|  |
| --- |
| [Company name] |
| **Chapter P&P Template** |
| [Document subtitle] |

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# **1. Introduction**

## **1.1 Purpose**

The purpose of the policy and procedure manual is to provide guidelines for [Company] members in the administration of policy and procedures of the chapter's business and compliance with the chapter’s bylaws; and, to enhance consistency in its operations and aid its volunteers in the conduct of their duties.

## **1.2 Policy Definitions**

**Policy** - *Is a guide for mandatory actions and is based on principals generally stated in the Bylaws of the* [Company] *chapter or national ASHI.*

**Procedures** *-Provide guides for the membership in carrying out the policies to which they refer.*

**Chapter** - *Refers to the* [Company] *Chapter of the American Society of Home Inspectors (*[Company]

**Board**- *(Board of Directors) - the Officers and Directors of the* [Company] *chapter*

**Member**- *Shall mean any person regardless of classification that has joined the* [Company] *Chapter.*

## **1.3 Procedure Definitions**

Click or tap here to enter text.

# **2. Policy**

## **2.1 Administration**

The policy shall be set by the Officers and Board of directors as required in the normal course of doing business and in accordance with the bylaws.

## **2.2 Record Retention**

[Company] takes seriously its obligations to preserve information relating to litigation, audits, and investigations. The information listed in the retention schedule below is intended as a guideline and may not contain all the records the chapter may be required to keep in the future. Questions regarding the retention of documents not listed in this chart should be directed to the President.

From time to time, the President may issue a notice, known as a “legal hold,” suspending the destruction of records due to pending, threatened, or otherwise reasonably foreseeable litigation, audits, government investigations, or similar proceedings. No records specified in any legal hold may be destroyed, even if the scheduled destruction date has passed, until the legal hold is withdrawn in writing by the President.

|  |  |  |
| --- | --- | --- |
| **File Category** | **Item** | **Retention Period** |
| **Chapter Records** | Bylaws and Articles of Incorporation | Permanent |
|  | Chapter resolutions | Permanent |
|  | Board and committee meeting agendas and minutes | Permanent |
|  | Policy and Procedure Manual | Permanent |
| **Finance and Administration** | Financial statements (audited) | 7 years |
|  | Auditor management letters | 7 years |
|  | Check register and checks | 7 years |
|  | Bank deposits and statements | 7 years |
|  | Correspondence general | 3 years |
| **Insurance Records** | Policies | Permanent |
| **Tax** | IRS exemption determination and related correspondence | Permanent |
|  | IRS Form 990s | 7 years |
| **Technology** | Software licenses and support agreements | 7 years after all obligations end |

**1. Electronic Documents and Records.**

Electronic documents will be retained as if they were paper documents. Therefore, any electronic files that fall into one of the document types on the above schedule will be maintained for the appropriate amount of time. If a user has sufficient reason to keep an e-mail message, the message should be printed in hard copy and kept in the appropriate file or moved to an “archive” computer file folder. Backup and recovery methods will be tested on a regular basis.

**2. Emergency Planning.**

The Organization’s records will be stored in a safe, secure, and accessible manner.  Documents and financial files that are essential to keeping the Organization operating in an emergency will be duplicated or backed up on regular basis and maintained off-site or in a cloud-based storage system.

**3. Document Destruction.**

The President is responsible for the ongoing process of identifying its records, which have met the required retention period, and overseeing their destruction. Destruction of financial and personnel-related documents will be accomplished by shredding.  Document destruction will be suspended immediately, upon any indication of an official investigation or when a lawsuit is filed or appears imminent. Destruction will be reinstated upon conclusion of the investigation.

## **2.3 Continuity Plan**

### 2.3.1 Access to Software, Data, Website, Etc.

All accounts related to the chapter and its software licenses, historical documents, intellectual, and usernames and passwords should be maintained at *enter cloud-based storage name/location*. A minimum of three people will have the account access information for every account for the purpose of a continuity plan.

If the account information is stored electronically either on local storage devices or in the cloud, the document should be password protected and encrypted (if applicable).

The board will determine the gatekeepers of all account and access information on an annual basis. The president or designee along with two additional appropriate individuals. One of the two additional individuals should be the appropriate end-user of any specified account (i.e. Quick Books – President and Treasurer plus one, Website – President and Web Administrator or Website Committee Chair plus one)

### 2.3.2 Historical Documents

All chapter intellectual property, documents, spreadsheets, and historical documents will be stored at *enter cloud-based storage location/name.* in a chapter account or other acceptable location approved by the board. The materials should be indexed and organized for easy access.

## **2.4 Enforcement**

Failure to follow policies shall be established and enforced by the Board of Directors. Any complaints, actions, or remedies against a member for failure to follow the policies shall allow for the offending member to state his case before the Board as to the reasons that may have caused the infraction. All proceedings in these matters shall remain confidential.

# **3. Organization**

## **3.1 The Board**

The *enter # of board members (i.e. Size - Six)* members of the Board of Directors shall consist of the Officers (President, Vice President, Secretary, Treasurer, and Immediate Past President) and *enter number of additional directors* Directors. The duties of the Officers and the Board are set forth in the [Company] bylaws.

## **3.2 Committees**

Standing Committees are as prescribed by the [Company] Bylaws.

## **3.3 Roles and Responsibilities**

### 3.3.1 President

Click to replace or edit content   
  
 1. Review previous years actual expenses and work with committee chairs and the incoming board to finalize budgets  
 a. Public Relations  
 b. Education  
 c. Seminars  
 d. Giveaways  
 e. Etc.  
 2. Schedule meetings to communicate goals with Board and committees as needed.  
 4. Direct Board & Chapter to meet those goals.  
 5. Ongoing oversight of committees and budgets.  
 6. Complete and return to ASHI the annual “Chapter Status Report”  
 7. Complete the “Annual/Bi-Annual Registration Documents” with the State of [Company Address] to retain the chapters not-for-profit corporation with the State of [Company Address].  
 8. Attend Real Estate Industry and Housing Industry Forum meetings. (Typically, meetings are every other month).  
 9. Attend Missouri Housing Industry Alliance (HIA) quarterly meetings in representing the Chapter and update membership, Frequency?  
 10. Attend the appropriate meetings regarding Legislation representing the chapter and update membership.  
 11. Coordinate with The Legislation Chair to hold the Annual Missouri Association of Home Inspectors (MAHI) meeting.  
 12. Schedule annual meeting in September, after elections.  
 13. Provide the Annual Report at the December Function  
 14. Opening Speaker at seminars or get an appropriate speaker.  
 15. Sets the tone, focus for Education Seminars  
 16. Approves of, communicates with V. P. regarding monthly meeting speakers.  
 17. Annual contract with Meeting place venue and seminars venue (this can be delegate to the secretary at the discretion of the president).  
 18. Communicate policy changes, once approved by appropriate means (website, meeting, electronic communication) to membership.  
 19. Arranges the Holiday Function.  
 20. Promotes [Company] to new groups (ex: Code officials, etc.)  
 21. President to appoint Nominating Committee on or before June 1st. Bylaws state the chair of the nominating committee is the immediate Past President.  
 22. Should be the expert on Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

### 3.3.2 President-Elect

Click to replace or edit content   
  
1. Fill Committee Chair positions  
 2. Formalize goals, vision for next year  
 3. Communicate to Web Master who the new Committee Chairpersons are and committee members for each committee by Dec 1st.  
 4. Request each new board member or committee chair to provide a digital photo for posting on the website, must have by Dec 1st.  
 5. Consider if there is a need to audit the financial records.  
 6. Should be the expert on Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

### 3.3.3 Vice-President

Click to replace or edit content  
  
1. Buy’s the President Gravel/Plaque for December meeting presentation.  
2. Coordinate Seminar Dates with the venue, the Board, and place on Web site.  
3. Replace President at any Function he or she cannot attend.  
4. Plan Peer Review and line up the house. May form a committee to assist or work with Education Committee.  
5. Gets the name tags for new officers.  
6. Arranges Main Meeting Speakers.  
7. Arranges, coordinates with Education Chair for Round Table Speakers.  
8. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

### 3.3.4 Secretary

Click to replace or edit content  
  
 1. Email monthly meeting notices, seminar notices, special event notices, and all other communications with the membership required over the course of the year.  
 2. Provide minutes from the previous meeting at every meeting (printing enough copies for every table not every member).  
 3. Email dues reminders are generated automatically by the website. If there is an issues with the website sending the automated messages the secretary should send notices via Constant Contact using the same email schedule.  
 July 1st – First renewal notice  
 August 1st - Second renewal notice (actual due date)  
 August 31st - - Third Notice (last day before late)  
 1 Week after due  
 2 Weeks after due  
 3 Weeks after due  
 2 Days before end of 30 day grace period  
 Last day to pay before change in status to not in good standing, purge the website of non-members.  
 4. In July, remind those interested to contact a Nominating Committee member for a desired office.  
 5. September annual meeting and elections; notify board/membership in advance of the upcoming election, must be a minimum of 30 days in advance.  
 6. Monthly emails for meeting;  
 a. A minimum of 14 days in advance of the meetings and no less than 10 days before meeting.  
 b. Follow up email on the Friday before.  
 c. Emails to include the Main Speaker-topic and Round Table speaker-topic. This information is provided by Education Chair & V.P.  
 7. Create sign-in sheets for monthly meetings (two for each meeting (round table & main speaker)), peer review, field trips, seminars (two – one for morning and one for afternoon sessions), and special trainings. Sign-in sheets retained by the Secretary for future reference. The sign-in sheets can be used for verification of chapter CEU verification if a member is audited by ASHI.   
 a. CEU’s are subject to approval by ASHI.  
 i. Monthly Meeting Main Speaker = 1  
 ii. Monthly Meeting Round Table Speaker = 1  
 iii. Peer Review = As approved by ASHI  
 iv. Seminar(s) = As approved by ASHI  
 v. Field Trips and Special Trainings = As approved by ASHI  
 8. Works with the President and Vice-President to file all required chapter compliance documentation with ASHI (i.e. chapter roster)  
 9. Take notes and publish minutes including but not limited to the following meetings in [Company] Google drive account. Notify the website admin the notes are available to publish on the website.:  
 a. Monthly meetings minute.  
 b. All Boards meetings minutes.  
 c. Annual meeting minutes.  
 d. All other meetings as requested by President.  
 10. Arrange for dinner with vendor (caterer or restaurant of choice) the Friday before monthly meeting.  
 11. Assist President in coordinating the Christmas party.  
 12. Work with Treasurer on new membership applications by confirming membership with ASHI and reporting.  
 13. Initiate status changes as driven by membership, communicate with Treasurer and Membership Chair.  
 14. Man, the tables at Seminars.  
 15. Retain records under the purview of the secretary per the record retention schedule in section 2.2.  
 16. Retain older chapter records for historical purposed.  
 17. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

#### Procedure:

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### 3.3.5 Treasurer

Click to replace or edit   
  
 1. Follows policies and procedures as specified in section 7 Fiscal policy and all of the subsections pertaining to dues, late fees, budgets, accounting, chapter assets, use of chapter funds, capital expense, and expense reimbursement.  
 2. Manage all aspects of payment options (credit card processing, on-line payment options)  
 3. Provide financial report at every meeting (printing enough copies for every table not every member).  
 4. Post year-end financial report to Google Drive account and notify webmaster they are available for publishing.  
 5. Works with the President and Vice-President to file all required chapter financial compliance documentation with ASHI. Late filing will jeopardize the D&O insurance provided by ASHI>  
 6. Writes all checks, must have an invoice, and must have a receipt to provide a check and completed expense form. Checks for 500.00 or more require to signatures.  
 7. Deposit monies on a timely basis.  
 8. Maintains a detailed deposit record.  
 9. Updates Bank/Checking Account Signature at handoff to incoming Treasurer.  
 10. Complete or arrange to complete the annual 990 Federal tax form and submit taxes annually.  
 11. Work with Secretary on new membership applications; ensure monies are received prior to status change.  
 12. Man, the registration tables at Seminars  
 13. Pays seminar expenses; food, speakers, facility when invoice is provided.  
 14. Pay other invoices per capital expenditure policy, must have invoice.  
 15. Pays annual/bi-annual Secretary of State fee, or the Annual/Bi-Annual non-profit registration free. Must be done on the Sec of State-Mo website and have the Chapter registration number.  
 16. Retain records under the purview of the treasurer per the record retention schedule in section 2.2.  
 17. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

#### Procedures

Click or tap here to enter text.

### 3.3.6 Board

Click to replace or edit (don’t forget to edit the Registered Agents Name)  
  
 1. Must approve any changes, improvements, enhancement to the Website prior to being completed.  
 2. Appoint a registered agent (enter register agents name until changed).  
 3. Approve the chapter street address location as desired.  
 4. Review and approve budget.  
 5. Hold annual meeting per Bylaws (4.4.A).  
 6. Hold Quarterly meetings per Bylaws (4.4.B)  
 7. Approve dues by membership category.  
 8. Approve non-member seminar fee.  
 9. Should all be very familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

## 3.3.7 Committee Chairs

Should be familiar with Chapter Bylaws and the Chapter Policies and Procedure pertaining to his or her respective committee, the Capital Expenditure Policy and how to use the admin area of the website when granted access to that area.

### 3.3.8 Legislative/Licensing Committee

The duties of this committee are set forth in Article VIII of the [Company] Bylaws.

### 3.3.9 Education Committee

The Education Committee shall provide educational activities for the monthly meeting. They shall provide a speaker for the Round Table when required and they shall arrange and provide two bi-annual or one annual seminar for the membership.

#### Education Committee Chair

Click to edit or replace   
  
 1. Establish/select the Education Committee members, with input from V.P.  
 2. Peer Review coordination with V. P. (V.P. has the lead here).  
 3. Seminar agenda and speaker coordination.  
 4. Submit appropriate forms to ASHI for CEU approval  
 5. Work to get CEU’s approved out of State  
 6. Posts past seminar agendas to Google Drive and notify webmaster it is available to publish.  
 7. Provide certificates to non-chapter participants within 4 weeks.  
 8. Works with V. P. on Education corner speakers and topics 9 (V.P. has lead here).   
 9. Budget annual expenses per Board Directives.  
 10. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

#### Procedure

Click or tap here to enter text.

### 3.3.9 Membership Committee

The membership committee shall be responsible for maintaining the records and current roster of members. They shall be responsible for annual and special billings for membership dues or special assessments. They shall report the status of the chapter's membership at the monthly meetings. They shall maintain current application forms for new members and advise the Board as to any activities it requires to maintain or enhance the membership in the Chapter. The qualifications for membership are set forth in Article II of the [Company] bylaws.

*Membership Committee Duties*

Click to edit or replace  
  
 1. Tracks status changes for membership and communicates with Secretary & Treasurer.  
 2. Updates membership at monthly meetings with statistics for:  
 a. Certified Inspectors  
 b. Inspectors  
 c. Associates  
 d. Affiliates  
 3. Follows up on new ASHI members, potential new chapter members and invites them to join, attend chapter meetings.  
 4. Reaches out to Applicants want to join the chapter, verifies the status with ASHI, and communicates with the secretary and treasurer so they can be approved.  
 5. Membership drives to acquires new Affiliate Members  
 5. Invites current Affiliates and vendors to Seminars.  
 6. Coordinates table reservations and setup of all vendors and affiliates at Seminars.  
 7. Tracks, drives, coordinate annual renewal for Affiliates by personal contact, needs to be more hands on and personal than regular membership.  
 8. Works with the Secretary and uses a separate sign in for visitors at meeting and then inputs their information into the website so they get future information, invitations. Purges the visitor list as needed.   
 9. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

#### Procedures

1. ASHI CE approval - Click or tap here to enter text.
2. Illinois CE Approval - Click or tap here to enter text.

### 3.3.10 Public Relations Committee

The public relations committee shall promote the Chapter to the general public. The public relations committee shall develop an Outreach Program.

1. Budget annual expenses per Board Directives.
2. Promote the chapter by managing social media, coordinating with the president PR and marketing plan.
3. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

### 3.3.11 Website and Technology Committee

The Website Committee shall develop and maintain the [Company] website and app if applicable as directed by the Board of Directors. The [Company] Chapter website and app shall be the primary marketing tool to provide information to the public, stakeholders, and members. Such information may include:  
 1. Material to promote the Chapter as a body in a positive fashion;  
 2. An up-to-date list of Certified Inspectors and Inspectors per bylaws Associates cannot be displayed on the website.  
 3. An up-to-date list of affiliated members in good standing;  
 4. Materials to educate the public related to the home inspection profession, residential construction, and home maintenance;  
 5. Materials related to the annual education seminar;  
 6. Members of the Board and Committee members;  
 7. Information for members such as upcoming calendar of events, rules and policies; resource links; ASHI library contents; meeting minutes; and information boards.

It shall be the duty of the Website Committee (“Committee”) Website Administrators to ensure this policy is adhered to and to work with a selected developer to ensure that the website remains unbiased, fresh, and accurate and that materials are posted on a timely basis. The Committee shall have the authority to direct the webmaster to modify and enhance the website to further the goals of the Chapter and as desired by the Board. The Committee shall have the discretion to have certain information password protected with the password made available only to members in good standing. As needed, the Committee may reserve or obtain additional URLs for use by the Chapter.

The Committee shall be the point of contact between the Chapter, administrator and developer. The administrator, developer and ISP shall be chosen by the Committee and approved by the Board. Any contract with a developer shall be signed by appropriate officers of the Chapter and shall not exceed one year in duration. The Board shall have the power to discontinue association with the developer and change the ISP at any time.

The Website Committee shall review all material for acceptability before having it posted on the website. The Committee, with Board oversight, shall determine the appropriateness of all material for posting. Unacceptable materials shall include profanity, vulgarity, sexually explicit items, things of an illegal or repulsive nature, political statements unrelated to ASHI, negative advertising, and advertising or promotion of an individual inspector or inspection firm. Member’s names may appear in newsworthy items. Articles written by members may bear the name of the author and their affiliation.

## 3.3.13 Bylaws Committee

The duties of this committee are set forth in Article VIII of the [Company] Bylaws.

### 3.3.14 Nominating Committee

The duties of this committee are set forth in Article VIII of the [Company] Bylaws. The composition of the committee will be a minimum of three voting members or as otherwise approved by the board.

## 3.3.15 General Membership

1. Become knowledgeable of the Bylaws and Chapter Policies which are posted on the website under “members only, articles, “Bylaws & Policies” section.
2. Dues are payable August 1st and you lose membership if dues not paid by October 1st or as otherwise determined by the board.
3. How to pay dues (specifically mail check to treasurer, bring to Aug. or Sept. meeting, or pay on the website).
4. You can pay your dues by mailing a check to the treasurer, at a meeting, or by going to the website; log in to *enter website URL*, members only section.

## **3.4 Members**

### 3.4.1 ASHI Certified, ASHI, Inspectors, and ASHI Associate

Shall be listed on the St. Louis ASHI Website and App Member Lists (ACI’s and Inspectors)

Member benefits shall include:  
 • Educational Opportunities  
 • Monthly Educational Speakers (2 CE’s)  
 • Bi-Annual Seminars (free to chapter members – 8 CE’s ea.)  
 • Annual Peer Review Training Event (5 CE’s)  
 • Plus, other educational opportunities with ASHI approved CE’s  
 • The online Membership List is the go to list for real estate agents & clients in the St. Region  
 • Monthly Meetings  
 • Chapter Participation  
 • Chapter Discussion Boards  
 • Chapter Leadership Opportunities  
 • Chapter PR Opportunities  
 • State Legislative Voice  
 • Parallel Inspection Opportunities  
 • Chapter support network - Chapter members have a wealth of experience and knowledge when you have a question or need assistance.

### 3.4.2 Affiliate Members

All applications to become a member of the [Company] Chapter as an affiliate member shall require the approval by a vote of the Board of Directors of the [Company].

Website Affiliate Terms & Conditions Statement:

We understand that as an Affiliate, we do not expect the same benefits of membership nor hold the same rights of membership of [Company] Members. Affiliates cannot vote or hold office and cannot use the formal [Company] logo in any manner.

* We understand that Affiliate membership is granted to organizations that meet the Affiliate membership criteria and does not imply endorsement of [Company].
* We understand that as an Affiliate, we are permitted to identify our Affiliate membership on stationery, business cards, curriculum vitae, web site, email, or other promotional materials. Further, an official Affiliate logo will be provided for use at your request.
* We understand that the Affiliate logo and statement of Affiliate member status with [Company] shall not be used in any way as to imply endorsement of the firm, organization or individual who has been granted Affiliate status.
* We understand that the [Company] Affiliate logo may not be placed on any certificates produced by a training school or academy which may be provided to a student or graduate as this may imply that the student is an “[Company] Affiliate.” Care should be taken to ensure the integrity of the [Company] Affiliate logo and to avoid any presentation which may mislead others as to who is a true Affiliate.
* We understand that as an Affiliate, we will benefit from access to [Company]’s educational programs and materials, along with other programs and services as approved and offered by St. [Company].
* We understand that Affiliate membership status was created for firms, organizations, and individuals providing products and/or services to home inspectors and the home inspection profession.
* We understand that [Company] reserves the right at [Company]’s sole discretion to terminate and revoke an Affiliate Membership for any reason at any time.
* We understand that [Company] reserves the right at [Company]’s sole discretion to not renew an Affiliate Membership for any reason.
* We have read, fully agree to, and understand all statements and terms and conditions. In addition, we hereby release [Company], its officers, directors, and employees from any and all liability, losses, and causes of action in connection with or arising from Affiliate Membership status.

# **4. Public Relations / Marketing**

The purpose of all public relations activities to promote ASHI, the Chapter as a body in a positive fashion, to promote use of its members generically, and to direct those seeking a home inspector to the Chapter website and/or app to find an ASHI Certified Inspector or Inspector.

## **4.1 PR Activity and Events**

Chapter member attendees of all Chapter sponsored functions, meetings, and events (hereinafter “Chapter Public Relations” event or “CPR”) are required to promote and represent the [Company] and its members whenever attendance is financed by the Chapter, the Chapter is invited to send a representative, or the attendance purpose is considered Chapter business. Attendees of CPR shall at all times be identified as a Chapter attendee by one or more of the following: wearing a Chapter or ASHI garment where the logo is clearly visible or wearing ASHI or Chapter name tags. Some examples of CPR activities are included below (this list is not all inclusive):

Realtor Association Meetings

Real Estate Office Presentations

Real Estate Industry Meetings

Housing Industry Meetings

Homebuyer Seminars

State Association Meetings

Legislation Related Meetings

Golf Outings

Media Events

Home Shows

At least one Board member or a Board designated representative shall be present for all presentations to real estate offices, such as Tuesday morning Realtor meetings. The real estate office presentations shall include certified inspectors only unless set-up by an inspector or associate.

Members attending sponsored events and financial support provided by the Chapter shall have prior approval of the Board.

Provided the promotion of the Chapter is given priority, this Policy does not prohibit the solicited distribution of personal business cards at a CPR. Distribution, giving away, or raffling of items other than business cards, whether or not bearing individual company names or logos during the CPR, shall be considered inappropriate behavior. Discussion or suggestion during a CPR to gain personal business or a business advantage, or to direct business to a specific home inspection company shall be considered inappropriate behavior. Chapter representatives at a CPR are not prohibited from disclosing that services and reporting may vary amongst inspectors.

## **4.2 Chapter Spokesperson(s)**

[Company] strives to advance its mission by communicating openly and honestly using consistent messages with its constituents, including the media. It is important for all [Company] and board members to reinforce these messages by referring all calls from any media source to the designates chapter spokesperson.

To ensure the quality and consistency of information disseminated to media sources, the following policy shall be enforced:

* All media inquiries are to be handled by the chapter president unless the requests pertain to ASHI and then inquiries should be directed to ASHI HQ, regardless of who the media representative is, whom he or she represents, or how innocuous the request might have been. The president may designate an alternate chapter spokesperson if he or she chooses,
* All press releases or other promotional materials are to be approved by the president or his or her designee prior to dissemination.

The designated as a Chapter Spokesperson and represent the policies of the chapter to the public. The Spokesperson must be familiar with ASHI POLICY as well as [Company] Policy.

A professional appearance is required by all spokespersons. No marketing of the spokespersons business is allowed except that they may distribute their business cards upon request. All other materials distributed will be [Company] approved.

The president may elect to designate a spokesperson to events based on their background knowledge, availability as to their schedule, and on a rotating basis.

## **4.3 Media**

All materials in print shall bear the [Company] Logo and the ASHI Logo. The use of ASHI Logos are as prescribed by ASHI National policies. Members contributing to the printed material may have their names displayed, but the Chapter will bear the overall responsibility for its accuracy, authorship, and ownership.

## **4.4 Logo Policy (Chapter Logos)**

### 4.4.1 Chapter / ASHI Members

1. Members’ dues must be paid in full and current for each calendar year of their membership.
2. Members shall use official [Company] Member Logo that [Company] only provides.
3. Members must describe themselves as a "Member of the [Company]" only in relation to the use of the member logo on their web sites, literature, and business cards.
4. The [Company] board of directors can revoke the use of [Company] Logo for any cause at any time. If logo use is revoked for any reason, the member shall delete [Company] Member logo from all literature, handouts, business cards, or web sites immediately.

### 4.4.2 Chapter / Non-ASHI Members

Per ASHI Bylaws. All members of the [Company] chapter must be a member of ASHI. Only members of both ASHI and the [Company] chapter are permitted to use ASHI and chapter intellectual property, be publicly listed in digital formats (website, app, print) and use the chapter logos per the chapter logo use policy. The use of ASHI Logos is per ASHI policy.

### 4.4.3 Chapter Affiliate Members

1. Affiliates dues must be paid in full and current for each calendar year of their membership.
2. Affiliates shall use official [Company] Affiliate Logo that [Company] only provides.
3. Affiliate must describe themselves as an “Affiliate Member of the [Company] Chapter of ASHI” only on their web sites or business cards.
4. The [Company] logo can be used only to represent the company of the requesting affiliate; not individual company employees.
5. The [Company] board of directors can revoke the use of [Company] Logo for cause at any time. If logo use is revoked for any reason, the affiliate shall delete the [Company] logo from all literature, handouts, business cards, or web sites immediately.

## **4.5 Chapter PR and Media Violations**

Any board member(s) may recommend an investigation when a perceived violation of this Policy is brought to its attention. After the investigation is completed, a special Board meeting will be called by the President or Vice President with the subject member not in attendance. The majority Board decision on the matter will be communicated in writing to the subject member directly after rendering its decision. The subject member will have a period of 5 business days as stated in the written communication from the Board to respond to the decision of the Board. The Board retains the right to modify or reverse its decision at any time by majority agreement of the Board. The violation and decision will be communicated to the membership at the next monthly meeting.

# **5. Insurance and Legal Counsel**

## **5.1 Liability**

The Board will maintain an Event/ Liability Policy in an appropriate and approved amount covering the activities of the chapter and the members during Chapter activities.

## **5.2 Insurance**

At the discretion of the Board, the chapter may maintain a Director’s and Officer’s insurance policy. D&O insurance is provided by ASHI provided chapter compliance is submitted by the deadline established by ASHI.

## **5.3 Legal Counsel**

The board may from time to time need legal counsel to review documents or give guidance of a legal nature. It shall have the authority to engage legal counsel on behalf of the Chapter as it sees fit to ensure the safe and legal operation of the Chapter’s business.

# **6. Technology, Website, & Digital Brand**

## **6.1 Website**

### 6.1.1 Purpose

Web site content should be chosen to provide support and services to [Company] members and affiliates. It should develop public awareness of [Company] in a manner consistent with the ASHI

mission.

### 6.1.2 Operation

The board shall appoint members to be the Web Administrator (typically website committee chair) and Alternate Web Administrator, who shall be responsible for the maintenance and operation of the chapter’s web site with direction and assistance from the appropriate committees or workgroups as approved by the Board. Website Administrators (also known as webmaster) will work closely with the website developer. The maintenance and operation responsibilities include hosting, updating/modifying, emails address forwarding setup, and requesting operational funding.

The Web Administer and Alternate Web Administrator shall be responsible for maintaining an up to date back up for the entire site at all times with a cloud-based storage provider. A membership directory shall be maintained in an up to date manner. Listing on the Website is free of charge as a member benefit. The membership information on the list shall not be offered for sale.

Click here to edit or replace content  
  
Annual maintenance includes but is not limited to the following schedule of tasks.  
  
 1. Jan. 1st - Change Officer Matrix & Committee appointments including photos on website.  
 2. Jan. 1st - Change email forwarding to the above individuals.  
 3. Jan. 1st – Change the mail to address for payments by mail. All payments by mail go to the Treasurer's address.  
 4. Assign new Board Members and appropriate committee chairs admin usernames and passwords. Provide instruction to incoming officers and committee chairs on the use of the website backend.  
 5. Update the calendar of events as needed including the actual event details.  
 6. Update the seminar CE system for each event as needed in the website-based system  
 7. Update Office matrix after December function for the next year.  
 8. Remove and delete admin privileges for past Board Members and Committee chairs as appropriate, advises the individual and the board.  
 9. Should be familiar with Chapter Bylaws and the Capital Expenditure Policy (at password-protected portion of website; Articles; BYLAWS & POLICIES section) and the Chapter Procedure Manual when it gets posted.

### 6.1.3 Links

**Inspectors and Certified Inspectors** - Links to individual member company web sites may be listed on the [Company] web site in a member’s profile or as determined by the Board. Member Links are subject to approval by the Web Administrator.

**Associates** – Per chapter bylaws, Associates are not listed on the digital media (website and app) or printed list unless the chapter membership amends the bylaws by the means specified in the bylaws.

**Affiliate Members** - Links to individual affiliate member company web sites may be listed on the [Company] web site in a member’s profile or as determined by the Board. Member Links are subject to approval by the Web Administrator.

**Advertising** – Any advertising is at the discretion and approval of the board.

1. Any advertising must meet the guidelines of National ASHI policies and procedures manual, and the policies approved by [Company] board of directors.

2. They should be formatted to have a different appearance than the editorial pages and displayed on a page specifically for and labeled as an advertising section.

3. Endorsement disclaimers shall be at the head and foot of every advertising page.

4. All linked pages must be in good taste.

### 6.1.4 Maintaining the Website

Procedures for day to day operation of the website and maintenance shall be included in the website support knowledgebase in the admin area of the website backend or as specified in this section of the P&P.

#### Procedure:

Enter procedures for day to day operations and maintaining the website here.

## **6.2 App**

### 6.2.1 Purpose

The [Company] chapter app content should be chosen to provide support and services to real estate professionals and the public (home buyers and sellers). It should develop public awareness of [COMPANY] in a manner consistent with the ASHI mission and promote the use of [Company] members.

### 6.2.2 Operation

The operation of the app will be managed by the website committee.

# **7. Fiscal Policy**

Notwithstanding Chapter direction to the contrary, the Board of Directors shall approve all Chapter expenditures except routine expenses specifically authorized for payment by the Treasurer capital expense policy.

Signatories on the chapter account shall include the Treasurer, President, and Vice-President. Chapter credit cardholders shall be the Treasurer and President.

## **7.1 Annual Dues Policy**

The annual dues shall be set by the Board each year. The fee structure of dues and any special assessments (e.g. Website advertising) shall be determined by the board. Members shall receive one-month advance notification of any changes or assessments. The dues must be paid in full by enter date hereof each calendar year. Any unpaid dues on enter date here will initiate the members change of state to not in good standing and as such will be removed from all digital and print marketing materials and elimination of all [Company] chapter benefits.

## **7.2 Late fees Policy**

Any late fees shall be set by the Board. Members shall receive one-month advance notification of any changes in the fee structure. New member dues are also determined by the board and maybe prorated based on the time of the year the new member joins.

Late Fees: enter amount of late fees if applicable or late fee structure

## **7.3 Budgets**

Enter the budgeting process if there is a budgeting policy.

## **7.4 Accounting**

The [Company] uses QuickBooks online. The treasurer is responsible for entering all transactions, details, and pertinent information along with maintaining QuickBooks.

#### Procedure:

### 7.4.2 Accounting Firm

The [Company] at the election of the board may choose to hire a bookkeeper, or accounting firm to assisting in maintaining QuickBooks. The board may also elect to hire an accounting firm for an audit.

### 7.4.3 Bookkeeper

Enter bookkeeper policy if one exists

## **7.5 Chapter Assets**

7.5.1 Safekeeping   
The Board shall appoint responsible members to take charge, care, and storage of the Chapters Assets including equipment, banners, coolers, etc. These persons shall be known as the Wardens. The Board shall also appoint the Librarian and an assistant if applicable. The Librarian shall be responsible for the safekeeping of the chapter's technical and reference manuals. The Secretary, as defined in the bylaws, shall preserve all papers letters, and transactions of the chapter and shall have custody of the chapter seal (if any). These positions shall serve at the pleasure of the Board. The Wardens will be reimbursed for any cost for space rental for the chapter’s assets.

## 7.5.2 Use of Chapter Funds

Chapter funds may only be used for chapter related operations and expenses and board approved expenditures that will promote or further the home inspector industry and promotion of the chapter and ASHI ACI’s and Inspectors.

## 7.5.3 Capital Expense Policy

The Treasurer shall pay costs to carry out Board approved

* programs for education, marketing, public relations, website development, and legislative purposes
* committee expenses
* legal and accounting services
* COR, MAHI, and ASHI meetings – reasonable travel and related expenses incurred.

The Treasurer has the authority without further Board approval to pay for these routine reasonable and customary costs associated with ongoing Chapter operations:

* Monthly meeting and meal expenses
* Realtor association memberships
* Miscellaneous office expenses including printing, copies, and postage
* Website maintenance
* ASHI leadership training for Board approved attendees
* Functions under $300
* All reimbursements required a signed and approved reimbursement form.
* If a signatory is submitting an expense reimbursement form the payment to the signatory must be approved by another officer and payment must be countersigned or sign by another authorized signatory.

All expenditures over $300 others than those listed above require board approval. All expenditures over $500.00 require two signatures. No signatory can sign a check to approve reimbursement and sign a check to himself or a member of his or her family.

## 7.5.4 Expense Reimbursement

Reimbursements must be submitted within 30 days of the expense for reimbursement to the treasurer. All expense reimbursements must use the chapter reimbursement form and be signed by the individual requesting reimbursement. Receipts must accompany the form. The officer authorizing the reimbursement can not be the recipient of the reimbursement.

# **8. Chapter Representation and Travel**

## **8.1 ASHI National Representation**

The Chapter President shall represent the chapter at ASHI National functions including, but not limited to the ASHI yearly conference. If the Chapter President is unable to perform that duty, the Vice President shall be the designated Chapter Representative. If neither the Chapter President nor the Chapter Vice President is able to fulfill this duty, a Chapter Representative will be approved and appointed by a majority vote of the Officers and Board of Directors. Duly appointed members of the Council of Representatives shall represent the chapter at all official COR functions. If a COR member is unable to attend, the decision as to if a substitute representative is warranted and whom that substitute shall be will be decided by the Board of Directors. Members of the chapter shall be selected by the Officers and Board of Directors to attend special functions such as the Chapter Leadership Conference.

## **8.2 Official Chapter Representative Travel Reimbursement**

Reimbursement of travel expenses for those designated as the Chapter Representatives, COR members and members have chosen to attend special functions shall be as follows:

**Attendance/Registration Fees:** Registration for the official event will be reimbursed. However, fees associated with separate courses or functions are the responsibility of the representative and shall not be reimbursed.

**Travel:** Round trip airfare/, bus fare, train fare or a mileage reimbursement equal to the current mileage allowance recognized by the Federal Government.

**NOTE:** Airfare covers travel costs traveling "coach class" only and will not include such fees associated with extended leg room, pillows, blankets, earphones, alcoholic beverages, WiFi or any fees related to entertainment.

**Lodging:** Hotel accommodations will be covered for those nights required to attend the function. Reasonable leeway shall be used in determining the actual number of nights needed based on flight times and function start times when available people should share rooms.

**Food:** A maximum per diem will be allowed for meals while traveling and throughout the duration of the event at the following schedule:

Breakfast: $15.00

Lunch: $20.00

Dinner: $40.00

An itemized list, including all receipts, must accompany the reimbursement request from the representative(s) to qualify for reimbursement. A reimbursement form will be made available for submission after the event. Deadline for submission for travel reimbursement shall be 30 days

from the end of the function.

# **9. Chapter Library**

## **9.1 Library**

The [Company] library has a repository of educational and informational material for the current members of [Company]. Its contents are available to all members by a check-out system. The library contains the following …

# **10. Clarification of policy**

**10.1 Interpretation**

Policy - Clarification of any policy not stated in detail in this manual may be referred to the [Company] bylaws or National ASHI's Policy & Procedures Manual.