

**Arizona Association of REALTORS®**

**Overview & Update**



**Leadership Conference 2013**



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**NATIONAL ASSOCIATION OF REALTORS®**



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**Rocky Mountain Region XI**



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# Arizona Association of REALTORS®

1896: Maricopa County Real Estate Association formed

1918: Chartered as the Phoenix Real Estate Board

1945: Chartered as AAR

1953: Incorporated as a 501(c)(6) corporation



Governed by its Articles of Incorporation, Bylaws, Policy Statements and Official Statements and the Arizona Non-profit Corporation Act

### Purpose:

To serve its members by providing and promoting services to enhance members' abilities to conduct their businesses with integrity and competency and to promote the extension and preservation of private property rights.

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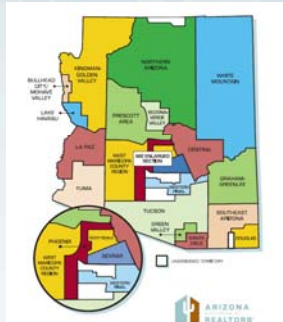
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## Local Associations

- Each of the 21 local associations are AAR members
  - Each are corporations with their own BOD
- All members of those local associations, and AAR individual members and affiliates are AAR members



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## AAR's Organization

- **Member Directed**
- **Staff Driven**



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## Management & Control of AAR is Vested in the Board of Directors



- Quota directors are selected by the locals – thus, AAR’s governance is also intertwined with local associations
- Non-quota directors are appointed based on leadership roles at AAR and representatives from brokerage firms.

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## Executive Committee of the Board of Directors

### 2013 Officers



- **President Sue Flucke**
- **President-Elect Evan Fuchs**
- **First Vice President Jim Sexton**
- **Treasurer Paula Serven**

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## Executive Committee oversees the transaction of AAR business and finances and reports the substance of actions to the Board of Directors

### Members in addition to the AAR Officers

|  |                  |
|--|------------------|
| <b>Region 1 Vice President</b>                   | Lori Doerfler    |
| <b>Region 2 Vice President</b>                   | Kerry Melcher    |
| <b>Region 3 Vice President</b>                   | Paula Smith      |
| <b>Region 4 Vice President</b>                   | Tom Rizen        |
| <b>Region 5 Vice President</b>                   | Jill Knox        |
| <b>Legislative &amp; Political Affairs Chair</b> | Craig Sanford    |
| <b>Risk Management Chair</b>                     | Armando Contla   |
| <b>Communications &amp; Technology Chair</b>     | Ed Pattermann    |
| <b>Professional/Business Development Chair</b>   | Larry Hibler     |
| <b>Local Association Executive</b>               | Rebecca Grossman |
| <b>Immediate Past President</b>                  | Holly Mabery     |
| <b>AAR CEO (Ex-officio - no vote)</b>            | Michelle Lind    |

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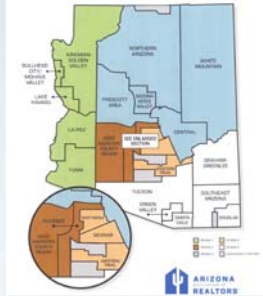
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## Regional Vice Presidents

- AAR is divided into 5 Regions
- RVP is elected from each Region
- RVPs responsible for maintaining effective communication and cooperation among the member board in their Region and AAR



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## 4 Distinct REALTOR Entities

- Arizona Association of REALTORS® (AAR)
- REALTORS® of Arizona Political Action Committee (RAPAC)
  - Political Survival Fund (PSF)
  - Issues Mobilization (IM)
- Arizona REALTORS® Disaster Assistance Foundation (ARDAF)
- Arizona REALTORS® Foundation for Housing & Community Outreach (ARFHCO)

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## AAR Internal Operations

- Michelle Lind – CEO
- Christina Smalls – Director of Operations
- Monica Schulik – Director of Association Relations
- Patricia Woods - Controller
- Kristen Nuth - Assistant Controller
- Tamara John - Customer Service Coordinator

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## Primary Committees

- **Legislative & Political Affairs**
- **Business Services & Technology**
- **Professional & Business Development**
- **Risk Management**



*Each establishes work groups, committees, and forums as needed*

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## Legislative & Political Affairs Oversight Team

- **Nicole LaSlavic** - Vice President of Government Affairs
- **Lore Brown** - Director of Government Programs
- **Kate Ligouri** - Government Affairs Administrative Assistant





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## Legislative & Political Affairs Committee Programs

- Election Year Activities - even years
- Federal Liaison Support
- Fundraising Support (RAPAC)
- Governmental Communications
- Issues Mobilization
- Legislative Advocacy/Policy Development – REALTOR® Caucus
- REALTOR® Day at the Capitol
- Regulatory Interface with State Agencies

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## Legislative Committee

- Reviews proposed legislation for the purpose of recommending an AAR position.
- Expected to be available to testify at the Capitol in support of or opposition to a particular issue affecting the real estate industry.
- Make Calls-to-Action to elected officials when requested.
- Attend various functions throughout the year, such as REALTOR® Day at the Capitol.

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## Political Advocacy

### REALTORS® of Arizona Political Action Committee (RAPAC)

- expenditures for the purpose of impacting any election in the State of Arizona, or in any county, city, town, or precinct in the State of Arizona.

### REALTORS® Issues Mobilization Committee (RIMC)

- contributions to support or oppose federal, state and local issues that impact real property and real property owners in Arizona.

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## Risk Management Team



• **Scott Drucker** - General Counsel



**Jan Steward** - Risk Management Manager

**Cynthia Frey** - Risk Management Coordinator



**Tammy Treguboff** - Professional Standards  
Administrative Assistant

**Carole Ridley** - Professional Standards Administrator

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# Risk Management Programs

- Forms Development
- Legal and Legislative Support
- Legal Hotline
- Regulatory Interface
- Legal Support



- Grievance Committee
- Professional Standards
- Mediation Program
- Ombudsmen Program

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# Risk Management Information & Education

**Manage Risk**

Although the Arizona Association of REALTORS® does not offer legal advice, we do have an abundance of real estate related legal information on a wide variety of issues.

**Legal Hotline Q&A's**

Read questions and the answers given by the AAR Legal Hotline covering such topics as: agency, brokerage, disclosure, and listings.

Also, learn how to obtain Legal Hotline services (broker & designated REALTOR® only).

[Read Legal Hotline Q&A's](#) [Legal Hotline Sign-up](#)

**Forms & Advisories**

Forms

View sample versions of the forms AAR produces. Those without the word SAMPLE may be requested.

- Buyer Advisory Information & Updates
- Short Sale Seller Advisory Information & Updates
- Short Sale Information

**Buyer Advisory**

The Buyer Advisory is a disclosure form that is required for all real estate transactions.

**Short Sale Seller Advisory**

The Short Sale Seller Advisory is a disclosure form that is required for all short sale transactions.

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# Dispute Resolution Programs

**Mediation Programs**

AAR's Mediation program offers an opportunity for parties involved in an ethics complaint or arbitration dispute to settle the matter with the aid of a neutral third-party REALTOR® mediator. Resolving ethics complaints or arbitration disputes through mediation is more expedient, less costly and more amicable than a hearing. Both parties agree to the issues and mutually agree on a settlement. All resolution for all mediators held.

[Ethics Mediation Information](#)

[Ethics Mediation Request Form](#)

[Mediation of Business Disputes Information](#)

[Arbitration Mediation Request Form](#)

[Mediation Training - For REALTORS® only](#)

**Buyer-Seller Disputes**

- Buyer-Seller Information Packet
- Fighting with the Seller? Tips for Success

Use AAR real estate purchase contract forms to resolve disputes between buyer and seller. Disputes may concern earnest money, property condition and others in the event of a dispute between buyers and sellers. In the event of a dispute between buyers and sellers, mediation provides for an objective third-party qualified mediator to meet with all parties to help them reach a solution. There are exceptions to buyer-seller arbitration listed in the contract, but most can be mediated successfully, (can save legal expense and litigation).

**Ombudsman Programs**

Trained REALTOR® Ombudsmen help to identify and clear up any miscommunication between a party and their agent, explain customary Arizona real estate business practices, and discuss available options without judgment.

Ombudsmen do not determine whether ethics violations have occurred, rather they anticipate, identify and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

Ombudsmen can field and respond to a wide variety of inquiries and complaints, including general questions about real estate practice, transaction details, ethical practice and enforcement issues. They can also receive and respond to questions and complaints about members, may contact members to inform them that a client or customer has raised a question or issue and can contact members to obtain information necessary to provide an informed response.

[Ombudsman Process](#)

[Ombudsman Request Form](#)

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## Business Services & Technology Team



• **Ron LaMee** - Senior Vice President



• **Nick Catanesi** - Director of Business Services



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## Business Services & Technology Team



• **Thanh Nguyen** - Sr. Network Administrator

• **Cephas Armstrong-Mensah** - Systems Administrator



• **Michael Acevedo** - Database Administrator

• **Bobby Padua** - Application and Database Developer



### Business Application Specialists

Niki Burridge

Dena Roberts

Dan Pemberton

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## General Infrastructure

- Supporting AAR's internal operations
  - Voice and data systems
  - Network and servers
  - Wi-Fi and video conferencing
  - Network security and backups
  - Desktop support



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## Professional & Business Development Team

- **Barb Freestone** - Staff Liaison and Senior VP
- **Brittni Matt** - Education Outreach Services Director
- **Kimberly Franzen** - Professional Development Coordinator
- **Laura Kovacs** - Curriculum Specialist/Trainer
- **Bethany Helvie** - Communications Manager
- **J. Thurston** - Creative Director

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## Education & Training

- GRI
- rCRMS
- Broker Education programs
- SRS
- Education Outreach programs (NAR designations/certifications)
- AARonline.com
- Arizona REALTOR® Magazine
- AAR Blog
- Facebook
- Twitter
- Flickr
- YouTube

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## Conferences

- **Winter Conference/Spring Convention**
- **Industry Partners Conference**
- **Leadership Conference**

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*association of*  
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