



**COUNCIL OF REAL ESTATE
BROKERAGE MANAGERS**

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COUNCIL OF REAL ESTATE BROKERAGE MANAGERS of the NATIONAL ASSOCIATION OF REALTORS®
430 N. Michigan Avenue ♦ Chicago, Illinois 60611-4092
Phone: 800.621.8738 ♦ Fax: 312.329.8882 ♦ Email: info@CRB.com ♦ www.CRB.com

Rules and Regulations
Governing the Application, Awarding and Use of the
Certified Real Estate Brokerage Manager (CRB) Designation

Effective January 1, 2010

The CRB Designation

The professional designation as provided for in the CRB Rules, Regulations and Requirements of the COUNCIL OF REAL ESTATE BROKERAGE MANAGERS of the NATIONAL ASSOCIATION OF REALTORS® (hereinafter referred to as "Council") shall be the Certified Real Estate Brokerage Manager (hereinafter referred to as CRB). A member of the NATIONAL ASSOCIATION OF REALTORS® may be awarded the CRB designation upon successful completion of certain education and experience requirements as set forth in this document.

Authority

The proposed regulations were approved in principle by the Advisory Council at a meeting in Chicago, Illinois, May 2, 1968. They were subsequently adopted by the Executive Committee and the Board of Directors of the Institute on September 25, 1968 by written vote, and amended as authorized by the Council of Real Estate Brokerage Managers Governing Council, known then as the Board of Governors and the REALTORS® National Marketing Institute's Board of Directors.

1.0 Rules for Admission to Membership

1.1 Application

The applicant must make application for admission to membership on an official form furnished by the Council and meet the following requirements:

- 1.1.1 Application must be accompanied or followed by all required documentation.
- 1.1.2 Submit a non-refundable application fee, with the fee to be returned in full if the application is not approved.
- 1.1.3 Hold membership in the Council of Real Estate Brokerage Managers as a Candidate in the CRB Designation Program, establishing the applicant as a member in good standing.

1.2 Membership with NATIONAL ASSOCIATION OF REALTORS®

The applicant must hold and maintain membership in the NATIONAL ASSOCIATION OF REALTORS® as a REALTOR® or REALTOR-ASSOCIATE®.

1.3 Management Experience

Successful candidate must obtain a minimum of one year of management experience (as outlined in Section 2.1) prior to Designation and submit a management resume (as outlined in Section 2.1).

1.4 Pledge

The Candidate, when applying for Designation, shall sign a pledge certifying that he/she understands that as a Candidate, he/she is not a designated member of the Council, and is not authorized to use the CRB Designation name, initials, or emblems in soliciting business, or as part of the qualifications that he/she lists in advertising brochures, contracts or other documents (electronic or print), and that he/she understands that such misuse of applicant status will be cause for summary termination of

application for Designation and membership in the Council. This pledge will also include acknowledgement of all rules, regulations, and requirements related to the CRB Designation Program.

2.0 Rules for CRB Designation Program Candidates

2.1 Management Experience

In order to be eligible for the awarding of the CRB designation, Candidates must have been directly responsible for the management of a real estate business as an active principal in a brokerage management capacity, or in a real estate related management position for a minimum of one (1) year. The one year may be acquired while enrolled as a Candidate in the CRB Designation Program. Management experience is defined as having functioned in one or more of the following areas:

- Owner/broker
- Supervisor of one or more individuals (including assistants) as:
 - General manager
 - Sales manager
 - Branch office manager
 - Office manager
 - Training and/or personnel manager
 - Financial manager
 - Promotion, Advertising, or Public Relations manager
 - Administrative manager
 - Franchise manager
 - Regional manager
- Other real estate brokerage management functions, including but not limited to:
 - managing a corporate relocation system within a real estate brokerage
 - managing a construction and/or development division of new homes within a real estate brokerage
 - managing a technology function or department within a real estate brokerage
 - managing a trade-in department within a real estate brokerage
 - real estate related management or administrative management activities
- Sales associate supervising day-to-day activities of one or more personal assistants
- Sales associate overseeing a single sales associate or team of sales associates.

2.2 Management Resume

To demonstrate the one-year requirement as outlined in Section 2.1 and to receive automatic credits at the time of application for management experience beyond the one-year minimum, (as outlined in Section 3.0), an applicant must submit a management resume. A management resume should be on company letterhead and include the signature of the current Principal Broker, a list of all management position(s)/ title(s) held (indicate ownership / partnership), number of years spent in position(s), and employment dates in position(s) from month/year to month/year.

2.3 Press Release

The Candidate may submit for publication, a Council issued press release to proclaim official acceptance as a Candidate in the CRB Designation Program. The Council will issue the Council authorized press release within thirty (30) days of acceptance as a Candidate upon request. The Candidate may submit the Council issued press release to local and/or national publications. The press release may be submitted for one time publication and must be submitted within ninety (90) days of acceptance as a Candidate.

2.4 Required Membership and Fees

The Candidate shall pay annual dues to the Council of Real Estate Brokerage Managers. The Candidate must also obtain and maintain membership in the NATIONAL ASSOCIATION OF REALTORS® prior to Designation and throughout his/her Designee membership in the Council (see section 1.2).

2.5 Examination Grading Fee

An examination-grading fee, recommended by the Council, shall be charged for each examination, when the examination is taken any time other than as part of a regular live or on-line course for the first time, or is repeated because of failure.

2.6 Program Completion Timeframe

The Candidate must successfully complete all existing CRB Designation Program requirements within four (4) years of application. A Candidate may extend their Program deadline **one time only** for a maximum of two (2) years by submitting the appropriate form and fee. If a Candidate does not complete all requirements by the deadline, any or all of the following will occur:

- 2.6.1 Membership will be transferred to Regular/General Member category.
- 2.6.2 **A non-refundable application fee will be required** to re-enter the CRB Designation Program.
- 2.6.3 **All automatic and earned credits on record will be** forfeited and Candidate will be subject to CRB Designation Program Requirements at the time of re-application. This includes any incomplete On-line Courses. Candidates will be unable to finalize the test for grading purposes unless a renewal fee is paid.

2.7 Credit Requirement

To be eligible for the awarding of the CRB Designation, the Candidate must successfully complete the CRB Designation Program Requirements as outlined by the Member Services Committee and:

- 2.7.1 Effective 3/7/1995 but prior to 08/01/2001, Candidates enrolled in Traditional or Accelerated Track of the CRB Designation Program are required to successfully complete eighteen (18) credits consisting of a combination of approved course instruction and management experience (as outlined in Section 2.1).
- 2.7.2 Effective 7/6/1999 but prior to 08/01/2001, Candidates enrolled in the CRB Designation Program are required to successfully complete at least one (1) credit-earning Council professional development offering.
- 2.7.3 Effective 08/01/2001, new Candidates enrolling in the CRB Designation Program are required to successfully complete twelve (12) credits through a combination of qualified real estate management experience (as outlined in Section 2.1), approved NAR Affiliate Designations, formal education and training, approved elective credits and Council credit-earning Education Programs (as outlined in Section 3.0).
- 2.7.4 Effective 1/1/2007 but prior to 11/13/2007, new candidates may earn one (1) credit for 3+ years of non-real estate management experience.

2.8 Expired Credits

- 2.8.1 Candidates enrolled in the CRB Designation Program prior to 12/31/1995 will receive full equivalency credit towards the Designation for CRB 300 Series courses as long as they successfully complete their remaining requirements within the allotted timeframe.
- 2.8.2 Candidates enrolled in the CRB Designation Program prior to 12/31/2000 will receive full equivalency credit towards the Designation for 400 Management Series courses as long as they successfully complete their remaining requirements within the allotted timeframe.
- 2.8.3 Candidates enrolled in the CRB Designation Program prior to 12/31/2007 will receive full equivalency credit towards the Designation for 500 Management Series courses, EXCELebration, the Leaders in Excellence series, and the Leadership Development Retreat as long as they successfully complete their remaining requirements within the appropriate timeframe.
- 2.8.4 Candidates enrolled in the CRB Designation Program prior to 1/1/2007 will receive three (3) credits for CRS designation held at the time of application or earned within designated time frame for completing the CRB Designation Program.
- 2.8.5 Candidates enrolled in the CRB Designation Program prior to 12/31/2011 will receive full equivalency credit towards the Designation for *600 Management Series courses as long as they successfully complete their remaining requirements within the appropriate timeframe. (*This does not apply to "Financial Planning & Management" and "Managing & Leading Teams" which remain the only active 600 Series courses.)

2.9 Previous Candidate Programs

- 2.9.1 Candidates enrolled in the CRB Designation Program prior to 8/01/2001 will continue to be subject to the rules and regulations pertaining to their Candidacy at the time of their enrollment. However, Candidates may transfer to the new Program effective 8/01/2001 with no loss of credit from expired courses (CRB Series 300 and Series 400). A fee will not apply if transfer into the new 12-credit program is made on or prior to 4/30/2002.

3.0 CRB Designation Program Credits

3.1 A Candidate may earn a maximum of four (4) credits at the time of application for management experience (as outlined in Section 2.1).

- 3.1.1 1 or 4 credits for management experience as follows (only ONE level of experience may be selected):
- 3.1.1.1 1-5 Consecutive years of related management experience (1 credit)
 - 3.1.1.2 6+ consecutive years of related management experience (4 credits)

3.2 A Candidate must earn two (2) credits from the Earned Credit Requirements. These may be earned from higher education, and/or approved NATIONAL ASSOCIATION OF REALTORS® Affiliate Designations, and/or from approved courses from select providers, and/or from 10 years or more of management experience.

- 3.2.1 2 credits for 10+ years of management experience.
- 3.2.2 2 credits for CRB Courses in addition to required amount outlined in Section 3.3
- 3.2.3 1 elective credit for Council approved education programs and provided Candidate submits the required documentation of completion. Two (2) credit maximum.
- 3.2.4 1 credit for the following active NAR Affiliate Designations: ABR, ABRM, ALC, ARM, CCIM, CIPS, CPM, CRE, CRS, PMN, SIOR, SRES One (1) credit for one designation, two (2) credits for two or more designations (two (2) credit maxim).
- 3.2.5 1 credit for a Bachelor's, Master's, or Ph.D. degree in any major (includes multiple degrees).

3.3 A Candidate is required to earn 6 or 9 credits through the successful completion of credit-earning Council Management Education Programs. Candidates with 1-5 years of management experience at the time of application are required to earn 9 credits through Council Management Education Programs. Candidates with 6 or more years of management experience at the time of application are required to earn 6 credits through Council Management Education Programs.

4.0 Rules Governing Termination and Reinstatement of Candidate Membership

4.1 Resignation, Termination or Suspension

The membership of any individual in good standing may be terminated by his/her written resignation to the Council, or by action of the Member Services Committee or the Council as provided herein:

- 4.1.1 For failure to pay Council membership dues or other indebtedness to the Council.
- 4.1.2 For violation of the Council's bylaws and/or the Council's CRB Designation Program Rules, Regulations and Requirements.
- 4.1.3 For misuse of membership status as a means of soliciting business.
- 4.1.4 For misrepresentation, either intentional or otherwise, of experience or other qualifications noted on the application for Designation.

4.2 Reinstatement of Candidate Membership

An individual, whose membership has been terminated for any reason other than one of disciplinary

character, may be reinstated as a member in good standing provided that such individual has filed formal application for reinstatement and remedied any indebtedness to the Council.

4.3 Restoration of Credits

Credits toward the CRB Designation rendered invalid by termination of membership shall not automatically be restored by reinstatement of membership status, but shall be reviewed by the Member Services Department, with power to restore or decline to restore all or part of such credits.

5.0 Rules for the CRB Designation

5.1 Requirements

Prior to being eligible for the awarding of the Designation, the Candidate must have successfully completed all specified CRB Designation Program Requirements.

5.2 Required Membership Fees

At the time of awarding of the CRB Designation and thereafter, the Designee must maintain:

- 5.2.1 Annual CRB Designee membership in the Council in his/her own name.
- 5.2.2 Annual REALTOR® or REALTOR-ASSOCIATE® membership in the NATIONAL ASSOCIATION OF REALTORS®.

5.3 Awarding of the Designation

The professional designation, Certified Real Estate Brokerage Manager (CRB), shall be awarded upon the successful completion of all requirements for review and verification by the Member Services Department.

The Council of Real Estate Brokerage Managers will send the member a written notice confirming the awarding of the CRB Designation and authorizing use of the CRB initials and indicia.

5.4 Designation Re-certification

In order to maintain the CRB status, the designee member shall comply with such re-certification requirements as may be established from time to time.

6.0 Rules Governing Forfeiture and Reinstatement of Designation

6.1 CRB Designee Resignation

The Council, subject to the payment of all outstanding dues and obligations of the resigning member shall accept all resignations of designated members. Upon resignation, the individual is not permitted to use the CRB Designation in any matter or respect.

6.2 Forfeiture of Designation

The Council may discipline a member after a hearing held pursuant to the procedures contained in the document entitled "Council Disciplinary Procedures" furnished by the Council if it is found by clear and convincing evidence that the member has:

- 6.2.1 refused or neglected to give effect to any decision of the Council or
- 6.2.2 infringed on the Council Bylaws, policies or any of the CRB Rules, Regulations and Requirements, or
- 6.2.3 been declared by a court of competent jurisdiction to have committed any fraud or felony or is found by any competent authority of the jurisdiction in which they practice to have violated a provision of the real estate law of that jurisdiction or a regulation of the real estate commission or equivalent body, or
- 6.2.4 failed to keep his/her knowledge and practice current so as to render advice to clients based on outmoded or incorrect data or methods, or
- 6.2.5 been declared by a court of competent jurisdiction to be mentally incompetent, or
- 6.2.6 refused to cooperate in a proceeding conducted by the Council to enforce Bylaws and CRB Rules, Regulations and Requirements of the Council.

- 6.3 After a hearing at which a member is found to have been in violation of any subsection of section 6.2 of the CRB Requirements, the member shall be subject to any of the following sanctions as determined by the Council's Board of Directors:
- 6.3.1 termination of designation, candidacy and/or membership, or
 - 6.3.2 suspension of designation, candidacy, and/or membership for a stated period of time not to exceed one year, or
 - 6.3.3 required repetition of designation requirements identified by the Member Services Committee, or
 - 6.3.4 letter of reprimand or censure to be placed in the members membership file, or
 - 6.3.5 a fine in an amount not to exceed \$500, or
 - 6.3.6 probation for a stated period of time not to exceed one year.
- 6.4 **Forfeiture Required**
If the conviction of a member who has been suspended or terminated as a result of said conviction reversed by a higher court, such member may request reinstatement of designation status, and such request shall be referred to the Board of Directors. After investigation of all related circumstances, the Council may, by a majority vote of members present at a quorum meeting, recommend reinstatement of said designation.
- 6.5 **Return of Evidences of Designation**
Any designated member, who resigns, is suspended, or forfeits his/her designation shall immediately return his/her certificate, emblems, and any other marks of identity as a designated member of the Council. Failure to return these evidences upon demand may cause the Council to give notice of such resignation, suspension or forfeiture to the REALTOR® associations in which the individual holds membership, and to the other Institutes in which he/she holds membership, as well as to all state licensing agencies in those states where he/she is licensed to practice.
- 6.6 **CRB Designee Reinstatement**
Any member whose designation has been terminated by resignation, or for any reason other than one of a disciplinary character, may be reinstated in good standing, provided:
- 6.6.1 A payment covering annual dues or other indebtedness to the Council accompanies the application for reinstatement plus a reinstatement fee, which may be established from time to time.
 - 6.6.2 If a Designee or Candidate's status is terminated for disciplinary reasons, the Board of Directors may determine a period of time (up to three years) before which the disciplined member may not reapply to the Council for candidacy status.
- 6.7 **Inactive Status**
A Council member or CRB Designee leaving the real estate business (defined as not maintaining an active real estate license and/or not maintaining NAR membership) may request that his or her membership or CRB Designation be placed on inactive status, subject to the following conditions:
- 6.7.1 If a designee in good standing so desires, he/she may submit a written request for CRB Inactive Status with an explanation of the circumstances resulting in this request.
 - 6.7.2 A designee may remain on inactive status for a maximum of five (5) years from the date of approval.
 - 6.7.3 During the period of CRB Inactive Status, the designee is not permitted to use the CRB designation in any manner or respect.
- 6.8 **Reactivation of an Inactive CRB Designee**
Reactivation of an inactive CRB Designee shall be subject to the following conditions:
- 6.8.1 Submission of a written request to the Council for reactivation of Council CRB Designee membership,
 - 6.8.2 Payment of current year dues and verification of membership in a local board of REALTORS®, state association and/or the NATIONAL ASSOCIATION OF REALTORS®.

7.0 General Provisions Relating to Designation

7.1 Identification

Each member of the Council who is awarded the CRB Designation shall receive a certificate from the Council.

7.2 Emblem

An emblem pin and logo shall be issued to each designated member.

7.3 Evidences of Designation

Certificates, emblems or other evidences of designation issued at any time to a member shall be the permanent property of the Council, and shall be returned promptly to the Council when the membership of the individual to whom it was issued is for any reason terminated.

7.4 Use of the CRB Designation

Each member of the Council awarded the designation may identify himself/herself by the designation, CRB, which shall be the abbreviation for the words "Certified Real Estate Brokerage Manager." He/she may use these initials immediately following his/her signature, as for example: Jane Doe, CRB, in signing letters or reports, or in articles or books for publication

It shall be the responsibility of each Council member to know the Council rules governing proper use of the designation, and tailor their use of the designation to those rules. Improper use of the designation by members or unauthorized use of the designation by nonmembers shall be reported to the Council Chief Executive Officer.

7.5 Use of Name

Each member of the Council awarded the CRB designation may use the expression "Certified Real Estate Brokerage Manager" on individual letterhead, business cards, reports, and seals and on professional forms. In no case shall this expression be used in connection with a firm, partnership, a group, or with anyone other than the individual rightly entitled to use the designation. Such use shall always be dignified and in a manner approved by the Council and in accordance with such regulations as may be issued from time to time.

7.6 Charge for Emblem and Certificate

No fee shall be charged for the initial awarding of the CRB certificate or the emblem pin or logo; but a charge shall be made to replace any certificate or emblem that may be lost or destroyed.

7.7 CRB Life or Emeritus Member Status

Awarding CRB Life Member Status or Emeritus Status is subject to the applicant's ability to substantiate and provide verification of the criteria listed below. CRB Life or Emeritus Members continue to be subject to the Council's Bylaws, and CRB Rules, Regulations, Requirements. CRB Life Members are not required to remit annual Council dues, or assessments. Council CRB Designee Members may attain CRB Life/Emeritus Member Status by meeting the following criteria:

- 7.7.1 Submission of an application furnished by the Council, including a summary of the applicant's history of service to the Council.
- 7.7.2 Having reached the age of sixty-five (65) years.
- 7.7.3 Having held continuous membership in the Council for at least twenty (20) years prior to applying for CRB Life/Emeritus Member Status.
- 7.7.4 Having participated as a volunteer with the Council of Real Estate Brokerage Managers at the national or local level (i.e. Chapter or National Council committee) for at least seven (7) years.
- 7.7.5 Continued membership with the NATIONAL ASSOCIATION OF REALTORS® as a REALTOR® or REALTOR-ASSOCIATE®.