committee chair to attend Executive Council Meetings when requested to report on progress of golf fundraiser.

### **STANDING COMMITTEES**

The following committees are “standing” committees that can be appointed as needed by the president and approved by executive council. Committee functions may be combined where deemed appropriate. Committee chairperson’s names will be sent to IREM National after being voted on by executive council.

#### **Candidate Guidance Committee**

The Candidate Guidance Committee shall seek out and encourage qualified individuals to apply for admission to candidacy for CPM® designation. They shall interview each applicant for candidacy and for the final CPM® approval. Prepare recommendations on behalf of the chapter to the Advance CPM® Membership Standards Subcommittee of IREM. Further, the committee shall maintain contact with all candidates, contact personally all transfer candidates, and advise and assist candidates of the minimum meeting requirements, monitor their attendance, and encourage their interaction with CPM® members and their participation in chapter activities.

#### **Public Relations Committee**

Relationships with people and institutions outside of the Chapter are a function of the Committee. The activities of the Committee are directed toward advising the community at large of the professionalism and value of CPM® and their activities.

The Public Relations Committee will promote the Chapter, its activities, and IREM’s programs and designations by establishing contacts with the local media, implementing a news release program, producing and distributing a chapter newsletter, and organizing a chapter speaker’s bureau.

The Committee must be aware of the activities of the Executive Council and other committees so as to maximize the effect of these activities on “public relations” in the general community and through media news releases.

### **Fair Housing and Equal Opportunity Committee**

The Fair Housing & Equal Opportunity Committee shall work to create a positive public position within the community in the fields of civil rights and equal housing opportunity and take an active role in influencing state and local legislation in these areas. This committee shall monitor local court and legislative activity in the areas of equal opportunity and human rights, network with local fair housing agencies, report and disseminate information to the general membership on such issues of importance. They shall provide input to the IREM National Fair Housing & Equal Opportunity Committee on issues of local concern.

### **Nominating Committee**

The Nominating Committee shall be appointed by the President with the approval of the Executive Council. It shall consist of not less than three (3) active members, one of whom must be an active past president of the chapter. Consistent with Article VIII of the Chapter Bylaws, the Nominating Committee shall propose names of the active CPM® members to serve as officers, plus CPM Members and candidates to serve as Executive Council Members for the upcoming year. The Nominating Committee will also submit recommendations for the Manager of the Year Award.

### **Income & Expense Committee (I & E)**

- Attend the IREM National I & E webinar in January/February.
- Contact contributors, both new and previous. Encourage them to submit their properties data to the Income/Expense Program. (IREM accepts using the BOMA format to alleviate contributor's duplication.) Contributors who submit by the April 1 deadline will receive one free book.
- Outreach to non-members within the real estate community, introducing IREM and the I & E Program. Encourage them to participate in the I & E survey.
- Monitor the I & E website, tracking the status of submittals.
- Contact all members and non-members weekly to follow up on progress of submittals.
- IREM Headquarters submits goals to the chapter in September based on prior three-year submittals. Review and recommend chapter goals for upcoming year to Executive Council as adjusted from the National projected goals.
- Meet and exceed chapter goals.

### **CHAPTER ADMINISTRATOR**

**The Chapter Administrator will:**

1. Attend Executive Council and general membership meetings.
2. Welcome and register attendees at meetings, conventions, seminars, and banquets hosted by the chapter.
3. Take, transcribe, prepare and distribute minutes to Executive Council members. A draft of such minutes is reviewed by a designated member of the Executive Council before distribution.

4. Prepare and mail meeting and seminar notices and brochures to the membership or appropriate target market.
5. Make arrangements for monthly meetings. This includes selecting menus, and receiving and placing reservations.
6. Assist Executive Council and appropriate chairperson with planning and hosting the annual Installation Banquet, including ordering, preparing, and mailing of invitations.
7. Serve as communications contact for IREM, responding to inquiries and forwarding messages to appropriate CPM®s.
8. Maintain inventory of IREM literature and distribute appropriately to members and interested parties.
9. Maintain Chapter membership records. Reconcile Chapter and National rosters following annual and mid-year meetings.
10. Understand the Bylaws and Policies & Procedures so as to advise the Executive Council.

#### **CHAPTER GOALS**

The formulation of chapter goals by the President Elect should take place by October 30 of each year. The goals should be sent to the membership and presented by the incoming President during the Installation dinner.

#### **NEWSLETTER**

The Chapter should strive to produce the newsletter at least quarterly. A discussion or review of material of interest to the membership and authored by the President should appear in each issue. There should be a calendar of events and the names of the officers and Executive Council members should appear in each issue. The Chapter Administrator should assume the responsibility of obtaining photographs to enhance the content, including pictures of individual members during chapter activities, seminars, and social events. He/She will also collect the articles, establish the format, and submit a draft to the President for review prior to mailing.

The newsletter should be sent to CPM®, CPM® candidates, ARM®, ARM® candidates, Industry Partner, and others related to the industry.

#### **CHAPTER ROSTER**

A roster of Chapter CPM® members should be published at least every 2 years. This roster can be used to recognize Industry Partners through the sale of paid advertising. CPM® and ARM® Candidates must be listed separately from the CPM® and ARM® members. The Executive Council will be in charge and appoint a committee if needed.

The roster will be distributed as follows:

CPM® members and candidates

ARM® and ARM® candidates

Industry Partner

President and Executive Officers of local chapters ADICAR, NOAA, NAIOP, NACORE, BOMA, BIA, MBA and GCREO

Publication, distribution, and advertising in the roster must follow the guidelines found in the IREM National Bylaws.

## **FINANCIAL**

### **Officer or Member Subsidies**

Certain officer or member activities may be subsidized by chapter funds. Funds can be advanced or will be reimbursed on presentation of properly documented expense report to the Secretary/Treasurer. Travel expenses and lodging and other expense reimbursement for a spouse are not authorized.

1. Regional Leadership Conference: Any officer on approval of Executive Council plus Chapter Administrator
  - a. Transportation expense (not to exceed coach class air fare)
  - b. Registration and seminar fees
  - c. Hotel ~~of~~ or other lodging for conference only (single room equivalent)
  - d. Per Diem – Maximum of \$100 per day/person (ground transportation, food, etc.)Incoming Chapter President must attend. National provides a subsidy as long as the incoming President also meets requirements for the annual IREM Leadership Conference held in the fall.
2. IREM Annual Leadership Conference: President Elect Any officer on approval of Executive Council plus Chapter Administrator
  - a. Air Faire (coach class)
  - b. Hotel or other lodging for conference only (single room equivalent)
  - c. Registration and seminar fees
  - d. Activity ticket fees
  - e. Per Diem – Maximum \$100 per day/person (ground transportation, food, etc.)

The Chapter President Elect must attend. A subsidy of airfare and a flat fee is reimbursed by IREM National, provided chapter submits Chapter Goals and Objectives, as well as Chapter officers and committee chairperson's names for the coming year by October 30.

### **Budget Preparation**

The Budget Committee is the Executive Council. The budget being January 1 thru December 31 of each year must be prepared and approved by the Executive Council by October 15 of each year. The Chapter budget is sent to National and Regional Vice President by October 30.

### **Annual Audit**

The Secretary/Treasurer will hire (with Executive Council approval), a certified Tax Accountant each year to audit and closeout the prior year chapter finances in accordance with IREM National's policies. The chapter will receive a Tax Manual from National by March, which will provide instructions on the preparation of the Financial Reporting Forms. These forms must be completed and returned to IREM National by May 15.

### **Dues**

Dues are billed annually by the 1<sup>st</sup> of December and monitored by the Secretary/Treasurer and by the Chapter Administrator. Dues are payable upon receipt of invoice and are considered delinquent if not

paid within 30 days from the invoice date. The Secretary/Treasurer is responsible for overseeing the collection of delinquent dues and any other fees. The Chapter Administrator will report unpaid dues and fees and collection activities to the Executive Council at each Executive Council meeting.

The dues and service fee schedule is reviewed annually at budget time and is set by the Executive Council prior to the issuance of current invoices. It is currently as follows:

ARM® Member	\$55
CPM® Member	\$225
CPM® Candidate	\$225 (prorated as of date of activation)
Emeritus CPM®	\$25
Lifetime CPM®	\$55
Inactive CPM®	\$25
Associate Member	\$55 (billed by IREM National and reimbursed to the chapter)
ACM Member	\$55

#### **GUESTS**

All members are encouraged to bring guests to meetings or to chapter activities. Those individuals in real estate-associated industries and potential Candidates are especially encouraged. The host or guest will pay for any costs associated with guest attendance, such as meals or admission fees. The Executive Council must authorize subsidizing guests. Notification of guest attendance will be given in advance to the Chapter Administrator who will advise the President so that the introduction or recognition of the guest may take place.

#### **CANDIDATE ATTENDANCE REQUIREMENT**

The Chapter Administrator is responsible for keeping a written record of the required Candidate attendance and for notifying the Candidate in a timely manner if it appears that they are going to be in non-compliance plus giving a report to the Membership Chairperson. Any candidate who does not meet the requirements may not be recommended for the CPM® designation.

#### **ANNUAL BANQUET/INSTALLATION DINNER**

This activity should be held after the IREM Leadership Conference but not later than December 31 of each year.

The “annual banquet” is designated as a chapter activity for the social gathering of the membership and Industry Partners of the Chapter. The new officers are installed and designed recognition awards are given at this time. It is considered one of the six (6) membership meetings; however, the emphasis is on the social aspect rather than on the conduct of chapter business.

Complimentary invitations will normally be extended to: BOMA, Regional Vice President of IREM, Real Estate Editors of the Plain Dealer, Editor of Properties Magazine, Editor of Crain’s Cleveland Business, any other dignitaries as Executive Council votes to include in the complimentary invitations.

## CHAPTER AWARDS

CPM® (Manager) of the Year as designated by the nominating committee, will be presented to the CPM® member who has distinguished himself or herself through special contributions or activities that benefited the chapter, the community, or the Property Management industry.

ARM® (Manager) of the Year will be presented to the ARM® program participant who has distinguished himself or herself through significant contributions to the ARM® program, the ARM® committee, or their property management education; or activities that benefited the chapter, the community, or the Property Management industry.

Award items of appreciation will be presented to all members, candidates, and others who have made noteworthy contributions of time and effort toward the furtherance of the chapter mission.

The Chapter Administrator will order the following recognition awards at least 60 days prior to the annual banquet and awards dinner.

- CPM® of the Year Plaque
- ARM® of the Year Plaque
- Awards of Appreciation
- Out Going President's Plaque