Policies and Procedures of the
CROWN POINT BOARD OF REALTORS®
PO Box 334
Chester, Vermont 05143

Adopted 06/18/2015

"Serving our communities with Integrity"

Mission Statement

"The Crown Point Board of REALTORS (CPBR) encourages professionalism, co-operation and ethical real estate practices while promoting a positive REALTOR image in the community"
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Section 1 - General Overview

The Policy & Procedures Manual provides a roadmap for all members of the Crown Point Board of REALTORS. Policies & Procedures can be revised, expanded, or deleted as necessary provided they are adopted by the Board of Directors. The following Policies & Procedures are the practices that the membership of the Crown Point Board of REALTORS shall follow.

Section 2 - Governance

A) Officers and Board of Directors-Elected Positions

1) Duties of all Officers, Board Members and Committee Chairs
All persons in an elected or appointed position shall attend all meetings called by Board leadership. If unable to attend, officer or committee chair shall notify the President in advance of the meeting. Absence from three regular meetings without an excuse deemed valid by the Board shall be construed as a resignation. Committee chairs may sit in on the Board of Directors meetings, but shall not have a vote. Elected officers and Committee Chairs shall serve no longer than six consecutive years.

2) Vacancies
Vacancies shall be filled by simple majority vote of the Board of Directors. Term to last until the original term was to expire.

3) Board of Directors
The governing body of the Crown Point Board shall be a Board of Directors consisting of the elected officers and five REALTOR Members of the Board. Directors shall be elected to three year terms. Thereafter, as many Directors shall be elected each year as required to fill vacancies. Directors may serve for two consecutive terms. In the event that there are no candidates to fill a vacating position, a Director may serve a third term. No more than three directors may be from one agency. The President shall have one vote only in the event of a tie on issues brought to election of the Board of Directors.

4) President
One year term, elected by nomination and vote of general membership at the Annual meeting held in November each year. The President shall preside over each general membership meeting and each Board of Directors Meeting. The President-Elect may preside over these meetings in the absence of the President. The President shall appoint committees as needed. The President is responsible for maintaining order throughout the meetings, i.e. starting and ending at the scheduled time; keeping the meeting on track; clarifying motions made by the floor; recognizing persons from the floor who wish to speak; and reminding other members not to interrupt. The President should be organized and present a detailed, well-organized agenda at each meeting and stick to it. The President should be familiar with the procedural rules of the CPBR as well as Parliamentary authority as outlined in Roberts Rules of Order. The President will also assist the President-Elect with the transition of leadership.

5) President-Elect
One year term, nominated and elected by the vote of the general membership at the Annual meeting held in November each year. The President-Elect shall fill-in for the President in his/her absence. The President-Elect is encouraged to attend the NAR Leadership Conference held in August and to begin to work with the current
President on selection or changes needed for committee chairpersons. The President-Elect shall insure that the REALTOR of the Year committee is on track, and shall obtain and present the President’s plaque. See Appendix C.

6) Secretary
One Year Term, nominated and elected by the vote of the general membership at the Annual meeting held in November each year. The Secretary shall be the signer in contractual matters for the Board of Directors along with the President. The Secretary shall be responsible for taking minutes of the meetings and turning them in to the President in a timely manner. The Secretary will also confirm that a quorum is present at each monthly meeting.

7) Treasurer
Nominated and elected by the vote of the general membership at the Annual meeting held in November each year. This person may serve more than one year. This position is responsible for the funds of CPBR. He/she disburses monies as described in the Financial Policy as outlined in this Policy & Procedures Manual. The Treasurer shall prepare and give a detailed Treasurer’s report at each Board of Directors and General Membership meeting and shall work with the appointed Budget Committee in the preparation of the annual budget. This person must be bonded. The Treasurer will coordinate either a compilation report or audit opinion or accountants review based on yearly revenue to ensure fiscal integrity. The Treasurer shall coordinate with the President the transfer of bank accounts at the time of transition.

8) Immediate Past President
Shall serve on the Board of Directors and shall attend all meetings of the Board and General Membership. He/she will support the President and assist the President-Elect as needed.

9) State Director
Term is two years, nominated and elected by the general membership at the Annual meeting held in November each year. There is the option to serve a second term, if so desired and elected by the membership. The State Director shall attend Vermont REALTOR Board of Directors meetings when scheduled and make a report to the Board of Directors and Membership and follow the duties as outlines in the Organizational Procedures & Policies Guide of VR.

B) Association Executive
Duties are outlined in the contract negotiated and signed annually.

Section 3 – Committees
A) Committees – Appointed Positions
All appointed positions should provide a report of the committee, in Word format, to the President monthly or following each meeting if held more frequently. Each committee chair will create a procedures document to be passed on to the next chairman and made a part of this document.

1) Nominating Committee
The President of the Crown Point Board shall appoint a chairperson from the Board of Directors and 2 members of the local Board. Purpose is to solicit potential candidates for offices (based on the criteria of the positions) and present an annual slate of officers to the Board of Directors no later than the September Meeting. The slate of officers shall be sent to the membership at least three weeks prior to the Annual meeting in November. Additional candidates may be placed in nomination by petition signed by at least 20% of the membership and filed with the Secretary at least two weeks prior to the election. These additional names shall be sent to the membership two weeks prior to the election.

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2) Meeting/Education Committee
The President of the Crown Point Board shall appoint a chairperson. 2-3 other members chosen from the general membership may be selected by the chairman as needed. The general membership meetings are held every other month (odd months) on the 3rd Thursday of the month. The Board of Directors will meet at 8 AM and the General Membership meeting will commence at 8:30 AM. It is the responsibility of this committee to organize the meeting place, menus, speakers and education classes for credit if offered by the Board. The financial expenses shall fall within the budget. Speakers shall be the guest of the Board for any meals. Guidelines for meeting planning are found in the Appendix B. A calendar shall be created and presented to the membership in December showing the dates of the meetings for the upcoming year.

3) Government Affairs
The President of the Crown Point Board will appoint a person from the General Membership and one alternate to the VR Government Affairs Committee. This person is expected to attend all scheduled meetings of the VR Government Affairs Committee. The mission of this committee is to represent the interests of all REALTORS at national, State and Local levels of Government. The VR Government Affairs Committee prepares a comprehensive Government Affairs Policy guide biennially, maintains constant communication with members on important issues, tracks the performance of elected state representatives, and conducts periodic membership surveys to establish issue priorities. Appointees shall refer to guidelines as outlined in the VR Government Affairs Policy Guide. Regular reports will be due to the Board of Director’s meetings and General Membership meetings throughout the year.

4) REALTOR of the Year Committee
Committee shall consist of the three past ROTY for the CPBR. As directed by the President Elect, they shall conduct the REALTOR of the Year search and selection, and present the award (plaque) at the May meeting to ensure the celebrant is properly recognized. Selection shall be known only by the committee until it is the award is presented at the May meeting. Selection shall be done in a timely manner so the recipient can prepare documentation as requested by VR for the selection of the state ROTY. This selection shall be based on criteria as presented by VR (National/state/local REALTOR board/Community spirit). The committee shall be available to assist the recipient with their submission to the State if desired. The President-Elect shall order the plaque. See Appendix C.

5) Affiliate of the Year
This award is not necessarily given annually, but when an affiliate member stands out with their service and activity of the Board, they will be presented with a plaque at the May meeting. See Appendix C.

6) Membership Committee
The President of the Board shall appoint a chairperson. The chairperson may appoint other members to the committee. The Committee shall seek to involve and encourage active participation from all offices and shall make an extra effort with new members to stress the importance of being a REALTOR. Committee shall recruit new members as often as possible. See Appendix A.

7) Affiliate Committee
The President of Crown Point Board will appoint one person from the General Membership and one Affiliate Member as co-chairpersons. The chair people will choose two members from the general membership to join this committee, as outlined in the procedures in the appendix. They shall coordinate with AE for accurate record keeping of memberships. They shall work to develop and implement programs to promote the advantages of being an affiliate member of CPBR. They will also be certain that the brochure is updated with each new addition and deletion and that the brochure is available at all times on the Board website. New affiliates will be introduced at the next general membership meeting.
8) **Professional Standards**
The President of the Crown Point Board shall appoint one member from the General Membership to serve on the Professional Standards Committee and Grievance Committee. This person shall attend any required training, and shall be ready to serve on a panel called by VR as needed.

9) **Public Relations**
The President of the Crown Point Board will appoint one person from the General Membership as chair of the Public Relations Committee. They will be responsible for creating a press release after each Membership meeting with a photo to the local papers and local internet community sites. They shall also create press releases for each special event i.e. Sammy Pierce Scholarship recipient, ROTY, etc. Copies of releases and photos are to be provided to the President to submit to VR for posting on the website. Whenever possible, the Crown Point Board of REALTORS website shall be promoted.

10) **NNEREN**
The President of the Crown Point Board will appoint a voting member and an alternate to attend the monthly Board of Directors meetings in Lebanon. The length of this term shall be based on NNEREN bylaws.

11) **Budget**
The President of the Crown Point Board will appoint the Budget Committee in May. The budget committee will consist of the Treasurer, and 2 other members. They will supply the Board of Directors with a draft budget for the upcoming year at the June meeting. The changes and final draft will be provided to the Board of Directors for review prior to the meeting via email. Final approval to occur by the end of June and then conveyed to the Association Executive for the billing process.

12) **Scholarship**
The President of the Crown Point Board will appoint a chairperson. A second committee person shall be selected by the chair to assist as needed. Scholarship selection shall be by the Board of Directors, Chairman of the committee, Rita Pierce and the auctioneer as long as the auction is conducted. Procedures are outlined in the appendix. In the event that the CPBR ceases to offer the Sammy Pierce Memorial Scholarship, any funds in the Sammy Pierce Account will be turned over to the Pierce Family so that they may continue the scholarship in Sammy’s honor. See Appendix D.

13) **Community Outreach**
The President of the Crown Point Board will appoint a chairperson. The chair will select 2-4 members of the general membership to serve with him/her. The goal of the committee is to coordinate our involvement with the community. This will be to raise funds in a variety of ways. The purpose of these funds is to enable the CPBR support our communities and to award local community members who find themselves in a difficult situation. Fire victims, flood victims, serious illness, and community groups may be the beneficiaries. This may be done in the way of food drives, tag sales, golf tournaments, etc. Ideas shall be presented to the Board of Directors for final approval.

14) **Board SPIRIT Committee**
The President of the Crown Point Board will appoint a chairperson. The chair shall appoint 2-3 other committee members to work with them. Their role is to increase member attendance at meetings and create a desire to become more involved with the work of the local board. This committee shall propose free breakfast drawings, holiday party or other events as they see fit. Proposals shall be made to the Board of Directors for approval in advance of implementation.

15) **Vermont REALTOR Committees**
The State association has several committees. From time to time, a local board member may be asked to serve on these committees.
16) **Ad Hoc** - An Ad Hoc committee may be assigned by the President whenever a job needs to get done. It is a specific committee with a specific job and as soon as that job is done, the committee is disbanded. An example would be the Survey of the membership.

### Section 4 - Broker and Member Responsibilities

#### A) Responsibilities of Principal Brokers/Designated Brokers

The managing brokers in any office will explain to their agents the financial obligation of being a REALTOR®. They will also explain to the agents the educational requirements: a. Code of Ethics; b. Orientation; and c. ongoing education requirements. They will be certain the agents in the office are receiving and reading all communications from the local Board and VAR. Brokers shall explain to the agents the benefits of being a REALTOR. Agents will learn the educational and networking benefits of attending local Board meetings. Brokers will explain to the agents in the office the opportunities available to them through service/volunteer work with their local boards, state board and national board. Managing brokers shall notify the AE of any new members, any license changes, and any database changes needed for agents within ten days of changes. Managing brokers are held fiscally responsible for agents in your office who have not paid dues within the timelines outlined in the Bylaws and/or the policies and procedures of CPBR. A reminder that it is the office which will be cut off from MLS for non-payment, not an individual member. Each year managing brokers will be sent a letter which requests a check of the roster for the office. This will determine the number of agents who will owe dues for the upcoming fiscal year. **IF THIS STEP IS IGNORED AND THE OFFICE IS BILLED FOR PERSONS WHO’S LICENSES SHOULD HAVE BEEN SENT BACK TO THE STATE, THE OFFICE WILL HAVE TO PAY FOR THAT LICENSE. NO EXCEPTIONS.** The managing broker shall ensure the practice of the Code of Ethics which makes for a pleasant, professional and cooperative atmosphere for business.

#### B) Responsibilities of the Membership

All REALTOR members shall act in a professional manner at all times and live by the REALTOR Code of Ethics. They shall promote cooperation among members. REALTORS shall be aware of the activities of the local board and become involved. Members shall sign up for meetings promptly and be aware of the policies of the Board. Members are encouraged to support the Board and volunteer on board activities making the board stronger.

### Section 5 – Meetings

#### Meetings

1) **Board and Committee Attendance**

Absence of an elected or appointed person from more than three meetings, with the exception of an absence due to conducting board business, shall be construed as resignation.

2) **Quorum**

A quorum for the transaction of business shall consist of 10% for a general membership meeting and 50% for a Board of Directors meeting of the members eligible to vote.

3) **Board of Directors**

Meetings of the BOD shall occur monthly. Notice of the meeting and agenda shall be sent at least one week in advance of the meeting.

4) **General Membership**

Meetings of the members shall be held no fewer than 6 times a year. Additional meetings may be called as needed. The President or the President Elect shall conduct the meeting. Notice of the meeting shall be
delivered by email. It is the responsibility managing brokers to be sure that members are aware of the meetings.

5) Membership Attendance - Signing up for meetings is a binding action. If a member signs up but does not attend, prepayment of meeting fees will be forfeited or monies will be due if prepayment was not made. Only extenuating situations will be considered in waiving these fees. If sign up occurs after the date, attendance may or may not be granted for the class, as this decision rests with the instructor. A member may always attend the meeting, but food/coffee will not be available unless signup occurred.

6) Attendance Fees - All CPBR REALTOR members and affiliates may take advantage of the Board subsidized classes if they attend the business meeting beforehand. Any member who skips the meeting but attends the class shall be billed at the Non-member rate. Any attendee of a class who is not a paid Affiliate or a paid REALTOR member of the CPBR shall be considered a Non-member.

Section 6 – Financial Management

Financial Procedures

1) The budget
The budget for the board is based on a zero bottom line. April first of the current year begins the budgeting process for the following calendar year. The Budget committee, consisting of the treasurer and 2 board members, review the prior year’s figures, the current year-to-date figures and create a best estimate the income/expenses for the following calendar year. The Board of Directors reviews the proposed budget and makes any changes deemed necessary. Their goal should be a balanced the budget. If the budget cannot be balanced, the budget committee must ask the Board for a dues increase. The Board of Directors establishes the level of dues and adopts the official budget for the following year. Changes in the budget’s line items can be approved, subject to maintaining the bottom line.

2) Contracts and Service Agreements:
All contracts and service agreements entered into in the name of the Board must be signed by the President of the Board. No other staff member has the authority to enter into agreements in the name of the Association. Service contracts for the Association should be reviewed on an annual basis.

3) Investment Policy:
The Investment Policy of the Association board is administered by the Board of Directors which may delegate this responsibility to their finance committee. The Board of Directors has joint authority for day to day investment decisions.

4) Reserve Policy:
The Policy of the board is to maintain sufficient funds to allow the Board of Directors to manage the finances of the Association prudently and with the flexibility necessary to accommodate unpredicted changes to income levels. This Association has determined to keep 50% of its operating budget in a reserve account.

5) Dues
Dues are billed annually. Any dues not paid by November 1st are subject to late fees by both the Crown Point Board of REALTORS and the VR. Dues that are not paid in full by January 1st will cause the member to be deleted from the REALTOR association and NNEREN. If the person remains licensed, the principal broker shall become responsible for the dues. In the event of the Principal Broker losing his/her membership, all members of the office shall also lose membership. Dues paid after January 1st will be subject to VR re-instatement fee of $100 along with CPBR late fee of $75.
6) Returned checks
A returned check fee of $25 shall be assessed on any check presented with non-sufficient funds.

7) Check writing
Two signatures required for transfer from savings accounts and for any check written over $500.00

8) Account Review
A pin number shall be set up for the President to review accounts on line at any time. Pin will change with president.

9) Greeter
A Greeter will be selected by the Meeting/Education chair. The Greeter will arrive at membership meetings early to check people in and to receive funds. They will record all monies collected for breakfast, tally and verify with treasurer. Any owed monies from no-shows will be billed. The Greeter will also record the auction activity (names and bids) and will gather the payments from the bidders. The auction tally is announced at the meeting.

10) Deposits and Bank Account Reconciliations
All monies collected will be verified by the appropriate committee chair or special event coordinator. Treasurer makes deposits into the appropriate accounts. The Treasurer to reconcile bank statements. Alternatively if an outside source is used for reconciliations, treasurer will provide details for reconciliation to accountant.

11) Monthly Treasurer's Report
The Treasurer shall provide to the Board of Directors, via email, the financial statement, copy of bank statements, disbursements, and collection of all funds emailed to each board member. Board Members are responsible for printing reports and bringing them to the meeting.

12) Bookkeeper and CPA Duties
The bookkeeper shall prepare annual tax return after the Treasurer has provided the names and addresses of the current Board members. The Treasurer shall sign the tax return. The bookkeeper shall update/upload Annual budget into Quickbooks so that the Board can monitor the financials against the budget on a monthly basis. The bookkeeper shall prepare monthly bank reconciliations and shall retrieve the bank statements online. The bookkeeper shall prepare the monthly reconciliation of Quickbooks. The Bookkeeper shall supply the previous month's transactions by the 2nd Friday of the month giving ample time for the Treasurer to submit them to the President for distribution to the Board. The compilation shall be completed by the CPA annually or at the change of Treasurer.

Section 7 – Communications and Records

Communication and Record Keeping

1) Communication Policy for the Crown Point Board of REALTORS®
It is the responsibility of the President of the Crown Point Board to ensure this policy is implemented and monitored.

2) Written Correspondence: written correspondence with regard to applications and dues for the Association should be addressed to:
Crown Point Board of REALTORS®
148 State Street
Montpelier, Vermont
All other correspondence shall be sent to:
Crown Point Board of REALTORS
Box 334
Chester, Vermont 05143

3) Record Keeping
All board bylaws, policy manuals, agenda, minutes, treasurer’s reports, and committee reports shall be submitted to the president and then passed on to the AE for filing a permanent record in Drop Box. All committee chairs are expected to file their reports to the President on a monthly basis on or before the 5th of the month.

4) Communications
All communications shall be made via email. Occasional phone follow-up may occur, but it is the responsibility of the Board, Committees, and Membership to open and read all emails. Each office head is asked to please insure that their office members are doing so. Meetings will be announced at least 10 days in advance and will be sent with an agenda and instructions for signing up. RSVP deadlines are to be noted and followed.

5) Committee Chairs
Committee Chairs shall email their monthly report to the President in Word format.

6) Public
Crown Point Board of REALTORS spokesperson for any and all media will be the current President and/or the Public Relations Committee Chair. Photos of meetings and events with a caption will be sent to the local newspapers.

Section 8 – Policy and Procedure Manual
A) Policy and Procedure Manual Adoption and Revisions
The Board of Directors shall discuss and vote on any revisions, additions, deletions or changed to the Policy and Procedures Manual. A majority vote carries. The revised document shall be recorded and stored with all other records of the Board. The date of the change should be footnoted in the document. Membership shall be notified of any changes. This manual shall be readopted at the beginning of each calendar year.
Section 9 – Appendix

A) MEMBERSHIP

1) New Member Application Procedure
The new member will contact the Association Executive. Application is available on the website. All completed applications and forms along with a check should be submitted to the AE at VR, 148 State Street, Montpelier, VT 05602.

The AE will warn the applicant to all the members of the board. After a period of no longer than five business days, unless otherwise notified by the board Secretary, the AE will enter the information of the applicant into the roster. The AE will give notice to the Treasurer of receipt of funds if paid online, or will forward the check to the Treasurer. The AE will send a letter of welcome to the applicant explaining their pending status and outline the educational requirements for full membership to the Board. He/she is the first person with contact to the new member and makes certain the new member is invited to the next meeting. After completion of Orientation and the COE courses the Membership Chairperson or the AE will schedule the swearing in of the new member at the next general membership meeting. The Membership Chairperson or the AE will invite the Designated REALTOR and new agent to the meeting. The AE will keep copies of all correspondence and copies of all electronic transfers on file at the office. The chairperson will be responsible for pins and certificates for New Member Induction Ceremonies which take place during general membership meetings.

The Membership chairperson and the AE work closely to keep all membership records up to date. To accomplish this, twice per year the AE will review the database for accuracy. These reviews will take place once just prior to the billing cycle in the first two weeks of June and once in January after the billing cycle.

2) Affiliate Member Application Procedure
The new member will complete the application. All completed application forms along with a check should be submitted to the AE. Upon receipt of application and check, the AE will enter the information of the applicant into the database and the check shall be sent to the Treasurer for deposit. The AE will send an email of acknowledgement to the new member with an invitation to the next membership meeting. The AE will keep copies of all correspondence and copies of all electronic transfers on file at the office. The AE will let the Affiliate Chair know of the new member, and they will be invited and introduced at the next meeting. The Affiliate brochure will be updated and resubmitted to the website.

3) Secondary Member Application Procedure
REALTOR members from other board may join the Crown Point Board. Applications should be filled out and presented to the AE along with payment. Local dues only are necessary. The AE will send an email of acknowledgement to the new member with an invitation to the next membership meeting. The AE will keep copies of all correspondence and copies of all electronic transfers on file at the office. The AE will let the Membership Chair know of the new member, and they will be invited and introduced at the next meeting.

B) MEETING/EDUCATION/GREETER
Meeting/Education Committee- Responsible for setting the calendar dates for the following year by December so that the calendar can be given to members. Responsible for arranging for the speaker meetings and the education meetings along with lining up the venue, meals and gathering responses. Works with the treasurer in proofing out the bill and receipts. Create a Save the Date flyer to go out 12 days in advance, a Sign Up flyer 8 days in advance, and a Last Call flyer 4 days in advance of the meeting. Committee members appointed by the chair. A ‘Greeter’ shall be selected by the chair to assist with the checking in of members and proving out the payments with the treasurer. This person shall also act as the assistant to the chair and will learn to operation
of the committee to step into the Chairs seat. A new Greeter will be chosen to assist. The spreadsheet will be supplied in advance by the Chair to the Greeter and the Treasurer.

C) AWARDS

Awards are ordered from Vermont Stoneworks. Paul Thomas can be reached at 802-875-4141

D) SCHOLARSHIP

Scholarship- Responsible for getting word out to the guidance counselors in Ludlow, Chester, Springfield and Rockingham. Submit press releases. Keep the forms current with the year, number and amount of scholarships, and who to turn them into. Gather the applications, keep a master, and then black out any reference to the student on every page of the application. Eliminate any application that does not follow the rules. Remind the schools of the deadlines if necessary. Make copies of the applications for each board member, auctioneer and Rita Pierce. Schedule the selection meeting. Send the letter to each applicant thanking them for applying and wishing them good luck. Contact the school of the recipient and let them know that a student from their school has been selected. Notify Rita so she can make the presentation. Put the first half of their scholarship in an envelope with a letter congratulating them and inviting them to the July Membership meeting. In December when we know that they are going back for a second semester, then the second check shall be supplied to them. Committee members appointed by the chair. Typical is a Chair and an assistant. In the event of a change in leadership of this committee, forms, deadlines, and detailed procedures will be passed on to the new chairperson. The former chair will remain available to answer questions during the transition year. If the auction continues as a fundraiser, the Greeter shall serve as the recorder and money collector during the auction and shall prove out the monies with the treasurer at the conclusion of the meeting.