

NEREN BOD Meeting Talking Points

September 15, 2021

- The Board has elected the following 2022 corporate officers:

- President: - Sandy Heino (Sunapee Regional BOR)
- Vice President: - Jim Bellville (Southern Vermont AOR)
- Treasurer: - David Choate (NH CIBOR)
- Assistant Treasurer: - Bill Arnott (Monadnock Region BOR)
- Secretary: - Susan Latham (Greater Claremont BOR)
- Assistant Secretary: - Ken Moller (Contoocook Valley BOR)

- The Board voted to strengthen the rule that requires notification to NEREN when an agent joins a member office. In too many cases brokers were not adding the agent even after being so identified by NEREN compliance staff. Thus, after NEREN notification of the violation; a 15-day period of action was added to the rule for the broker to accomplish the addition. Modified rule language shown below:

All first offenses for not reporting a new agent/appraiser/other and/or name changes (as described in Section 7.1(b)(4) of these Rules and Regulations) will be assessed but held in abeyance for a period of twelve (12) months. If there is a second offense, within the twelve months, the fine for the first offense will be payable, as well as the fine for the second offense. Although the fine may be waived, any and all back dues, as determined by NEREN, must be paid within ten (10) days of the written notice issued by NEREN. Failing to add a new agent from the brokerage's REC roster within fifteen (15) calendar days of NEREN's notice of a first offense will constitute a separate, independent violation of the rule such that the first offense will come out of abeyance on the sixteenth (16th) calendar day and fines will be levied for the first offense and the failure to cure timely. Subsequent offenses will accrue every fifteen (15) calendar days thereafter until cured.

- The Board adopted a change in policy to end a Supra temporary eKEY feature known as Non-Member Access (NMA). Since 2015, NEREN has allowed the use of NMA. This program is used by some MLSs, but not all. And of those MLSs that do use it, most (according to Supra) restrict its use to non-members. Thus, the name Non-Member Access. However, NEREN has allowed members to use NMA and as time has gone on, there are increasing signs of abuse. Meaning, that rather than just rare one-off temporary use situations, some members are using it numerous times and thus avoiding having to share the cost of Supra by not paying for an eKEY. As a reminder, the cost to members for an eKEY is tied directly to the number of members who use eKEYs. Thus, the more eKEY users, the lower the costs. And vice versa, the less members who have an eKEY the higher the cost for those who do. Some of the facts considered by the BOD included:
 - In total, NMA has been used here at NEREN 5,218 times by 1,450 individuals. 1,174 were NEREN members, and 276 were non-members.
 - Some extreme examples of abuse include 11 members using NMA more than 12 times each, including two members who have used it more than 40 times each, and one that used it 173 times. Likewise, there is a non-member photography company, who now could become a NEREN affiliate, that has used NMA 233 times.

- The Board gave its approval to negotiate an arrangement with the Berkshire County MLS in Massachusetts to secure a reciprocal listing arrangement. The premise is that a Realtor member of NEREN who has a listing in Berkshire County (or in their Vermont border towns) can submit a listing for dissemination in the Berkshire County MLS with an offer of cooperation and compensation. The NEREN Realtor member will receive access to the Berkshire County MLS system only for listing entry, and the listing must be entered into NEREN first. NEREN staff would submit a simple reciprocal agreement for each listing that the NEREN Realtor member completes. Then Berkshire's staff will handle a \$50 payment, entry and listing support services from that point forward with the NEREN Realtor member. NEREN would afford members of the Berkshire MLS the same reciprocal opportunity, under the same criteria and fee arrangement.

- The Board gave its approval for the following Paragon system changes:
 - In the enumerated selections list for the existing fields called "Financing-Buyer," "Financing-Current," and "Financing-Possible-Op," add "Construction Loan" as a selection.
 - Add a new non-mandatory closing field called "See Non-Public Remarks for Appraisal Information."
 - Add a new closing field conditionally mandatory based on the answer to the existing field called "Appraisal Complete Yes/No" called "Appraisal Type" with the enumerated selections of "In-Person," "Drive-By," and "Desktop." Selection of "In-Person" will trigger the requirement to complete the existing "Appraiser Name" and "Appraiser Phone" fields.
 - Add a new non-mandatory field called "Anticipated Closing Date" which will appear when a listing is changed to Active Under Contract or Pending.

- The Board was reminded of the many new software integrations already added this year. They include RentSpree, Elevate, SafeShowings, ListTrac, Domii Instant Showings, and Affiliate Connect. Deals are also in the works with Showingly and RentalBeast. Watch for news on these additional services and the BOD suggests that members visit the NEREN Helpdesk (via the yellow "Click Here" button in the "Contact Us" section of the NEREN Dashboard) and visit the Member Benefits page within Member Resources to find out all about these new programs and benefits.

- The Board approved the 2022 budget and is pleased to announce that again for the 6th year in a row there will be no increase in monthly MLS fees.