

ARIZONA ASSOCIATION OF REALTORS PROFESSIONAL STANDARDS YTD ACTIVITY
2008 YEAR-END REPORT

The following statistics include all cases filed and processed in 2008				
Ethics Complaints			'08 Year-end	'07 Year-end
	Total ethics complaints filed YTD		130	171
	In process from prior years		99	80
	Total being processed		229	251
	Filed by members of the public		180	194
	Filed by members		49	57
Ethics complaints forwarded by the Grievance Committee			136	133
	Ethics cases heard by a hearing panel		44	39
	Hearings scheduled or to be scheduled		15	42
	Mediation conferences held		8	17
	Cases resolved and withdrawn through mediation		7	10
	Cases scheduled or to be scheduled for mediation		5	9
Ethics cases withdrawn by complainant before hearing			34	29
Ethics cases where complainant didn't show/ GVC dismissed			2	0
Held in abeyance (litigation, ADRE, no membership)			23	9
Ethics complaints dismissed by the Grievance Committee			80	92
Ethics cases filed but not yet reviewed by GVC			12	19
	Ethics matters requesting mediation prior to GVC review		2	1
	Ethics matters requesting mediation prior to GVC review & scheduled for conference.		1	0
	Ethics matters requesting mediation prior to GVC resolved through mediation		1	0
Article	charged	Forwarded	% Forwarded (does not include those not reviewed by GVC)	
1	148	89	60%	
2	88	23	26%	
3	38	5	13%	
4	25	5	20%	
5	13	3	23%	
6	20	1	5%	
7	9	0	0%	
8	21	3	14%	
9	54	13	24%	
10	16	2	13%	
11	39	8	21%	
12	64	19	30%	
13	15	6	40%	
14	7	2	29%	
15	23	4	17%	
16	39	19	49%	
17	5	0	0%	

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Ethics Hearing Results					2008 Year- end	2007 Year- end		
Cases with violations found					22	18		
Cases with no violations found					15	21		
Ethics Cases Heard					37	38		
Article	Times Charged		Times Violated					
Article 1	25		8					
Article 2	6		3					
Article 3	3		1					
Article 6	1		0					
Article 8	0		0					
Article 9	4		2					
Article 11	2		0					
Article 12	2		2					
Article 13	3		0					
Article 14	1		1					
Article 15	2		4					
Article 16	12		12					
Discipline Recommended			Number of Times		18	17		
Letter of Warning					11	10		
Letter of Reprimand					10	1		
Education					16	12		
Fines	\$200, \$500 \$1000, \$1250, \$1500				7	5		
Probation					0	0		
Suspension					0	0		
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					4	3		

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Arbitration Requests					08 year-end	07 year-end
Total arbitration requests filed year-to-date 2008					38	48
In process from previous years					27	27
Total					65	75
Filed by members					64	70
Filed by public (or against)					1	5
Arbitration Requests forwarded by the Grievance Committee					57	65
Disputes settled by the parties prior to hearing					13	11
Disputes where AAR mediation was attempted					6	7
Disputes mediated and settled through AAR mediation					5	7
Disputes scheduled or to be scheduled for mediation					0	4
Disputes scheduled or to be scheduled for hearing					9	15
Voluntary disputes/Not Heard					2	3
Disputes heard by a hearing panel					23	27
Procedural reviews scheduled/to be scheduled					0	0
Arbitration Requests not yet reviewed by the Grievance Committee					0	3
Disputes requesting mediation prior to GVC					10	9
Disputes requesting mediation prior to GVC and resolved					5	1
Mediation conferences held prior to GVC review					5	4
Amounts requested						
* does not include those not yet reviewed by GVC						
\$0-\$999.00					0	1
\$1,000.00 - \$3,000.00					5	6
\$3,001.00 - \$5,000.00					7	8
\$5,001.00 - \$10,000.00					20	24
\$10,001.00 - \$20,000.00					18	20
\$20,001.00 and over					14	14
Arbitration Requests dismissed by the Grievance Committee					3	5
Arbitration Requests dismissed by a hearing panel					0	0
Hearings held					29	27
Awards made						
\$0					10	9
\$ 1,000.00 - \$3,000.00					1	1
\$3,001.00 - \$5,000.00					1	3
\$5,001.00 - \$10,000.00					9	6
\$10,001.00 - \$20,000.00					6	6
\$20,001.00 and over					2	2
Procedural Reviews held					2	2

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Complaint Call/Information Log										
2008 Year-end					2007 Year-end					
		# Sent To	# Sent				# Sent To		# Sent	
Month	# Calls	Website	Packages	Ombuds	Month	# Calls	Website	Packages	Ombuds	
January	175	64	22	2	January	152	92	24	1	
February	201	99	20	4	February	195	123	27	1	
March	146	72	19	4	March	108	60	28	2	
April	154	64	19	2	April	130	25	27	0	
May	140	72	26	3	May	112	36	28	0	
June	167	83	30	12	June	113	54	26	0	
July	147	56	21	11	July	101	56	43	2	
August	135	71	48	3	August	157	61	42	0	
September	120	57	33	9	September	98	64	26	6	
October	118	48	22	9	October	118	59	17	2	
November	101	36	35	4	November	97	61	19	0	
December	112	42	21	14	December	99	42	25	0	
Respondent's Local Association filed in 2008										
		2008	2007	2008	2007					
		year-end	year-end	year-end	year-end					
Signatory Association		# Ethics	# Ethics	Arbitration	Arbitration					
Bullhead City/Mohave Valley		7	6	0	1					
Casa Grande (see West. Pinal)		n/a	n/a	n/a	n/a					
Central Arizona		1	3	1	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		1	2	1	1					
Kingman/Golden Valley		5	5	0	0					
Lake Havasu		12	12	2	3					
La Paz		1	0	0	0					
Lake Pleasant (see WEMAR)		n/a	n/a	n/a	n/a					
Northern Arizona		4	4	1	1					
Phoenix		73	82	18	26					
Prescott Area		14	13	2	5					
Santa Cruz County		1	0	0	0					
Scottsdale Area		37	49	21	25					
Sedona Verde Valley		3	1	3	2					
Southeast Arizona		2	2	1	1					
Tucson		43	42	4	7					
West Maricopa		21	27	8	5					
Western Pinal (CG)		5	3	0	0					
White Mountains		4	6	0	0					
Yuma		1	4	0	0					
Non-Signatory Association				#Arbitrations						
Southeast Valley Regional		5	5	2	4					