

**ARIZONA ASSOCIATION OF REALTORS YTD PROFESSIONAL STANDARDS ACTIVITY
2009 SECOND QUARTER REPORT**

The following statistics include all cases filed and processed YTD 2nd qtr 2009				2009 YTD 2nd quarter	2008 YTD 2nd quarter
I. Ethics Complaints					
A	Total filed YTD		67	57	
B	In process from prior years		5	98	
C	Total being processed		57	155	
D	Closed in 2nd Quarter		54	26	
E	Filed 2009 by members of the public		51	123	
F	Filed 2009 by members		16	32	
G	Total YTD		111		
II. Ethics complaints forwarded by the Grievance Committee				63	92
A	Heard by a hearing panel		12	26	
B	Scheduled or to be scheduled for a hearing		23	25	
C	Mediation attempted		8	11	
D	Mediation held		4		
E	Resolved through mediation		4	9	
F	Scheduled or to be scheduled for mediation		4	5	
G	Ethics cases withdrawn by complainant before hearing		7	13	
H	Ethics cases where complainant didn't show/ GVC dismissed		0	0	
I	Held in abeyance (litigation, ADRE, no membership)		29	15	
III. Ethics complaints dismissed by the Grievance Committee				35	42
IV. Ethics cases filed but not yet reviewed by GVC				13	9
A	Requested mediation prior to GVC Review		1		
B	Scheduled or to be scheduled for mediation		0		
C	Mediations held		0		
D	Resolved through mediation		0		
V. Articles Charged					
				* does not include cases not yet reviewed by GVC	
Article	Times charged	Times Forwarded	% Forwarded		
1	42	24	57%		
2	24	8	33%		
3	12	2	17%		
4	3	0	0%		
5	3	0	0%		
6	1	1	100%		
7	1	0	0%		
8	6	2	33%		
9	18	6	33%		
10	2	1	50%		
11	7	4	57%		
12	16	4	25%		
13	3	4	133%		
14	3	0	0%		
15	5	1	20%		
16	3	1	33%		
17	1	0	0%		

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VI. Ethics Hearing Results									
						2009 YTD	2008 YTD		
						2nd	2nd		
						quarter	quarter		
A	Cases with violations found					5	17		
B	Cases with no violations found					7	5		
C	Ethics Cases Heard					12	22		
Article	Times Charged		Times Violated						
1	9		4						
2	4		1						
3	0		0						
6	0		0						
7	1		0						
9	1		1						
11	1		0						
12	1		1						
13	0		0						
15	0		0						
16	0		0						
VII. Discipline Recomm				Number of Times		5	17		
A	Letter of Warning					5	8		
B	Letter of Reprimand					1	7		
C	Education					6	9		
D	Fines	\$1000, \$1250, \$1500				\$1,250	6		
E	Probation					0	0		
F	Suspension					0	0		
G	Expulsion					0	0		
Note: Additional discipline, including fines, were recommended for non compliance.									
	Ethics Appeals					0	0		
VIII. Ethics Ombudsman									
						2009 YTD	2008 YTD		
						2nd	2nd		
						quarter	quarter		
A	Total filed YTD					83	0		
B	Total resolved					49	0		
C	Total unresolved					31	0		
D	In process					3	0		
E	Involved existing ethics complaints					20	0		
F	Resolved existing ethics complaint					4	0		

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I. Arbitration Requests						2009 YTD 2nd quarter	2008 YTD 2nd quarter
A	Total filed YTD 2009					18	49
B	In process from previous years					0	27
C	Total					18	76
D	Filed by members					18	76
E	Filed by public (or against)					0	0
II. Arbitration Requests forwarded by the Grievance Committee						15	44
A	Settled by parties prior to hearing					3	12
B	Mediation attempted					8	5
C	Settled through mediation					2	4
D	Scheduled or to be scheduled for mediation					0	1
E	Scheduled or to be scheduled for hearing					10	15
F	Voluntary disputes/Not Heard					0	2
G	Heard by a hearing panel					5	15
H	Procedural reviews scheduled					0	1
III. Arbitration Requests not yet reviewed by the Grievance Committee						1	1
A	Requested mediation prior to GVC					4	
B	Resolved through mediation					1	
C	Scheduled or to be scheduled for mediation					1	
D	Mediation held prior to GVC review					1	
E	Settled by parties prior to mediation					1	
Amounts request* does not include those not yet reviewed by GVC							
	\$0 - \$999.00					0	0
	\$ 1,000.00 - \$3,000.00					4	4
	\$3,001.00 - \$5,000.00					3	3
	\$5,001.00 - \$10,000.00					5	12
	\$10,001.00 - \$20,000.00					5	15
	\$20,001.00 and over					0	12
IV. Arbitration Requests dismissed by the Grievance Committee						3	2
A	Arbitration Requests dismissed by a hearing panel					0	0
V. Hearings held						5	15
VI. Awards made							
	\$0					2	0
	\$ 1,000.00 - \$ 3,000.00					1	0
	\$ 3,001.00 - \$ 5,000.00					0	0
	\$ 5,001.00 - \$10,000.00					2	2
	\$10,000.00 - \$20,000.00					0	3
	\$20,001.00 and over					0	2
Procedural Reviews held						0	1

