

ARIZONA ASSOCIATION OF REALTORS PROFESSIONAL STANDARDS YTD ACTIVITY
2007 YEAR-END REPORT

The following statistics include all cases filed and processed in 2007				
Ethics Complaints			'07 Year-end	'06 Year-end
	Total ethics complaints filed YTD		171	174
	In process from prior years		80	88
	Total being processed		251	262
	Filed by members of the public		194	187
	Filed by members		57	75
Ethics complaints forwarded by the Grievance Committee			133	142
	Ethics cases heard by a hearing panel		39	67
	Hearings scheduled or to be scheduled		42	26
	Mediation conferences held		17	8
	Cases resolved and withdrawn through mediation		10	8
	Cases scheduled or to be scheduled for mediation		9	17
Ethics cases withdrawn by complainant before hearing			29	41
Ethics cases where complainant didn't show/ GVC dismissed			0	4
Held in abeyance (litigation, ADRE, no membership)			9	8
Ethics complaints dismissed by the Grievance Committee			92	76
Ethics cases filed but not yet reviewed by GVC			19	22
	Ethics matters requesting mediation prior to GVC review		1	
	Ethics matters requesting mediation prior to GVC review & scheduled for conference.		0	
	Ethics matters requesting mediation prior to GVC resolved through mediation		0	
Article	charged	Forwarded	% Forwarded (does not include those not reviewed by GVC)	
1	151	95	63%	
2	87	25	29%	
3	42	3	7%	
4	24	5	21%	
5	19	2	11%	
6	22	1	5%	
7	7	0	0%	
8	24	4	17%	
9	78	20	26%	
10	10	0	0%	
11	48	7	15%	
12	50	19	38%	
13	23	2	9%	
14	9	0	0%	
15	26	7	27%	
16	35	17	49%	
17	6	0	0%	

ARIZONA ASSOCIATION OF REALTORS PROFESSIONAL STANDARDS YTD ACTIVITY
2007 YEAR-END REPORT

Ethics Hearing Results					2007 Year- end	2006 Year- end		
Cases with violations found					18	27		
Cases with no violations found					21	30		
Ethics Cases Heard					38	67		
Article	Times Charged	Times Violated						
Article 1	30	9						
Article 2	10	1						
Article 3	1	0						
Article 6	1	0						
Article 8	2	0						
Article 9	9	2						
Article 11	3	1						
Article 12	4	3						
Article 13	1	0						
Article 15	2	1						
Article 16	5	4						
Discipline Recommended				Number of Times	17	37		
Letter of Warning					10	17		
Letter of Reprimand					1	16		
Education					12	31		
Fines	\$200, \$500 \$1000, \$1250, \$1500				5	16		
Probation					0	0		
Suspension					0	2		
Expulsion					0	0		
Note: Additional discipline was recommended each time that a fine or education								
was recommended to allow for the potential of the fine or education not being paid.								
Most of those involved fines.								
Ethics Appeals					0	3		

ARIZONA ASSOCIATION OF REALTORS PROFESSIONAL STANDARDS YTD ACTIVITY
2007 YEAR-END REPORT

Arbitration Requests					07 year-end	06 year-end
Total arbitration requests filed year-to-date 2007					48	67
In process from previous years					27	19
Total					75	86
Filed by members					70	78
Filed by public (or against)					5	8
Arbitration Requests forwarded by the Grievance Committee					65	59
Disputes settled by the parties prior to hearing					11	15
Disputes where AAR mediation was attempted					7	1
Disputes mediated and settled through AAR mediation					7	1
Disputes scheduled or to be scheduled for mediation					4	7
Disputes scheduled or to be scheduled for hearing					15	7
Voluntary disputes/Not Heard					3	3
Disputes heard by a hearing panel					27	26
Procedural reviews scheduled/to be scheduled					0	3
Arbitration Requests not yet reviewed by the Grievance Committee					3	3
Disputes requesting mediation prior to GVC					9	
Disputes requesting mediation prior to GVC and resolved					1	
Mediation conferences held prior to GVC review					4	
Amounts requested						
* does not include those not yet reviewed by GVC						
\$0-\$999.00					1	2
\$1,000.00 - \$3,000.00					6	4
\$3,001.00 - \$5,000.00					8	12
\$5,001.00 - \$10,000.00					24	26
\$10,001.00 - \$20,000.00					20	23
\$20,001.00 and over					14	13
Arbitration Requests dismissed by the Grievance Committee					5	13
Arbitration Requests dismissed by a hearing panel					0	0
Hearings held					27	24
Awards made						
\$0					9	6
\$ 1,000.00 - \$3,000.00					1	1
\$3,001.00 - \$5,000.00					3	3
\$5,001.00 - \$10,000.00					6	4
\$10,001.00 - \$20,000.00					6	8
\$20,001.00 and over					2	2
Procedural Reviews held					2	1

ARIZONA ASSOCIATION OF REALTORS PROFESSIONAL STANDARDS YTD ACTIVITY
2007 YEAR-END REPORT

Complaint Call/Information Log										
2007 Year-end					2006 Year-end					
		# Sent To	# Sent				# Sent To		# Sent	
Month	# Calls	Website	Packages	Ombuds	Month	# Calls	Website	Packages	Ombuds	
January	152	92	24	1	January	162	87	24	3	
February	195	123	27	1	February	205	119	27	5	
March	108	60	28	2	March	169	83	28	9	
April	130	25	27	0	April	155	78	12	2	
May	112	36	28	0	May	176	73	26	2	
June	113	54	26	0	June	186	64	27	0	
July	101	56	43	2	July	142	63	34	0	
August	157	61	42	0	August	162	68	51	4	
September	98	64	26	6	September	162	83	27	2	
October	118	59	17	2	October	213	70	37	1	
November	97	61	19	0	November	163	67	26	2	
December	99	42	25	0	December	208	73	23	5	
Respondent's Local Association filed in 2007										
		2007		2006		2007		2006		
		year-end		year-end		year-end		year-end		
Signatory Association			# Ethics		Arbitration					
Bullhead City/Mohave Valley			6	8	1	2				
Casa Grande (see West. Pinal)			n/a	n/a	n/a	n/a				
Central Arizona			3	2	0	0				
Douglas			0	0	0	0				
Glendale/W. Mar. (see WEMAR)			n/a	n/a	n/a	n/a				
Graham-Greenlee			0	0	0	0				
Green Valley			2	3	1	0				
Kingman/Golden Valley			5	6	0	0				
Lake Havasu			12	7	3	6				
La Paz			0	1	0	0				
Lake Pleasant (see WEMAR)			n/a	n/a	n/a	n/a				
Northern Arizona			4	1	1	1				
Phoenix			82	83	26	39				
Prescott Area			13	13	5	1				
Santa Cruz County			0	0	0	0				
Scottsdale Area			49	53	25	22				
Sedona Verde Valley			1	6	2	0				
Southeast Arizona			2	5	1	1				
Tucson			42	34	7	5				
West Maricopa			27	28	5	2				
Western Pinal (CG)			3	5	0	1				
White Mountains			6	6	0	3				
Yuma			4	4	0	0				
Non-Signatory Association					#Arbitrations					
Southeast Valley Regional			5	10	1	4				