Policies and Procedures of Rocky Mountain Region 11

(As Amended May 13, 2016)

PREFACE

The Rocky Mountain Region of the NATIONAL ASSOCIATION OF REALTORS $_{\ensuremath{\mathbb{R}}}$ (NAR) is authorized in accordance with the NAR Constitution and Bylaws, Article XIV, Section 1, which reads: "The Board of Directors may create Regions in the United States and may conduct Regional Meetings and Conferences in such Regions."

The affairs and activities of the Rocky Mountain Region shall be conducted in accordance with the NAR Constitution and Bylaws and in accordance with other NAR policies and procedures governing regional activities.

ARTICLE I - NAME AND OBJECTIVE

Section 1. The name of the organization shall be Rocky Mountain Region 11, hereinafter referred to as the Region.

Section 2. The objectives of the Region shall be to unite the Rocky Mountain States of Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming, to work together, address our Region's challenges and advance common goals and interests, to be a Leader and an effective political force within NAR and in areas of interest and concern to the members and the Region.

ARTICLE II - VOTING

Section 1. Voting members shall consist of all in attendance who are active REALTORS® members at the Region Caucus meeting, except that only National Directors shall be allowed to vote for the nomination of a Regional Vice President or any other National positions requiring a Region recommendation including the approval and distribution of Region 11 Campaign Contribution Funds. The recommendations will be timely as required by NAR. All nominations shall follow the procedure as set forth in Article VI herein.

Section 2. All REALTOR_® members in attendance shall vote for any amendments hereto as set forth in Article X herein.

Section 3. All NAR members within the Region are encouraged to attend and participate in discussions.

Section 4. No proxies shall be allowed.

ARTICLE III - OFFICERS

Section 1. The officers of the Region shall be the Regional Vice President and an Association Executive from the same State who shall serve as a Secretary-Treasurer. Additional duties of the Region Vice President are included in the NAR RVP Manual which is provided to each RVP annually.

Section 2. The duties and functions of the Regional Vice President shall be defined in the NAR Constitution and Bylaws and in the NAR Operations and Procedures manual and include the following responsibilities:

- **A.** Preside at all Region Caucus meetings in accordance with the Rocky Mountain Region 11 Policies and Procedures and the NAR Constitution and Bylaws.
- **B.** Attend NAR scheduled meetings of the Executive Committee, Board of Directors, Regional Vice Presidents Committee, etc. as requested by NAR or the Region.
- **C.** Attend the NAR Leadership Conference prior to being installed as the Regional Vice President.
- **D.** Function as a liaison between NAR, the Executive Committee and the Region.
- **E.** Promote NAR's goals and objectives to the States within the Region.
- **F.** Assist State associations in reaching their goals and in conveying their positions, concerns and goals to NAR. Assist Leadership and members with the vision and goals, content and importance of the rules, guidelines, procedures and policies of NAR.
- **G.** Immediately, upon taking office, and throughout the year, contact and communicate with the Regional Vice President-Elect, each State association President and Association Executive for the purpose of introduction and dialog to discuss what is happening in their State, areas of concern and goals for their State and the Region and to stimulate team working relationships throughout the year.
- **H.** Indicate their availability for State association meetings, conventions, and training sessions for State officers, etc. to improve understanding, cooperation, and communication between the States, the Region and NAR.
- I. Encourage States to invite NAR Officers and Leadership, Regional Leadership to include the Regional Vice President-Elect, Institute officers, Candidates for an NAR officer position (prior to a State endorsement) and others to their respective State association meetings and conventions as early as possible.
- **J.** Provide periodic reports to each State association and the Regional Vice President Elect on meetings and activities of the Regional Vice President and NAR.

- **K.** Schedule the Region Caucus meetings at NAR meetings, arrange for an adequate meeting room and setup, and ensure notification is included in the NAR conference program and to the States in advance of the meetings.
- **L.** Function as a spokesperson for NAR in the Region and as a coordinator with communication between NAR, assist in getting the NAR message out and in solving problems at the various levels within the National family.
- **M.** Maintain accurate records and correspondence records and provide copies to the Region Secretary-Treasurer and Regional Vice President-Elect.
- **N.** Ensure minutes are recorded and distributed to each State after Region Caucus meetings.
- **O.** Become thoroughly familiar with the Regional Vice President's Handbook, the NAR Constitution and Bylaws, and other pertinent material provided by NAR.
- **P.** Prior to an endorsement of a NAR Officer Candidate (which requires all 6 Region 11 states to individually endorse) invite candidates and people seeking National office to appear at the Region Caucus meeting in order to acquaint the members with their qualifications.
- **Q.** Invite National officers and candidates to other appropriate meetings of the Region.
- **R.** Encourage State presidents and the members of the Region NAR Strategy Committee to recommend qualified members for National committee appointments and Chair and Vice-Chair positions when appropriate.
- **S.** Invite NAR committee members to report at Region Caucus meetings when a committee has taken action pertinent to the Region.
- **T.** Hold a Region leadership meeting during the NAR Midyear and NAR Annual meetings to include all State Presidents, Presidents-Elects, and Association Executives.
- **U.** Prepare meeting agendas and other handouts as needed.
- V. Determine the location, venue and timing for the annual Rocky Mountain Regional Conference taking in to consideration other events or meetings already on the schedule by the individual States and NAR. During their term, the Regional Vice President and the Association Executive and their staff are responsible for the complete planning, organization and execution of the Rocky Mountain Leadership Conference. This is to include the full program, speakers, panelists, invited guests, hotel venue, negotiating contracts, meals, receptions, events, etc. The goal for the Conference should be to have a valuable program to the invited attendees, primarily State and Local Leadership and Staff, that will assist them in their jobs as leaders and professional staff in working with their Associations, the Region and NAR. The location should be relatively easy to get to by commercial air travel from around the Region and potential for more predictable weather should be considered given the early spring time of year. In addition, if a regional conference is to be held it shall be completed no later than August 31st.

Section 3. In the event of a vacancy in the office of Regional Vice President, the immediate past Regional Vice President shall serve as Regional Vice President of the Region until the vacancy is filled by the NAR President, in accordance with Article VII, Section 3B of the NAR Constitution and Bylaws. If for any reason the Immediate Past Regional Vice President is unable to assume the duties of Regional Vice President, the next most recent Past Regional Vice President able to serve shall act as Regional Vice President.

Section 4. The duties and responsibilities of the Secretary-Treasurer include the following:

- **A.** Record Region Caucus meeting minutes and distribute them to the State Presidents and Association Executives at least 30 days prior to the next Caucus meeting.
- **B.** Be the custodian of Region funds and be accountable to the Region.
 - i. Set up accounts and deposit operating funds as needed for the Region with a reliable, insured financial institution.
 - ii. Provide written financials for review at the Region Caucus meeting at each National meeting and at the Caucus meeting at the Rocky Mountain Leadership Conference.
- **C.** Assist the Regional Vice President in administrative functions planning and organization throughout the year.
- **D.** Have on hand for Region Caucus meetings the NAR Constitution and Bylaws, the Rocky Mountain Region 11 Policies and Procedures, Robert's Rules of Order, newly revised edition, and minutes of the previous meeting.
- **E.** Assist the Regional Vice President in setting up Region meeting places and arrangements.
- **F.** Distribute the agenda to the State presidents and Association Executives at least 24 hours prior to Region Caucus meetings.
- **G.** Upon the request of the Regional Vice President, take minutes at other Region meetings.
- **H.** Maintain a permanent record of minutes and provide successor with the record in a timely manner.

ARTICLE IV - FINANCIAL OPERATIONS

Section 1. The purpose of Region funds is to promote the goals and objectives of the Region.

Section 2. The budget for the Rocky Mountain Leadership Conference shall be presented and approved at the Region Caucus meeting held in conjunction with the

NAR Annual Meeting. The budget and all expenses for the Conference, including any activities held in conjunction with the Conference by Institutes, Societies, and Councils, shall be coordinated through the State association hosting the Conference. The Regional Vice President will have final approval authority over all expenditures and/or fees charged.

Section 3 – RVP Travel. NAR will reimburse Regional Vice President expenses as outlined in the current NAR Regional Vice President's Travel Policy. If not covered by NAR, the Region will reimburse the Regional Vice President for the cost of coach airfare (including airfare for spouse), standard accommodations, and a \$100 per diem for food and ground transportation as provided and as approved within the budget for the following meetings:

- A. NAR Midyear
- B. NAR Annual
- C. NAR Leadership Summit
- **D.** State leadership conferences in the Region
- E. State conventions in the Region

Section 4 – Miscellaneous RVP Expenses. The Region will reimburse the Regional Vice President for telephone costs and reasonable entertainment expenses for meetings with State leadership as needed and as approved within the budget.

Section 5 – Financial Report.

- **1.** No later than April 15th a full written financial report showing all income and expenses for the previous year shall be delivered to all State Association Executives and State Presidents and
- **2.** No later than the May NAR Legislative Meetings, this report shall be presented to the Region.
- **3.** No later than February 1, the remaining funds of the Operations account shall be transferred into Operating Reserves and all these funds shall be transferred to the state association of the incoming RVP.

Section 6 – Dues and Assessments. To accomplish the objectives of the Region, each member State association shall contribute dues of \$1.00 per member per year for members of NAR's records as of November 30th of the previous year. The \$1.00 per member contribution shall be allocated as follows: \$0.80 to Operations and \$0.20 to the Campaign Contribution Fund Reserve Account, in accordance with Section 10 C. All funds must be submitted by January 31st to the Secretary-Treasurer.

Section 7- REGIONAL ACCOUNTS. There shall be three standing accounts:

1. Operations

- 2. Operating Reserves- pursuant to Article IV Section 9
- 3. Campaign Contributions Fund Reserve Account pursuant to Article V Section 4

Section 8- CHECK WRITING AUTHORITY- Rocky Mountain Region XI check writing authority for Operations and Operating Reserves accounts shall be vested in the current Secretary/Treasurer and the current Regional Vice President, but in accordance with that state's governing documents.

Section 9- Operating Reserves-

- 1. Up to \$20,000 shall be transferred to the incoming RVP's state no later than August 1, to be used for event deposits and to establish accounts for Region XI activities.
- 2. The state to which funds were transferred shall replenish the Operating Reserve account upon receipt of funds from any revenue received by the hosting state such as dues payments by the Region, or sponsorship income or conference registrations, but no later than April 15 of that state's RVP's service year.

Section 10. Campaign Contribution Fund Reserve Account Guidelines:

- **A.** This Fund shall be held in the REALTORS FEDERAL CREDIT UNION by the state of ______ and the two most senior state EO's in the Region shall be signers on this account, and activity on the account shall be reviewed by the Budget and Finance committee and reported at Regional caucuses.
- **B.** Requests for funds from this account by the Strategy Committee pursuant to Article V Section 2 B(8) shall be forwarded to the current RVP for approval.
- **C.** Once the fund exceeds \$200,000, the \$0.20 per member, as referenced in Article IV, Section 6, shall not be charged beginning in the next dues year. Once the fund drops below \$75,000, the \$0.20 per member shall be reinstated effective the next dues year.
- **D.** Use of funds may be considered for:
 - a. Region member campaigns for the offices of NAR President-elect, First Vice President, and Treasurer. Except for the inaugural program for the NAR President, no funds shall be allocated for post-campaign events. No funding shall be approved or awarded until the Region has formally endorsed candidates by a vote of the Region NAR Directors, as provided in Article II, Section 1, and in compliance with NAR's officer election guidelines.
 - b. Up to \$7,500 per year may be allocated from the Campaign Contribution Fund to the NAR Strategy Committee to pursue meetings with NAR leadership throughout the year in an effort to build support for and awareness of potential committee Chair and

Vice Chair candidates from Region XI. The Allocation shall be presented and approved at the Region caucus meeting held in conjunction with the NAR Annual Meeting in conjunction with the Budget for the Rocky Mountain Leadership Conference Pursuant to Article IV Section 2. Expenditures of the allocated funds shall be limited to travel, room and related expenses for NAR Leadership visitation to the Regional meetings and/or a reception at the Midyear meetings for the sole purpose of introducing Region XI members seeking NAR Committee Chair and Vice Chair appointments in key leadership positions within NAR to the appropriate NAR Leadership member making those appointments.

- **E.** Campaign contributions will be limited to \$25,000 total for NAR Treasurer Candidates. Contributions for NAR First Vice-President, President Elect and Presidential candidates will be limited to \$30,000 per year (per candidate) and a maximum of \$90,000 (per candidate).
- **F.** The Region shall not have the authority to obligate any member State association to contribute financially to candidates running for NAR offices except through their contribution to the Region 11 Campaign Contribution Fund. It is recommended that the Region endorse candidates for NAR office.

ARTICLE V – REGIONAL COMMITTEES

Section 1- REGION XI COMMITTEES- Expenses for meetings of the Regional committees shall be included in the budget from the Operations account. The standing committees shall be:

- A. Region XI Strategy Committee
- B. Region XI Nominating Committee
- C. Region XI Budget and Finance Committee

Section 2- REGION XI NAR STRATEGY COMMITTEE

The primary purpose of the Region structure is to enhance the six member States' influence within NAR with respect to issues facing the real estate industry and the wellbeing of the Association. This purpose is best achieved by working together to support candidates for leadership positions and by having members of the Region serve in key leadership positions within NAR.

A. Composition: The Committee shall comprise 14 members: a Chair appointed by the current Regional Vice President, a Vice Chair appointed by the current Regional Vice President-Elect, two committee members appointed by each State, and the current Regional Vice President and RVP Elect, serving as an ex-officio

members. Committee members should be serving or have served as NAR Directors. Committee members appointed by the states shall serve three year staggered terms. All appointments shall be made and forwarded to the current RVP by November 1_{st} . Terms shall begin December 1 and end November 30. Original appointment terms shall be determined by lot – one third one-year terms; one third two-year terms, one third three-year terms with no state having more than one appointed person in any given term. Each State Association shall develop and maintain its own policies and procedures for selecting its representatives (or replacements in case of a vacancy) to the Committee. If a State is unable to appoint a capable and qualified member for the Committee, the position will be filled with an at-large member appointed by the Regional Vice President. Committee members must commit to attend at least the two NAR meetings (Mid-Year and Annual) within the year.

B. Committee Responsibilities:

- **1.** Recruit and retain potential candidates within the Region for NAR leadership and officer positions.
- **2.** Assist with the NAR committee recommendation process, including appointments for chair and vice chair positions.
- **3.** Provide direction to the States within the Region relating to National candidates and issues.
- **4.** Interview and recommend potential candidates from other regions who are pursuing officer positions at the national level.
- **5.** Report directly to the NAR Directors within the Region, including the current Regional Vice President and Regional Vice President-Elect.
- **6.** Maintain a spreadsheet showing past, present, and future NAR committee chairs, vice chairs, and committee members from the Region.
- **7.** Pursue meetings with NAR leadership throughout the year in an effort to build support for and awareness of potential candidates from the Region.
- **8.** Administer the Campaign Contribution Fund as per the policies and procedures within this manual.

C. Committee Operations:

- **1.** The Committee will operate under Robert's Rules of Order. Decisions shall be reached by a simple majority vote of those present and voting.
- **2.** The Committee will meet a minimum of two times a year, specifically at the NAR Midyear and NAR Annual meetings, upon notice to each Committee member, State President, and State Association Executive of the meeting date and location.
- **3.** The Committee will co-exist with the Region Nominating Committee; however, the duties of each committee are different and clearly delineated within this manual.

4. The Committee will not take positions on NAR issues, but will be considered a valuable resource for providing guidance to the Region on NAR-related issues.

Section 3 - NOMINATING COMMITTEE

- **A. Committee Description-** There shall be a Rocky Mountain Region Nominating Committee, hereinafter referred to as the Region Nominating Committee, chaired by the Immediate Past Regional Vice President, hereinafter referred to as the Nominating Committee Chair, and composed of two people from each of the six states in the Region who have served or are currently serving as either Rocky Mountain Regional Vice President or State President. This includes those members who will not be seeking the office of Rocky Mountain Regional Vice President during the next two election cycles.
- **B.** Committee Responsibility- If the Immediate Past Regional Vice President is unable to serve as Chair for any reason, the position will be filled by the then most recent past Regional Vice President able and willing to serve as Chair. The Region Nominating Committee's primary purpose is to interview and recommend a candidate for the position of Region XI RVP Elect to the Region's NAR Directors for consideration and ratification.

NOTE: Each state association shall develop and maintain its own policies and procedures for selecting its representatives (or replacements in case of a vacancy) to the Region Nominating Committee. The names of such representatives shall be reported annually to the Regional Vice President and Nominating Committee Chair by the respective State Association Executive no later than July 30th.

Section 4 – BUDGET AND FINANCE COMMITTEE

- A. **Committee Description-** There shall be a Rocky Mountain Region Budget and Finance Committee, chaired by a person appointed by the RVP, hereinafter referred to as the Budget and Finance Committee Chair, and comprised of the President and CEO of each of the six states in the Region.
- B. **Committee Responsibility-** The Budget and Finance Committee's primary purpose is to review and manage the budget and accounts of Region XI, and review policy and procedure for financial operations of all accounts. The Budget and Finance Committee shall also review the statements for the Campaign Contribution Fund Reserve Account at least once during the third or fourth quarter of each year.

ARTICLE VI - MEETINGS

Section 1. The Region shall meet at regularly scheduled Region Caucus meetings at the NAR Legislative and Annual meetings and on the occasion of a Rocky Mountain Leadership Conference.

Section 2. Robert's Rules of Order, latest edition, shall be organized as the authority governing the meetings of the Region except where otherwise provided in these policies and procedures.

Section 3. The Regional Vice President shall preside at Region Caucus meetings. In the absence of the Regional Vice President, the most recent former Regional Vice President in attendance shall preside.

Section 4. Agendas shall be provided at the Region Caucus meetings.

Section 5. All NAR members within the Region are encouraged to attend meetings and participate in discussion.

Section 6. A quorum shall be those voting members present.

Section 7. The Regional Vice President's report and important issues shall be placed on the agenda immediately after the Secretary-Treasurer's report.

Section 8. A special meeting may be called upon the written request of four State association Presidents.

Section 9. The Regional Vice President shall define those members eligible to vote and encourage all to participate in the discussion.

Section 10. The primary function of the Region Caucus meetings shall be to raise and discuss issues of concern to the Region so that the National Directors may be aware of the issues and the Regional Vice President may communicate the same to the Executive Committee of NAR. The primary function shall pre-empt all other functions of the meetings where time is a factor. In addition, the caucus will allow for input from the REALTOR_® members and association staff that are in attendance.

Section 11. Electronic meeting. That NAR Directors are authorized to meet and vote by electronic means for the purposes of Article VII Section 6 only. Unless otherwise restricted, meetings may be held telephonically or by video or other electronic conferencing as long as all persons participating in the meeting can:

1. Communicate concurrently in real time,

- 2. Debate issues and propose or object to action items, and
- 3. Verify the presence of each member.

ARTICLE VII - PROCEDURES FOR SELECTING AND RECOMMENDING A ROCKY MOUNTAIN REGIONAL VICE PRESIDENT

Section 1. Rocky Mountain Region Nominating Committee. There shall be a Rocky Mountain Region Nominating Committee, hereinafter referred to as the Region Nominating Committee, chaired by the Immediate Past Regional Vice President, hereinafter referred to as the Nominating Committee Chair, and composed of two people from each of the six states in the Region who have served or are currently serving as either Rocky Mountain Regional Vice President or State President. This includes those members who will not be seeking the office of Rocky Mountain Regional Vice President during the next two election cycles. If the Immediate Past Regional Vice President is unable to serve as Chair for any reason, the position will be filled by the then most recent past Regional Vice President able and willing to serve as Chair. A copy of the Region 11 Nominating Committee description is attached to this document as attachment 2. NOTE: Each state association shall develop and maintain its own policies and procedures for selecting its representatives (or replacements in case of a vacancy) to the Region Nominating Committee. The names of such representatives shall be reported annually to the Regional Vice President and Nominating Committee Chair by the respective State Association Executive no later than July 30th.

Section 2. Recommendation of the Regional Vice President. The Region Nominating Committee's recommendation of a candidate for Regional Vice President shall be announced at the NAR Annual Meeting at the Region caucus by the Chair of the Nominating Committee.

Section 3. Regional Vice President Qualifications.

- **A.** The nominee should have broad leadership experience within their State association.
- **B.** The nominee must have served as a National Director, which may include the one-year term while State president.
- **C.** The nominee must have served as a member of a National committee, excluding State Forums.
- **D.** The nominee should have such other REALTOR_®, civic, and governmental activity and experience as would indicate leadership ability and potential.
- **E.** The nominee shall pledge to spend the time and effort to serve in the position to the best of their ability.

- **F.** The nominee shall have completed the Region 11 Vice President Application and have submitted said application within time guidelines as required by NAR.
- **G.** The nominee must have the endorsement of their State association and a written recommendation letter signed by the current State President and Association Executive which must be included with the application.

Section 4. Region Nominating Committee Recommendation Process for the Office of Regional Vice President.

- **A.** Each individual respective state in the Region may put forth a candidate for the open Regional Vice President position. Said candidate must have the endorsement of the state providing the nomination, meet the qualifications outlined in Section 3 above, and complete and submit a copy of the Rocky Mountain Region 11 Vice President Application to the current Regional Vice President via certified mail no later than July 30th.
- **B.** The goal of the Region Nominating Committee shall be to maintain the cohesiveness of the Region and to select the best-qualified RVP candidate. The Region Nominating Committee shall give consideration to an equitable distribution between the six states when selecting the RVP candidate.
- **C.** The Region Nominating Committee shall meet prior to the Region Caucus meeting held at the NAR Annual Meeting at a time, date, and place determined by the Nominating Committee Chair for the purpose of recommending a Regional Vice President candidate.
- **D.** Decisions shall be reached by a simple majority of those present and voting. If a candidate receives a majority of the votes, they will be declared the winner. All votes will be done using a secret written ballot and will be counted by the committee staff liaison. The Region Nominating Committee shall report its recommendation at the Region Caucus meeting at the NAR Annual Meeting.

Section 5. Nominating by Petition. Names in addition to the nominee forwarded by the Region Nominating Committee may be placed in nomination if received by the current Regional Vice President on or before December 15th and if such petition is signed by at least 20% of the National Directors from the Region, not more than half of which shall be from the candidate's same state. Signatures by FAX shall be allowed. The current Nominating Committee Chair shall notify all Region National Directors by January 15th of any properly filed petitions, and such notices shall also include the name of the Region Nominating Committee recommended candidate. Any petitioned candidate shall meet the minimum criteria for the office and complete and submit the current Region 11 Vice President Application to the current Regional Vice President.

Section 6. Presentation of Nominee.

Page | 12

- A. Between December 16 and February 1, the nominee of the Region Nominating Committee, as well as any other properly filed petition candidates, shall be presented at a meeting of the National Directors in such form as decided by the Regional Vice President. This meeting may be held electronically. Each qualified candidate shall be given a limited amount of time to address the Caucus attendees. The decision of the National Directors shall be made by majority vote; however, if no candidate achieves a majority, then there shall be a run-off vote of the two candidates receiving the most votes. NAR Directors are authorized to
- B. Upon endorsement of the candidate by the National Directors, it is binding upon the Regional Vice President to recommend to the NAR Nominating Committee the nomination of the Regional Vice President candidate endorsed by the Region. The selected Regional Vice President candidate must then submit the NAR Application for Elected Office to the NAR Nominating Committee by February 15th.

ARTICLE VIII - OBLIGATION OF EACH STATE TO THE REGION

Section 1. Each state shall furnish the Regional Vice President with the name, address, telephone numbers, email addresses and committee assignment, if applicable, of their state association executive officer, State Leadership, National Directors, NAR chairs, and NAR vice chairs.

Section 2. Assist the Regional Vice President in setting goals for the Region.

Section 3. Submit a President's Report for each Region Caucus meeting.

Section 4. Invite the Regional Vice President to their state association meetings, conventions and other appropriate events.

Section 5. Ensure that the Regional Vice President is on the mailing and email distribution list for their state publication and electronic communications.

ARTICLE IX - SUBCOMMITTEES AND SPECIAL COMMITTEES

Section 1. The Regional Vice President shall appoint, from among the members of the Region, such subcommittees as may be needed. The Regional Vice President shall serve as an ex-officio member of all subcommittees and special committees.

ARTICLE X - AMENDMENTS

These policies may be amended at any Region Caucus meeting by voting REALTOR_® members as described in Voting, Article II, Section 2., an affirmative two-thirds vote of

those present and voting, provided that written notice of the substance of any proposed amendment shall first have been delivered to each State President, State Association Executive and Region Vice President at least 30 days in advance of the meeting. It is the responsibility of the State Association Executive to provide their NAR Directors of the proposed changes. The proposed changes shall be made accessible through the Region 11 website.