



FAMILY *RV*
ASSOCIATION

GUIDELINES FOR

CHAPTER AND AREA ASSOCIATION

SECRETARIES

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TABLE OF CONTENTS

	PAGE
Chapter Meetings	1
Meeting Agenda	1
Report Of Board Meeting	1
Minutes	2
Bylaws and Standing Rules	2
Correspondence	3
Chapter Certification	3
Roster Changes	4
Chapter or Area Association Officers	4
Chapter Governing Board Roll Call	4
Membership Recruitment	5
Chapter Description	5
Chapter Contact Person	5
New Member & Past Due Listings	5
Submit A Rally	6
<i>"Keeping In Touch"</i> Publication	7
Forms Attached:	
Chapter Officer Form	
New Member/Past Due Member Report Form	

Congratulations on being elected as secretary of your Family RV Association chapter. We are here to assist you in your new volunteer position so please feel free to contact FRVA's Chapter Services Department at 800-543-3622 if you have any questions or need assistance.

Certain obligations and duties are required of the chapter secretary. The following information has been compiled to get you started with your new duties. In addition, you may need to reference your chapter's bylaws for any additional duties and obligations required by your chapter.

CHAPTER MEETINGS

In each fiscal year, a chapter shall hold at least one business meeting at which a quorum is present. The meeting can be a gathering in one area or where some or all of the members communicate with other members through electronic means such as the internet or by telephone that allows all members the opportunity for simultaneous aural communication. This means that there must be two-way communication at the same time. Said meeting shall be duly announced in advance to the membership including adequate description of how to participate.

Meeting materials, such as an agenda can be sent with the notice. On the day of the meeting, a roll call will need to be conducted to know who is on the call and to indicate whether a quorum is present.

A chapter wanting to hold an electronic meeting will need to investigate services based on their own meeting needs and set them up individually. Some services charge a fee, and some are free. Contact the Chapter Services Department to request assistance with electronic meetings.

MEETING AGENDA

One of your duties as secretary may be the responsibility of preparing the meeting agenda. If you prepare the agenda, you should review the agenda items with the president before copying and distributing to meeting attendees.

The customary order of business includes the following subdivisions:

- Roll call of members in attendance to establish a quorum.
- Call meeting to order.
- Read and approve minutes from previous meeting.
- Reports of Officers, Boards, and Standing Committees.
- Reports of Special Committees.
- Unfinished Business.
- New Business.
- Adjournment.

REPORT OF BOARD MEETING

If there is a meeting of the board prior to the general membership meeting, you may be asked to provide a board meeting report to the general membership. The report should provide the date, time, and location the board met; a brief summary of subjects discussed; and any actions taken.

MINUTES

Minutes are the record of the proceedings of a board or general membership meeting. They should contain a record of what was done during the meeting, not what was said by the members. A tape recorder may be of benefit to you in preparing the minutes, but a transcription of it should never be used as the minutes themselves. They should never reflect your opinion on anything that was said or done.

The first paragraph(s) of the minutes should contain the kind of meeting, board or general membership, name of the chapter or association, date, time, location, and the fact that the president and secretary were present. If the president is not present, the presiding officer should be identified. When the secretary is not present and the president or presiding officer has appointed someone to take minutes, the acting secretary should be identified.

Minutes should reflect whether the minutes of the previous meeting were read and approved as read, or as corrected. If there is a motion to waive the reading of the minutes of the previous meeting, the minutes should be noted as such and whether the minutes were approved or corrected.

The treasurer's report may be summarized to reflect the previous balance amount, amount of income, amount of expenses, and ending balance amount, or simply a statement of the cash balance on hand. The minutes should reflect the date of the treasurer's report. There is no action required by the assembly to accept the Treasurer's report.

A separate paragraph for each subject matter should be within the body of the minutes. All motions brought before the assembly should be stated in the minutes with the name of the person making the motion and whether the motion carried or failed. It is not necessary to identify the person who seconded the motion. There is no need to state all of the discussion that was made prior to the vote on the motion.

When a vote count has been ordered or a vote is taken by ballot, the minutes should reflect the number of votes on each side. If voting is by roll call, the names of those voting on each side and those answering "present" should be stated.

The last paragraph should state the time the meeting was adjourned. Minutes should be signed by you, as secretary, and can be signed by the president.

A record book of minutes should be maintained. Minutes of all meetings are to be kept available in the event a member of the chapter would like to read them.

BYLAWS AND STANDING RULES

The Chapter Bylaws Format is available for use and should be followed by a new chapter as they're developing their bylaws or by an existing chapter when they're amending their bylaws. Contact Chapter Services or access Family RV Association's web site to obtain the format.

An area association may follow the Area Association Bylaws when developing or amending their bylaws. A copy of the format is available from Chapter Services or downloaded from the web site.

Copies of new or amended chapter or area association bylaws approved by the membership must be forwarded to Chapter Services. After review by the Constitution and Bylaws Committee, the chapter or association will receive a letter accepting their bylaws for file or suggesting changes that assure conformance with the National Bylaws. Revisions of bylaws must be resubmitted to the national office.

A suggested sample of items usually found in standing rules, is available from Chapter Services or from the web site. Standing rules do not need to be forwarded to the national office but can be kept on file.

CORRESPONDENCE

Copies of all correspondence should be maintained in a record book or file. You may want to maintain copies of important documents, e-mail messages pertaining to chapter or association business.

CHAPTER CERTIFICATION

Each year chapters must meet the criteria in the National Bylaws to be certified. In the fall season, Family RV Association will mail the necessary forms, with instructions, to each chapter secretary. The completed forms need to be returned to Chapter Services no later than December 31st of that year. The forms are:

1. Chapter Officer Form
2. Chapter Meeting Verification/Chapter Membership Status
3. Chapter Roster

Your chapter's membership roster must be compared with Family RV Association's chapter membership roster and updated according to instructions. The chapter roster reflects membership number, name, e-mail address, and telephone number (as described in the certification memo). If there are discrepancies in addresses or telephone numbers noted during the certification process, please remind the member that it is **their** responsibility to notify the Membership Department of changes to their personal membership record and that the Secretary cannot make changes for them.

A chapter that fails to maintain the qualifying requirements shall revert to inactive chapter status. The national director or alternate national director will have no vote in the proceedings of the Governing Board.

Changes can also be made online by going to FRVA.com. You must log-in. Scroll to bottom of page under Documents and Forms. On the right hand side, you will see Chapter Updates. You can update Chapter Officers, Chapter Meeting Verification and Chapter Roster updates.

ROSTER CHANGES

Once you have completed chapter certification, it is important to notify Chapter Services of any roster changes that occur throughout the year. Keeping records up to date on a routine basis makes the chapter certification process easier to complete at the end of the year. You can notify Chapter Services of members to be added or deleted to your roster by e-mail, mail, or fax or by going online to make the changes as described in above paragraph.

CHAPTER JOIN AUTO RESPONSES

FRVA's new data management system allows for interested members to request to join your chapter online. You have the ability to approve adding them to your roster. You will find this under Roster Compliance.

The screenshot displays a dashboard with a navigation bar at the top containing links for Members (70), Officers (6), Documents (2), Rallies (1), and Settings. Below the navigation bar, there are two main status boxes. The first box, titled 'Roster Compliance', shows a green checkmark icon and the text 'Compliant . 70 members'. The second box, titled 'Pending Approvals', shows a clock icon and the text '5 self-service join requests awaiting officer review.'.

Category	Count	Status/Action
Members	70	Compliant
Officers	6	
Documents	2	
Rallies	1	
Pending Approvals	5	5 self-service join requests awaiting officer review.

CHAPTER OR AREA ASSOCIATION OFFICERS

You must notify the Chapter Services department within thirty (30) days of any officer changes due to elections. Notification may be made online, by phone, regular mail, or e-mail. It is important for the national office to have current officer information, so mailings sent out during the year are directed to the correct individual.

Per FRVA Bylaws – Article XVII – Chapters (5) An FRVA member may hold no more than two chapter offices simultaneously. A member may hold one office in two chapters; however he/she may not hold the offices of National Director or Alternate National Director in more than one chapter.

A copy of the chapter officer form is attached to these guidelines. You may also contact Chapter Services or access Family RV Association's web site to obtain a copy of the form to use when notifying the national office of officer changes.

CHAPTER GOVERNING BOARD ROLL CALL

The national office will prepare a memo for each chapter secretary stating the name of the chapter's national director and alternate national director, if one has been elected, currently recorded at the national office. This memo will be mailed out approximately three months prior to the date of a governing board meeting. You must verify the information on the sheet is correct, sign the Roll Call Information sheet, date, and send it back in the enclosed envelope.

If a vacancy occurs in the office of national director, the chapter is to promptly **elect** a member to fill the vacancy and notify the national office.

If the national director cannot attend the Governing Board meeting, the alternate national director may serve in his/her place. In the event that neither the national director nor the alternate national director can attend, the chapter president can serve as the voting delegate, or a member of that chapter may be elected as a temporary delegate to represent the chapter for the next governing board meeting only.

A chapter voting member of the governing board is entitled to **represent only one chapter**.

Members of the same family unit may serve as national director or alternate national director in different chapters; such members may not hold these offices in the same chapter concurrently.

The chapter secretary is asked to notify the national secretary, in care of the national office, of any election held that would result in a change. Changes to a chapter's voting delegate shall be received at the national office no later than **21 days prior to the governing board meeting**. Fax or e-mail is acceptable.

If an event occurs after the 21-day notice requirement has passed that prevents the national director, alternate national director, or temporary delegate from attending the Governing Board meeting, the chapter president may appoint a member of the chapter as a temporary delegate to represent the chapter for the next Governing Board meeting only. Notice of the chapter president's appointment of a temporary delegate shall be received by the National Office within seven days prior to the Governing Board meeting to be valid. Notice must be in writing (fax or e-mail acceptable).

MEMBERSHIP RECRUITMENT

If the chapter would like to increase its membership, Chapter Services can process one mailing and/or e-mail blast per year for this purpose. You, or someone assigned the duty, should provide a camera-ready solicitation to Family RV Association with a list of selected postal zip codes or RV brand. The Chapter Services Staff at the National Office will mail/e-mail it to members who do not belong to a chapter in the selected area or who match the selected RV

brand. Family RV Association will assume all costs to process the mailing and pay up to \$100.00 in postage or e-blasting costs.

The chapter could use the allotted amount to announce chapter membership opportunities in a local newspaper. Submit a copy of the ad and a paid receipt for the cost of advertising up to \$100.00 to Chapter Services and your expenses will be reimbursed by Family RV Association.

Chapters are eligible to receive the recruitment fund one time per calendar year, provided they track results and report back to the National Office.

CHAPTER AFILATE PROGRAM

Your chapter can earn funds for each new Family RV Association member you sign up to through your chapter's unique affiliate link! Sign your chapter up for an affiliate link today by contacting the Chapter Services Department. You can reach us by phone at 513-474-3622, 800-543-3622 or by email at chapters@fmca.com.

When you register your chapter for the affiliate link, we create a unique code only for your chapter. You can use this link when recruiting new members to Family RV Association.

When a new member signs up using your chapter's link, your chapter can be paid through your PayPal account, or by check. The chapter will receive a commission amount set by the Executive Board at budget time each year. The current rate is \$10.

Share your affiliate link with every chapter member for the potential to earn more money for your chapter's treasury. You can request business cards with your affiliate link and chapter name included to distribute to your chapter members for their recruiting efforts.

Only verified memberships using your chapter's special affiliate link will earn the commission.

CHAPTER DESCRIPTION

A chapter description gives a chapter the opportunity to attract potential new members by describing who their chapter is. Potential new members will read your chapter's description online and decided if they would like to contact you for more information. Descriptions can include items such as general activities, geographical scope, special interests, and/or chapter requirements. Chapters can submit a description, or update, by e-mailing it to chapters@frva.com or having the chapter president or chapter secretary with full administrative permissions can edit online.

CHAPTER CONTACT PERSON

Being a chapter contact person is a very important job. They are the first contact for potential new members who are curious about your chapter. Please

assign this task to someone who will promptly reply to online chapter inquiries. It's very important to keep your contact information up to date for this reason. Contact information appears online, in certain issues of *Family RVing* magazine, as well as printed directories that are distributed during events. Any changes to contact information can be submitted in writing on the chapter officer form, e-mailed to chapters@frva.com, or an officer with full administrative permissions can edit online.

SUBMIT A RALLY

It's all about rally fun! The rallies listed online at FRVA.com are open to all RVers, and Family RV Association members who do not belong to the sponsoring chapter, or any chapter, are welcome to attend. **PLEASE NOTE:** Some rallies may have limited space and require reservations, so RVers are encouraged to check before visiting a rally.

Only Chapter Officers can submit rally information – The easiest way is to enter the rallies online, or contact the Chapter Services Department to enter the rally information on your behalf. Please include: Chapter name, Rally Dates, Chapter contact phone number and email, where you are holding the rally, city, state/Province, Reservations – yes/no; if yes what is the deadline for reservation? Your name, phone, email.

“KEEPING IN TOUCH” PUBLICATION

The Chapter Services Department produces a newsletter, *KEEPING IN TOUCH*, which is distributed to chapter and area association secretaries. Its purpose is to keep you informed of business matters and to advise you of pending information that must be provided to Family RV Association. The national secretary includes a message in each newsletter. Included, too, are helpful reminders pertaining to material available to officers and chapters, area rally and convention dates, announcement of new chapters, and chapter anniversaries.

Copies of FRVA's Policies and Procedures are available online at www.frva.com.