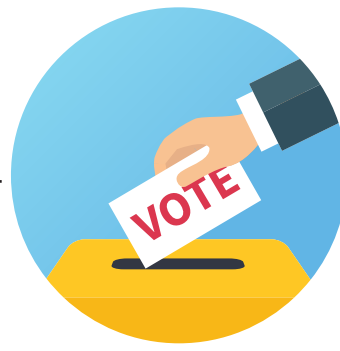




**Revised Contract**  
Successfully revised AAR's Residential Resale Real Estate Purchase Contract



**Ombudsman Success**  
Ombudsman program maintained a 90% success rate in resolving disputes



**Election Success**  
Achieved 95.9% success rate in AAR's General Election endorsements



**Good Neighbors Video**  
Produced the "Arizona REALTORS® Make Good Neighbors" video



**Training & After-hours**  
Conducted 419 zipForm/eSign Training Sessions and implemented the [afterhours@aaronline.com](mailto:afterhours@aaronline.com) email to give members the opportunity to get technical help in the evenings and on weekends



**Defeated Legislation**  
Protected Arizona homeowners and business owners from the undue burden of additional property taxes by defeating legislation to grant tax cuts



**Tech Helpline**  
Introduced Tech Helpline as a new member benefit providing members with expert technical support for devices of all nature



**CRPM Education Courses**  
CRPM certification program delivered 17 property management specific education courses to 825 students



**Remote Education**  
Partnered with 10 local associations on 40 remote live broadcasting classes bringing education programs to 925+ students



**Member Benefit Guide**  
Created and distributed new member benefits guide to complement "A World Without AAR" videos

\*Scroll over any of the icons above and click for web links pertaining to the specific 2016 accomplishment.