
ARIZONA REALTORS[®] SOURCE



REALTOR

Resources and tools to make running your business easier.
Only available for members of the Arizona REALTORS[®].



The Arizona REALTORS® state association is the largest trade association in the state and, as a member, you are one of more than 53,000 real estate professionals in Arizona who have made the commitment to follow the National Association of REALTORS® strict Code of Ethics.

VISION:

“The best prepared real estate practitioner with the highest standards!”

MISSION STATEMENT:

The purpose of the state association is 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.

The Arizona REALTORS® is led by some of our most passionate and dedicated members, all committed to helping you and your business succeed.

Management and control of the association is vested in its **Board of Directors**, with the **Executive Committee** having oversight of the transaction of association business and finances.

The state association’s four Primary

Committees: Legislative & Political Affairs; Risk Management; Professional & Business Development; and Business Services & Technology determine which programs and services to implement to further the association’s vision.

Find out more by visiting: www.aaronline.com/about-us/

For a PDF of this guide with clickable web links visit: www.aaronline.com/member-resource-guide/



LEGISLATIVE & POLITICAL AFFAIRS

The Arizona REALTORS® Legislative and Political Affairs department is your **Voice at the Capitol** which advocates for REALTOR® issues and mobilizes members to legislative and political action.

The collective power of REALTOR® members helps us advocate for private property rights, and promote the best interests of our members at all levels of government. Through non-dues investments from members, the state association helps **support pro-REALTOR® candidates and promote issues that affect the real estate industry.**

The state association also lobbies on your behalf by championing bills that protect private property rights, rational sign laws, utility practices and anti-deficiency laws, all of which benefit you and property owners throughout the state.

REALTORS® of Arizona Political Action Committee (RAPAC):

This is a voluntary PAC which allows REALTOR® members to participate in political affairs. Each year we ask you to invest in RAPAC to ensure your voice is heard at the local, state and congressional level. **RAPAC is non-partisan and we only support pro-REALTOR® candidates.** For more information on RAPAC visit: www.aaronline.com/what-has-rapac-done-for-you/

REALTORS® Issues Mobilization Fund: Investments in this fund are used to support or oppose issues which impact you, your business and real property owners. For more information on Issues Mobilization visit: www.aaronline.com/realtors-issues-mobilization/

Legislative Victories/Successes:

In 2018, with the help of members around the state, we successfully lobbied the passage of **Proposition 126** resulting in a constitutional amendment to prevent any new sales taxes on services. For more information on Proposition 126 visit: www.aaronline.com/2018/11/12/proposition-126-passes/ and www.aaronline.com/2019/02/14/arizona-realtors-lead-the-charge-against-a-tax-on-services/

For information on Proposition 103 & Proposition 100 visit: blog.aaronline.com/2018/12/10/amending-arizonas-constitution/

For more Legislative & Political Affairs information visit: www.aaronline.com/voice-at-the-capitol/

RISK MANAGEMENT

The Arizona REALTORS® Risk Management department is focused on helping members **Manage Risk**, by developing standardized real estate forms; and **Resolve Disputes** by overseeing Professional Standards hearings.

Forms/Advisories: Utilizing the collective expertise of our membership and legal team, the state association has created approximately 70 standard forms to help streamline and protect everyone involved in the transaction.

The state association also provides members with advisories to help guide your clients through their transactions. The Buyer; Lease Owner; Short Sale Seller; Tenant; and Wire Fraud advisories are available at: www.aaronline.com/manage-risk/buyer-advisory-3/ and www.aaronline.com/manage-risk/other-advisories/

Legal Hotline: The Legal Hotline delivers fast and accurate information to assist designated brokers and their designees with day-to-day legal questions that may arise. New questions are published monthly and the archives are searchable on the association's website. www.aaronline.com/manage-risk/legal-hotline/



REALTOR® Safety: The state association established the Agent Safety Alert Program (ASAP) to alert REALTORS® of critical safety issues. Members can view reports and submit reports of incidents they see or know about using the following link:

www.aaronline.com/manage-risk/realtor-safety/

This information is also accessible at: agentsafetyalert.com

Resolve Disputes & Enforce Ethics: REALTORS® pledge to abide by the NAR Code of Ethics. Ethics enforcement by the association is the most important distinction between a REALTOR® and a real estate licensee.

Ombudsman Program: 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.

Mediation: The state association'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 and arbitration disputes through mediation is more expedient, less costly and more amicable than a hearing.

Arbitration: When mediation efforts are unsuccessful, or you know that mediation will not be effective in your pursuit, you may need to file a formal request for arbitration in order to resolve compensation disputes.

Ethics Hearings: REALTORS® are subject to discipline if found in violation of the NAR Code of Ethics.

For Risk Management resources visit: www.aaronline.com/manage-risk/

For Dispute Resolution resources visit: www.aaronline.com/resolve-disputes/



PROFESSIONAL & BUSINESS DEVELOPMENT

The Arizona REALTORS® Professional and Business Development department works to help you **Increase Knowledge** of your business, by providing education and training to help you stay prepared to serve your customers and grow your business. Our curriculum is vetted and reviewed annually to ensure relevancy to the marketplace and to make sure our instructors practice in the field they are teaching in, and share common experiences that you may face in your practice, providing you with problem-solving tactics and business building strategies.

DESIGNATIONS/CERTIFICATIONS

Graduate REALTOR® Institute (GRI): Helps you expand your skills and business through focused business practices content (www.azgri.com).

Master of Real Estate Society (MRES): This “*Exclusive Membership Society*” was created to recognize members’ continuous educational accomplishments, to provide its members with a tool to market those accomplishments, and to show consumers a commitment to the real estate industry.

Certified Risk Management Specialist (rCRMS): Concentrates on the legal issues related to a transaction. This is the only state specific comprehensive risk management program in Arizona. Instructors in these classes are attorneys or attorney/REALTOR® teams who connect the issues with the street practice, leaving you with strategies to help minimize your risk.

Certified Residential Property Manager (CRPM): Helps you navigate the complexities of managing residential rentals from risk to operations.

EDUCATIONAL PROGRAMS/RESOURCES

Live & Remote Classes: Provides members with comprehensive, reliable, and accessible professional development programs that build member success.

Broker University: Provides brokers and managers with the foundational knowledge needed to manage a real estate office.

My Broker Coach: A digital toolkit which helps members who are considering opening their own office.

Broker Summit: Offers topics such as regulatory updates, emerging business models and compliance issues.

www.Reteach.us: Know before you enroll by reading peer reviews about real estate education classes and instructors.

Leadership Development: Provides leadership and communication skills to incoming local association Presidents-elect, to help prepare them for their role as state or local association president through the Arizona REALTORS® Leadership Training Academy.

Instructor Development: Helps instructors develop their delivery skills through Instructor Development Workshops.

Contract Conversations: This video series provides a quick walk-through of the common Arizona REALTORS® contracts and related forms. Each video focuses on a specific contract or form. Check out the library of videos at:

www.aaronline.com/contract-conversations/

Mack in a Minute: This monthly series addresses legal issues through focused 60-second videos. These are a great resource for your office meetings. Browse the library of videos at: www.aaronline.com/increase-knowledge/new-broker-programs/broker-university/mackinaminute/

Webinars: Offers information when you need it.

Events: Read more about our events on page 9.

Get more in-depth information by visiting:

www.aaronline.com/increase-knowledge/



BUSINESS SERVICES & TECHNOLOGY

The Arizona REALTORS® Business Services and Technology department works to ensure that the **Business Tools** you need to effectively represent your clients are up-to-date and running efficiently.

TransactionDesk®: The state association's forms provider gives members unlimited access to our standardized transaction forms. TransactionDesk® allows members to retrieve current forms and contracts from their brokerage and MLS, draft documents, store and organize documents, and obtain eSignatures from their clients. Training and 24/7 support are available to all association members.

Tech Helpline: Provides general tech support via live or online chat. The Helpline's team is comprised of highly qualified professionals in the tech support industry which can answer questions regarding: computers, tablets, printers, scanners, smartphones, and much more.

Tech Marketplace: A collection of products and services of various nature. Each of the offerings provides a discount for members. Shop and compare, and find what's right for you.

RoboForm: This program installs on your computer to securely manage your passwords. When you surf to a login page, RoboForm® recognizes the page and automatically fills in the password. Now, all you need to remember is one master password that unlocks all the rest.

Business Services Support: Technical training and help is provided to members by our experienced experts who can quickly address member questions regarding our products. We also offer live training once a month.

The support team can be reached at 480-304-8930 or 866-833-7357 or support@aaronline.com.

Find out more by visiting:
[www.aaronline.com/
efficient-business-tools/](http://www.aaronline.com/efficient-business-tools/)

STAY INFORMED

Quality, timely information is critical to your business success.

AAROnline.com: Our website is a great resource to find credible information that you can use to answer questions, share with clients, and help determine the right course of action to take.

Arizona REALTOR® Voice: Our weekly email publication provides members with risk management, technology, professional development and industry news.

Arizona Broker/Manager Quarterly: Our quarterly digital publication sent to brokers and managers featuring legal updates and broker-specific content that can be easily shared in staff meetings.

Arizona REALTOR® Blog: Highlights real estate topics that have the industry talking.

Arizona REALTORS® Social Media Channels:



Facebook
facebook.com/azrealtors



Twitter
twitter.com/aarsuccess



YouTube
youtube.com/azrealtors



LinkedIn
linkedin.com/company/arizona-realtors



GET INVOLVED

ATTEND EVENTS

Arizona REALTORS® Convention: Brings together local and national experts in real estate to share ideas, issues and updates, along with networking and fun.

REALTOR® Day at the Capitol/REALTOR® Caucus: Both events bring our members face-to-face with state legislators to help form lasting relationships and bring a heightened awareness to issues that affect our industry.

Industry Partners Conference: One-day conference which brings REALTORS® together with members of the lending and escrow industries, for a solution-based educational program, to help attendees learn how to navigate common issues that arise during the transaction.

Arizona REALTORS® Leadership Conference: Our two-day program offers on-going leadership development for incoming local and state leadership.

VOLUNTEER

Apply to serve on one of our primary committees, or various workgroups at: www.aaronline.com/about-us/aar-committee-volunteer-info/

INVEST IN YOUR BUSINESS

The REALTORS® of Arizona Political Action Committee (RAPAC) contributes to, and channels resources into, races that will have the most impact on the real estate industry. RAPAC strives to educate city council members, legislators and members of congress about the REALTOR® Party and guarantees that no decision is made that will affect our industry, good or bad, until our voice is heard. **Find out how to invest in RAPAC and YOUR business at: www.aaronline.com/voice-at-the-capitol/rapac/**

CHARITIES

Arizona REALTORS® Disaster Assistance Foundation (ARDAF): Established in 2002, this fund collects and distributes tax deductible donations to assist individuals or entities affected by a personal or natural disaster. **More at: www.aaronline.com/about-us/assistance/arizona-association-of-realtors-disaster-assistance-foundation/**

Arizona REALTORS® Foundation for Housing and Community Outreach (ARFHCO): Established to provide charitable support to local associations for housing projects. **More at: www.aaronline.com/about-us/leadership/arizona-realtors-for-community-and-housing-outreach-2012/**

WHAT DO YOU GET FOR YOUR DUES DOLLARS?

As an Arizona REALTOR® member you have access to numerous benefits including: standardized contracts and forms; continuing education classes; business services and technology support, and much more. Your dues dollars also help you save money in ways you might not have known:

- Standardized real estate forms **save you an estimated \$9,504 per year.**
- Secure, online documents by TransactionDesk's electronic signature system **saves you \$189 per year.**
- Legislative initiatives have conservatively **saved you \$6,500 per year.**
- High quality live, and recorded, webinars **save you up to \$1,800 per year.**
- Business Services Support provides solutions to member login issues and electronic forms, while Tech Helpline offers unlimited assistance with any computer, printer or peripheral problem. **You save an average of \$115 per call.**
- Every Legal Hotline question a designated REALTOR® asks on your behalf **saves you more than \$375 in legal fees.**

That is **more than \$18,000** in benefits and there are more at: www.aaronline.com/about-us/benefits/

Arizona REALTORS®
255 E. Osborn Rd., Suite 200
Phoenix, AZ 85012



www.aaronline.com

Phone: 602.248.7787 • Toll-free in AZ: 800.426.7274 • Fax: 602.351.2474

Association Contacts You Need to Succeed

Tech Helpline: 866-232-1791 • Online Chat: <http://chat.techhelpline.com> • support@techhelpline.com

Transaction Desk: www.aarforms.com • 1-800-668-8768 • www.TDSupport.com

Business Services Support: 480-304-8930 • 866-833-7357 • support@aaronline.com

[facebook.com/azrealtors](https://www.facebook.com/azrealtors) twitter.com/AARSuccess [linkedin.com/company/arizona-realtors](https://www.linkedin.com/company/arizona-realtors) [youtube.com/azrealtors](https://www.youtube.com/azrealtors)