

NEREN BOD Meeting Talking Points

May 25, 2022

- The Board approved adding a “Verify Closed/Leased/Rented Price” field as was done for the List Price field to prevent inaccurately closed/leased/rented prices from being entered into the MLS database.
- The Board approved a rule for dealing with instances of unprofessional behavior by members toward NEREN staff. In establishing this rule, the Board reminds members that NEREN staff represent the NEREN Board of Directors, and states that verbal or written abuse directed at NEREN staff by NEREN members, including but not limited to use of obscenities or other vulgar language, is unprofessional conduct and shall not be tolerated. Members are expected to address staff in a professional manner, keeping in mind that staff are performing their job responsibilities as directed by the NEREN Board of Directors when enforcing and following the NEREN bylaws, rules, policies, and procedures. Members who, at the discretion of the NEREN CEO, act in an unprofessional manner with staff as described above may be summoned (along with the member's broker if applicable) to appear before the NEREN Complaints and Violations Committee to have the concerning conduct reviewed. The C&V Committee has the authority under this new rule to issue a warning or a fine.
- NEREN’s traditional budget strategy has allowed NEREN to provide MLS services successfully while maintaining the lowest MLS fees in the industry. In fact, NEREN’s current monthly fees have not been increased since 2016 and are the lowest of any MLS nationwide. However, the rapidly changing technological and business landscape of the MLS industry brought forth a motion from the Shareholders at their March meeting to recommend that the NEREN BOD consider raising member fees to strengthen the NEREN balance sheet. After a discussion about the future challenges facing the MLS industry, the motion passed overwhelmingly. The decision was based on several key factors, including among them that NEREN’s current fee structure and budget philosophy will be insufficient to attain the financial resources needed to provide the best product and service offerings, and to compete with the rising owner-class MLSs. These business minded MLSs are increasingly investing in technology, technology companies, and joint ownership ventures with other MLSs, which allows them to power their own MLS platforms, provide other advanced technology offerings, improve services to their memberships, and place themselves on a better financial footing to take advantage of future opportunities.

In response to the Shareholder’s decision, the NEREN Board considered and discussed the recommendation. The Board noted that having the financial flexibility to quickly adapt to events and changes will be critical for the future health and security of the MLS. This is especially true when it comes to the industry trend of MLSs buying and becoming owners of the technology they use, thus potentially gaining significant savings and allowing those MLSs to better protect their data from misuse. NEREN, in contrast, is completely dependent upon third-party vendors to provide our members with MLS software and other needed technology services. Therefore, with an understanding that MLSs are increasingly moving toward becoming vendor independent, and with opportunities currently under consideration that include joint investment with other MLSs to secure and control MLS technology products, and with the overall necessity to be ready for unpredictable and rapid change, the Board voted to increase the monthly MLS fees by \$9 per member per month beginning in 2023. This business decision will address the recommendation from the Shareholders, secure NEREN’s ability to protect MLS and member data, and ensure that NEREN’s product offerings are keeping pace with (and able to take advantage of) the latest technology.

- Recognizing that Affiliate members don't operate within offices in the way traditional MLS members do in the NEREN system, the Board eliminated the one-time office application fee for Affiliate membership. Affiliate monthly MLS fees are unaffected and will continue to be the same cost for all MLS member types.
- The Board was updated on the contract extension options for the Remine Pro product. The Board noted that usage by members has generally been low, typically in the 10% range or less. The Board will review the Remine product again later this year. NEREN is in the final year of the Remine Pro contract.
- The Board approved the use of NEREN data by NAR's Realtor Property Resource product to generate congressional housing reports. The report can be generated by the NH and VT Associations of Realtors and the NAR advocacy team and then provided to members of congress and their staffs. Also, NEREN members in New Hampshire and Vermont may obtain the same reports via the following procedure:
 - Contacting their appropriate state Realtor association (NHAR/VAR) with their request.
 - The state Realtor association will forward the member's name and email address to RPR.
 - RPR will give the NEREN member dashboard access to be able to create the housing reports.