

MINUTES
Charlottesville Area Association of REALTORS®
Operations Committee
Mon., May 11, 2026
Zoom

Attendance

Present: Mike Gaffney (Chair), Hal Johnson (Vice Chair), Ashleigh Abrams, Anne Burroughs, Pam Dent, Emily Dooley, Tele Jenifer, Jason Kirby, Heather Lavelle, Georgia Lindsey (Treasurer & Board Liaison), Pat Sury. Guest: Kevin Wilberger.
Staff: Ian Desuatel, Ali DiGuardo, Abby Tammen.

Call to Order & Antitrust Statement

Chair Gaffney called the meeting to order at 11:02 a.m. and Vice Chair Johnson reviewed the CAAR Antitrust Statement.

Minutes

Minutes from the March 9, 2026 meeting were accepted as presented.

Treasurer's Report

March 2026 Financials

A **MOTION** was **MADE, SECONDED**, and **UNANIMOUSLY APPROVED** to accept the March 2026 financial report as presented.

2025 Audit Update

An extension has been filed. The final report will be reviewed at the May Board of Directors meeting.

Old Business

Pat Jensen Leadership Academy

One application was received; therefore, the 2026-2027 class has been rescheduled to 2027-2028. The committee recommended: 1. During the next Broker Forum, ask Brokers why they didn't encourage members to apply; 2. Change the application window to late Spring; 3. Evaluate the marketing campaign.

New Business

Billing Procedures Review

A **MOTION** was **MADE, SECONDED**, and **UNANIMOUSLY APPROVED** to update the billing and collections policy as outlined.

Day	Action
1	MLS & Key fees billed to subscribers
21	1st Payment Deadline
22	Service suspended; \$25 Late Fee applied, per service
28	2nd Payment Deadline
29	Immediate service deactivation; active listings transferred to Broker or withdrawn
30	Reactivating service requires Reinstatement Fee of \$50

A **MOTION** was **MADE, SECONDED**, and **UNANIMOUSLY APPROVED** to allow the proration of key service fees when a member joins the service.

A **MOTION** was **MADE, SECONDED**, and **UNANIMOUSLY APPROVED** to bill subscribers for all MLS log-ins required to conduct business in the manner in which they choose.

Lockbox Inventory Option

A **MOTION** was **MADE, SECONDED**, and **APPROVED** (Aye 9; Nay 1) to buy back lockboxes from the broker with the largest supply of unused/unassigned lockboxes at the cost of \$60/lockbox. If that broker is unable to provide all 300 boxes, Staff will open up the purchase from subscribers who have at least 10 unassigned lockboxes to achieve the total purchase.

Adjourn

Chair Gaffney adjourned the meeting at 12:06 p.m.

Respectfully submitted, Abby Tammen, Staff Liaison