

2021 ARIZONA REALTORS®

MEMBERSHIP GUIDE

Resources and tools to make running your business easier.
Available only to members of the Arizona REALTORS®.

OUR VISION & MISSION

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.

VISION:

"The best prepared real estate practitioners with the highest standards!"



The Best Prepared
Real Estate Practitioners with
the Highest Standards

THAT'S
WHO
WE 
REALTOR®

255



We know how important it is to have access to the information you need when you need it.

We are here for you!

Arizona REALTORS®
www.aaronline.com

Legal Hotline (Only for Arizona Brokers)

Monday-Friday

9:30 a.m. to Noon & 2:00 p.m. to 4:30 p.m.

www.aaronline.com/manage-risk/legal-hotline/

Business Support

Weekdays

8:00 a.m. to 5:00 p.m.

480-304-8930 | support@aaaronline.com

Transaction Desk

24/7

800-668-8768 | tdsupport@lwolf.com

After Hours Business Support

Evenings and Weekends

afterhours@aaaronline.com

Tech Helpline

Monday-Friday

7:00 a.m. to 6:00 p.m. & Saturday 7:00 a.m. to 3:00 p.m.

866-232-1791 | support@techhelpline.com

ARIZONA REALTORS® 2021 LINE OFFICERS



Jan Leighton
— President —

J D Campbell Realty, Inc.
JanLeightonAZ@gmail.com

Welcome to the Arizona Association of REALTORS®. Thank you for your membership!

Arizona REALTORS® is a member-centric association, and our Vision is "REALTOR®. . . the best prepared real estate practitioner with the highest standards."

This Resource Guide has been compiled to assist YOU, the member, in conducting your business with integrity and competency. The business benefits in this guide consist of products, services, and professional opportunities and support that are free or at discounted member prices. We know that to be a better agent and grow professionally, it is important to learn and expand your knowledge, your base, and your networking.

Arizona REALTORS® are here to support you and your continued success in real estate.

Jan Leighton

Jan Leighton, 2021 Arizona REALTORS® President



Gary Nelson
— President-elect —

Realty Executives of Flagstaff
gary@garynelsongroup.com



Eric Gibbs

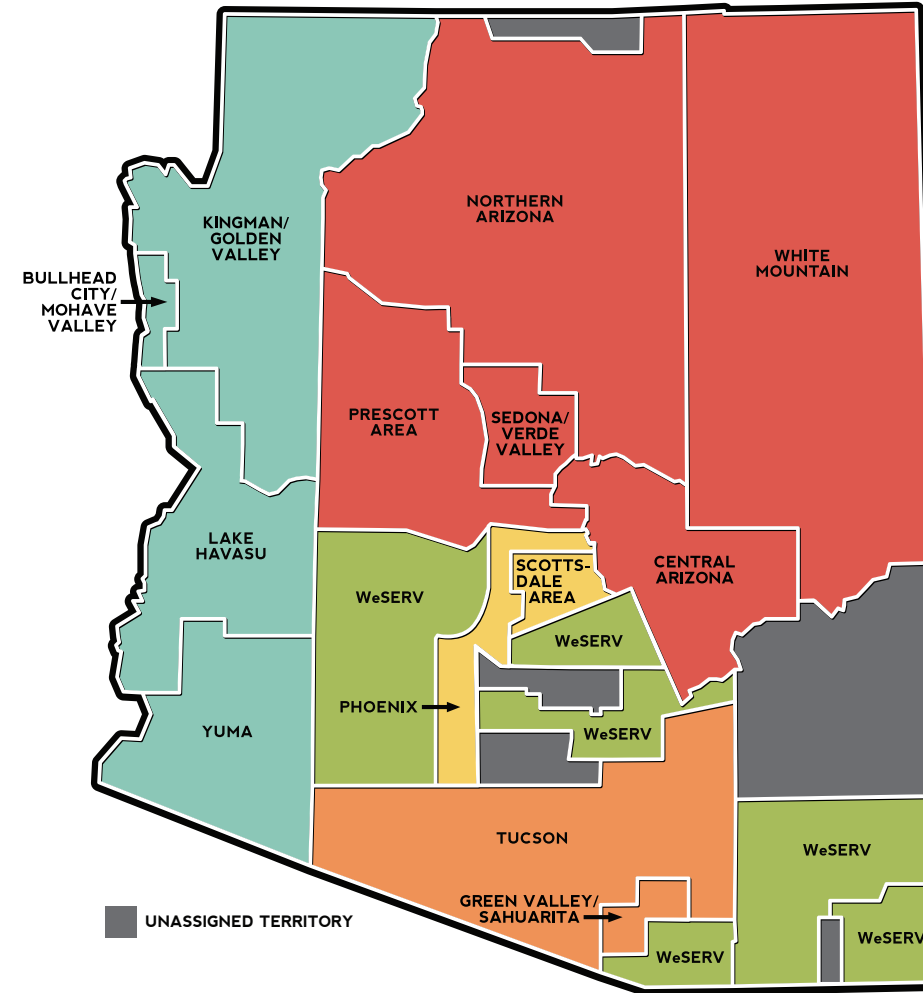
— First Vice President —
Realty ONE Group Integrity
eric@rogintegrity.com



Shelley Ostrowski

— Treasurer —
Realty ONE Group Gateway
shelley@roggateway.com

LOCAL ASSOCIATIONS



The Arizona REALTORS® state association is the largest trade association in the state. As a member of the association, you are one of **more than 53,000 real estate professionals** in Arizona who have committed to following the National Association of REALTORS® strict Code of Ethics.

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

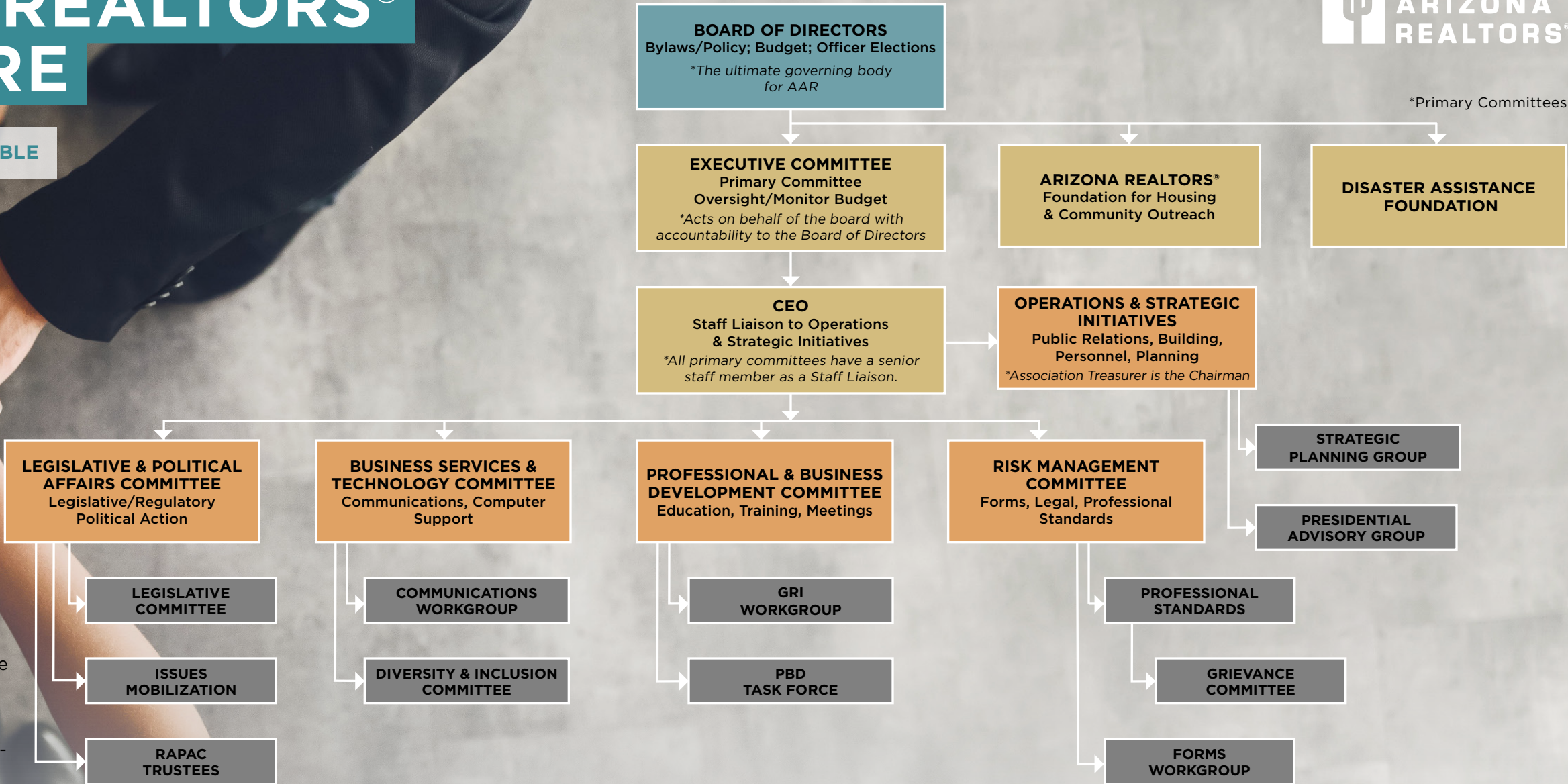
Management and control of the association are vested in its **Board of Directors**, with the **Executive Committee** having oversight of the transaction of association business and finances.

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 (see structure chart on pages 6 and 7).

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/

ARIZONA REALTORS® STRUCTURE

FLEXIBLE, FLUID AND ACCOUNTABLE



Each primary committee develops its business plan and budget in which there is flexibility for the committees to move money where it is needed. The committee appoints single-issue workgroups as needed to accomplish its business plan. Chairs and Vice-Chairs are appointed by the association's President and President-elect. The Chair and Vice-Chair of each primary committee appoints additional members to the committee.

LEGISLATIVE & POLITICAL AFFAIRS

The Legislative and Political Affairs department is your voice at the Capitol advocating for REALTOR® issues and mobilizing members to collectively promote our members' best interests at all levels of government.

The state association lobbies on your behalf to champion 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)
www.aaronline.com/what-has-rapac-done-for-you/: This voluntary PAC uses

non-dues investments to allow 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 levels. RAPAC is non-partisan, and **we only support pro-REALTOR®** candidates.

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

Legislative Victories/Successes: 2020 Successes: (see graphic on opposite page) <https://www.aaronline.com/what-has-rapac-done-for-you/>

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/

Proposition 103 & Proposition 100: <http://blog.aaronline.com/2018/12/10/amending-arizonas-constitution/>

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

For more information contact Matthew Contorelli at: Matthew-Contorelli@aaronline.com



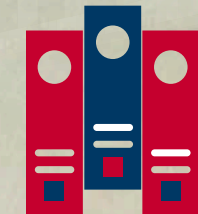
Legislative Policy Successes for 2020



SHIELDED against efforts to deteriorate the real estate licensing model.



PASSED preemption legislation to protect private property owners right to utility options.



EASED tenant record retention requirements for property management firms.



ACCELERATED access to remote online notary.



CHAMPIONED legislation that allows an electronic signature to be used to sign a document that is submitted to the Department of Revenue.



ENSURED that Real Estate professions were designated an Essential Service.



FOUGHT to establish and fund the \$5M Rental Property Owner Preservation Fund (RPOPF).



RISK MANAGEMENT

The **Risk Management** department focuses on helping members manage risk by developing standardized real estate forms and resolve disputes by overseeing Professional Standards hearings.

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

Advisories were created 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 text message based 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 www.agentsafetyalert.com/.

Resolve Disputes & Enforce Ethics: REALTORS® pledge to abide by the NAR Code of Ethics. The association's ethics enforcement is the essential distinction between a REALTOR® and a real estate licensee. Information about the dispute resolution programs can be found at www.aaronline.com/resolve-disputes/.

Sample Forms | Articles | Ombudsman Program | Arbitration | Mediation | Scams & Frauds Team Toolkit | Articles | Buyer-Seller Disputes

For Risk Management resources go to www.aaronline.com/manage-risk/
For Dispute Resolution resources go to www.aaronline.com/resolve-disputes/

PROFESSIONAL AND BUSINESS DEVELOPMENT

The **Professional and Business Development** department helps you increase your business knowledge by providing education and training to help you stay prepared to serve your customers and grow your business.

Our curriculum is reviewed annually to ensure relevancy to the marketplace and to make sure our instructors practice in their teaching field. Instructors share everyday 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).

For more information on our designations and certifications go to www.aaronline.com/increase-knowledge/designations-certifications/



Certified Risk Management Specialist (rCRMS): Focused on the legal issues related to a transaction, this is the only state-specific, comprehensive risk management program in Arizona with instructors who are attorneys or attorney/REALTOR® teams.



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



EDUCATIONAL PROGRAMS/RESOURCES

Live & Live-Virtual Classes: Brings top quality CE classes through partnerships with local associations delivered in-classroom, or virtual.

Leadership Development: Provides training for REALTOR® association incoming presidents-elect to prepare them for their role as state or local association president through the Arizona REALTORS® Leadership Training Academy (LTA).

Virtual Forums: Provides an opportunity for brokers/managers and property managers to receive timely regulatory and business issue updates through a live virtual platform.

Contract Conversations: Provides a quick walk-through of the standard Arizona REALTORS® contracts and related forms, breaking down the form (or sections) for quick absorption through this video series.

Legal Snippets: Provides legal hotline topics, business practice issues, and regulatory updates through short videos. These are an excellent resource for your office meetings.

Master of Real Estate Society (MRES) | Broker University | My Broker Coach | Reteach.us
Instructor Development | Webinars | Events

For a complete list of educational programs and resources, go to 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.



Lone Wolf Transactions (TransactionDesk® Edition): 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: 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.

Business Services Support: Technical training and help are provided to members by our experienced experts who can quickly address member questions regarding our products. We also offer weekly live-virtual training.

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

Tech Marketplace : www.aaronline.com/efficient-business-tools/tech-marketplace/
Find out more by visiting: www.aaronline.com/efficient-business-tools.

COMMUNICATIONS

We are delivering quality, timely information to help you and your business succeed.

AAROnline.com:

Our website is a great resource for 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



YouTube
youtube.com/azrealtors



Twitter
twitter.com/aarsuccess



LinkedIn
linkedin.com/company/arizona-realtors

Diversity & Inclusion | Videos

www.aaronline.com/stay-informed/
www.aaronline.com/videos/

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 heightened awareness to issues that affect our industry.

Industry Partners Conference: One-day conference 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

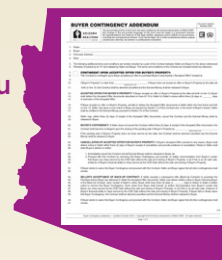
Arizona REALTORS® Disaster Assistance Foundation (ARDAF): Established in 2002, this fund collects and distributes tax-deductible donations to assist individuals or entities affected by a personal or natural disaster. More at: www.aaronline.com/about-us/assistance/arizona-association-of-realtors-disaster-assistance-foundation/

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:

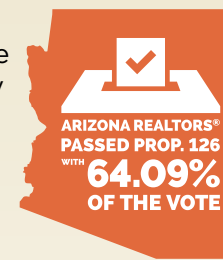
Standardized real estate forms **save you an estimated \$9,504 per year.**



Secure online documents by TransactionDesk's electronic signature system **saves you \$189 per year.**



Legislative initiatives have conservatively **saved you \$6,500 per year.**



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:

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.**



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