

Arizona REALTORS®

2022 Board of Directors Orientation



Arizona REALTORS®



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.**

Governed by the Bylaws, Policies and Official Statements



Bylaws, Policies and Official Statements

March 2021

MARCH 2021
BYLAWS, POLICIES AND OFFICIAL STATEMENTS
AARonline.com/about-us/governing-documents

Comprised of Approximately 55,000+ Arizona REALTORS®

Led by a 120+ Member Board of Directors
and 15 Member Executive Committee

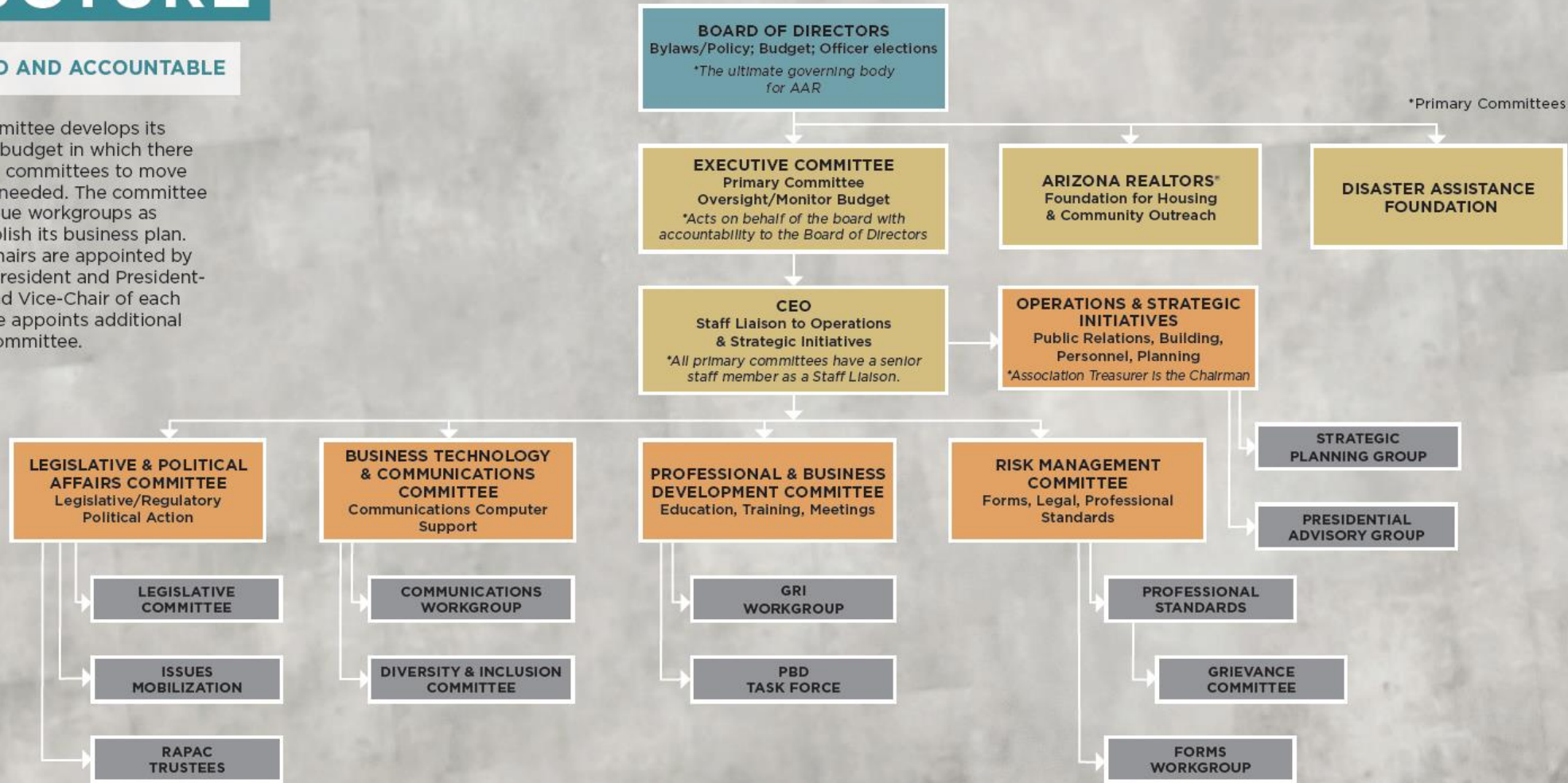


ARIZONA REALTORS[®] STRUCTURE



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.



Selection of Arizona REALTORS® Directors

- **Quota Directors** are Selected by Local associations – the number of directors from each association depends on the size of the association’s membership. Each association has at least one director.
- **Non-quota Directors** include:
 - All elected Officers (Line Officers and Regional Vice Presidents);
 - Arizona quota Directors of the National Association of REALTORS®;
 - Three (3) most immediate past presidents of the Arizona REALTORS® who hold active membership in the state association and are willing to serve;
 - Chairs of the four (4) Primary Committees;
 - Four (4) representatives of the Arizona state chapters of the Institutes, Societies and Councils (ISCs) of the National Association of REALTORS®;
 - Two (2) chief staff officers from the Member Board or Regional Multiple Listing Service (MLS);
 - One (1) representative from each of five (5) largest firms in the large firm category,
 - One (1) representative from each of four (4) largest firms in the medium firm category, and
 - One (1) representative from each of two (2) firms in the small firm category, per number of REALTOR® members; and
 - One (1) representative from an “outside” organization selected annually by the Arizona REALTORS® president.

Board of Directors Responsibilities & Authority

Bylaws Citations

ARTICLE VI

Section 4 – The Board of Directors shall elect and remove AAR officers and National Director Nominees, approve the annual budget and dues, approve withdrawals from the Operating or Capital Reserves, other than as noted in Article IV, Sections 1 and 2, and amend AAR’s Bylaws and Policies except Professional Standards policies, which may be approved by AAR’s Executive Committee. AAR’s accounts shall be audited annually by a certified public accountant.

Section 5 – AAR shall conduct Directors’ meetings no less than two (2) times annually. Special meetings of the Board of Directors may be called by the President or by any fifteen (15) Directors. Written notice of a special meeting shall be sent by mail to all Directors at least ten (10) days before the date of the meeting or by electronic mail at least five (5) days before the date of the meeting. Directors may not participate in Directors’ meetings by agent, representative or proxy, except alternates for quota Directors may be designated in the absence of a quota Director without notice at Board of Directors meetings, however, said alternate shall register at Directors’ attendance desk and provide verification by an officer of said Member Board prior to voting.

Section 7 – A quorum of the Board of Directors shall consist of Directors constituting at least one-third of the total number of AAR Directors of which there must be representatives from at least one-third of the total number of Member Boards present.

Section 8 – The latest available financial statements reflecting AAR’s financial status shall be mailed or otherwise distributed to each voting Director at least fifteen (15) days prior to the scheduled date of each regular meeting of the Board of Directors. A copy of the proposed annual budget shall be mailed or otherwise distributed to each voting Director at least fifteen (15) days prior to the scheduled date of the Directors Meeting at which the annual budget shall be submitted for adoption.

AARonline.com/board-of-directors-responsibilities-and-authority

Board of Director Responsibilities

BOD Responsibilities include:

- Elect and/or Remove Officers and National Director nominees
- Leadership Appointments (Officers, Primary Committee Chairs)
- Approve the annual budget and dues
- Approve withdrawals from the Operating or Capital Reserves and allocations of Operating Surplus
- Approve amendments to the Bylaws, Policies and Official Statements
- Approve amendments to the Legislative Policies

Board of Directors Fiduciary Duties

BOD Fiduciary Duties include:

- Become knowledgeable with the Arizona REALTORS®
 - Strategic Plan
 - Bylaws, Policies & Official Statements
 - Annual Budget
- Be prepared for meetings and review meeting materials
- Ask questions and participate in discussions
- Act in good faith and in the state association's best interests

Harassment/Discrimination

Arizona REALTORS® Anti-Harassment Policy -

G.11 – HARASSMENT

AAR fully supports the rights of all its members and employees to work in an environment free from harassment. Harassment means any conduct (verbal, physical, visual, electronic or by other means) including threatening or obscene language, unwelcome sexual advances, stalking, actions including strikes, shoves, kicks or other similar physical contacts, or threats to do the same, or any other with the purpose or effect of unreasonably interfering with an individual's work performance by creating a hostile, intimidating, or offensive work environment. Any member or employee who believes that he or she has been the subject of harassment should immediately report the improper conduct to the association CEO or General Counsel. If for any reason the member or employee is not comfortable contacting the CEO or General Counsel, then the member or employee should contact the association President. Reports of harassment will be investigated promptly by Association legal counsel. Pending the investigation of any complaint, the individual named in the complaint may be asked not to participate in Association functions until the matter is resolved. The results of the investigation shall be presented to a five member Executive Committee panel, which may impose any disciplinary action authorized by the *Code of Ethics and Arbitration Manual*, at the discretion of the Association.

NAR Code of Conduct and Anti-Harassment Policy - NAR General Counsel and Chief Member Experience Officer Katie Johnson reviews the NAR Code of Conduct and Anti-Harassment Policy, which applies to all NAR-related meetings, events, and communications. <https://www.nar.realtor/videos/video-nar-code-of-conduct-and-anti-harassment-policy>

Board of Directors Meetings

During your one-year term as a Director, you will be asked to attend two Board meetings:



MARCH during the Arizona REALTORS® Governance Meetings
OCTOBER in conjunction with the Arizona REALTORS® Leadership Conference
Special Meetings are called on rare occasions.

Regional Caucuses

Prior to every Board meeting, a Regional Caucus will be held to discuss local issues. The Caucus is led by the Regional Vice President.



Each Board member is encouraged to attend their region's caucus.

Board Meeting Preparation

- Prior to each meeting, every board member should read:
 - Agenda
 - Executive Committee Update (including all motions)
 - Previous Meeting Minutes
 - Committee Reports
- Ask any questions or request additional information

Obtaining Board Meeting Materials

All meeting materials will be provided electronically on the Board of Directors Resources webpage:

<https://www.aaronline.com/2022-board-of-directors-meeting-materials/> [AARonline.com/about-us/leadership-and-volunteers](https://www.aaronline.com/about-us/leadership-and-volunteers)



2022 BOARD OF DIRECTORS

Meeting Materials

MARCH 30, 2022 – GOVERNANCE MEETINGS
Embassy Suites – 4415 East Paradise Village Parkway South
Phoenix, Arizona 85032
9:00 a.m. – 10:00 a.m. – Regional Caucuses
10:30 a.m. – 1:30 p.m. – Board of Directors Meeting
MEETING MATERIALS TO BE POSTED FEBRUARY 2022

OCTOBER 14, 2022 – LEADERSHIP CONFERENCE
TUCSON CONVENTION CENTER
Tucson, Arizona
9:00 a.m. – 10:00 a.m. – Regional Caucuses
10:30 a.m. – 1:30 p.m. – Board of Directors Meeting
MEETING MATERIALS TO BE POSTED SEPTEMBER 2022

BOARD OF DIRECTORS

2022 Board of Directors Members

Orientation

2022 Board of Directors Orientation (Video & PowerPoint)
Serving the Arizona REALTORS® as an Officer or Director
Board of Directors Position Description
Board of Directors Responsibilities and Authority
NAR Video – “Fiduciary Duties Owed by Directors of Associations”

Meeting Materials

2022 Board of Directors Meeting Materials (private)

2021 Board of Directors Meeting Materials (private)

Governing Documents

Governing Documents

For assistance: ChristinaSmalls@aaronline.com



Board Meeting Check-In

All Directors MUST check in with staff at the Director's attendance desk which is generally located at the back of each meeting room.

If you are unable to attend the Board meeting:

- **Quota Directors**

Contact your local association AE, so they can assign an alternate

- **Non-quota Directors**

Contact ChristinaSmalls@aaronline.com

Board of Directors Voting

Directors shall be entitled to only one (1) vote. (Article VI – Section 3)



Vote counts for Officer and National Director elections shall *not* be given verbally. (Policy Statement A.4) These votes are by paper ballot.

Conflict of Interest

Policy Statement A.8

- **Directors** should avoid placing themselves in situations where their personal interests may conflict with the interests of the state association
- **Directors** should, at all times, avoid the appearance of conflict of interest
- **Director's** duties should be performed in good faith and for the benefit of the Arizona REALTORS®.

If You Have a Conflict of Interest

Directors with a conflict of interest:

- **Shall immediately disclose** the existence and nature of the conflict at the outset of discussions
- **May not participate** in the discussion relating to the issue other than to respond to question asked of them
- **May not vote** on any issue in which they have a conflict of interest
- **Should not be present** when the vote on the issue is taken.

Arizona REALTORS® Financials

Arizona REALTORS® has 31 financial accounts that are classified into four categories:

1. Operating Accounts
 2. Reserve Accounts
 3. Political Accounts
 4. Charitable Accounts
- Two separate 501(c)(3) corporations




Operating Budget & Monthly Financials

Operating Budget is based on the Strategic Plan & Primary Committee business plans.

Monthly Financials

report actual Operating Budget income & expenditures and Reserve Account activity.

Capital Budget is reported quarterly.

			
Approved 2022 Operating and Capital Budget			
2021 Budget	2021 Projections	Primary Committee	2022 Budget
\$ (1,074,043.01)	\$ (830,615.15)	Legislative & Political Affairs	\$ (1,097,941.91)
\$ (336,270.00)	\$ (257,299.61)	Risk Management	\$ (338,760.00)
\$ (1,153,326.23)	\$ (937,518.23)	Business Technology & Communications	\$ (994,450.23)
\$ (545,935.02)	\$ (492,474.52)	Professional & Business Development	\$ (564,052.56)
\$ 3,183,414.36	\$ 4,637,179.00	Operations & Strategic Initiatives	\$ 3,622,746.44
\$73,840.10	\$2,119,271.49	* Net (Expense)/Income Totals *	\$ 627,541.74

	Budget	Actual	Variance
Total Income	\$ 10,635,801	\$ 9,907,957	\$ 727,844
Expenses	\$ 4,822,218	\$ 5,911,784	\$ (1,089,565)
Net Income (Loss)	\$ 5,813,582	\$ 3,996,173	\$ 1,817,409

Year-to-date income exceeds expense by \$5,813,582. This amount compares favorably with projected net income of \$3,996,173 for the reporting period, therefore, we have a positive year-to-date variance of \$1,817,409.

RESERVE FUNDS

Operating Reserve (Bylaw Article IV, Section 1, Policy B.6) - The balance as of January 1, 2019 was \$8,135,795 inclusive of UBS RMA, Private Bank and BlackRock Accounts. The current balance is \$8,314,859. There were no deposits this period. The fund has seen a change in value of \$179,063.

REALTORS® Issues Mobilization Fund (Bylaw Article IV, Section 3, Policy B.6 & RIMC Policies) - The balance as of January 1, 2019 was \$2,514,073 inclusive of the UBS RMA, Private Bank, Q-GARP, Dividend Ruler, Portfolio and BlackRock Accounts. The current balance is \$3,602,940. There were \$100 in deposits for contributions and \$92,500 in withdrawals for local board requests this period. These accounts have seen a change in value of \$1,088,866.

Elections of Officers & National Directors

Article VII

ARIZONA ASSOCIATION OF REALTORS®

APPLICATION FOR ELECTED OFFICERS & NATIONAL DIRECTORS

Candidate for the office of:

President-elect First Vice President Treasurer Regional Vice President National Director
 Other: _____

NAME: _____
FIRM: _____
BUSINESS ADDRESS: _____
CITY: _____, ARIZONA ZIP CODE: _____
EMAIL: _____
BUSINESS PHONE: _____ EXT: _____ FAX: _____
NUMBER OF YEARS LICENSED: _____ NRDS#: _____
PROFESSIONAL DESIGNATION(S) HELD: _____

Criteria: *The following are the minimum criteria, per Arizona Association of REALTORS® Bylaws, which must be met to qualify as a candidate for the above listed offices.*

A REALTOR® member in good standing.
Name of the local board/association in which you hold membership: _____
AND

B Knowledge of the Arizona Association of REALTORS® Strategic Plan objectives.
 I do have knowledge I do not have knowledge
AND

C Served as an elected officer of a local board/association for at least one (1) year.
Office held: _____ Year(s): _____

OR

Served at least one (1) year as an elected, or appointed, Arizona Association of REALTORS® Director
 Elected year(s): _____ Appointed year(s): _____

OR

Served at least one (1) year on the Arizona Association of REALTORS® Executive Committee
 Yes, year(s): _____ No
Are you aware of the responsibilities, cost, and time requirements to serve the office for which you are applying? Yes No

I certify that the foregoing information is accurate _____
APPLICANT'S SIGNATURE

Please include a candidate statement addressing any information you would like to share with the Board of Directors prior to the election.

Acknowledged by _____
LOCAL ASSOCIATION AE or PRESIDENT'S SIGNATURE

Officers and National Directors (if any) are elected at the first meeting and installed at last meeting.

A member seeking election must complete an application prior to the deadline.

AARonline.com/about-us/aar-officer-elections

Executive Committee of the Board of Directors

Executive Committee *oversees* the transaction of the Arizona REALTORS® business and finances and reports the substance of actions to the Board of Directors.

AARonline.com/about-us/leadership/executive-committee

Executive Committee Composition:

- Elected Officers: President, President-Elect, First Vice President, Treasurer
- Five Regional Vice Presidents (elected from each region with BOD approval);
- Primary Committee Chairs (appointed by the President with BOD approval);
- AE Representative (appointed by the President with BOD approval);
- Immediate Past President
- CEO (has no vote)

<p>REGION 1</p> <p>Local Associations:</p> <p>BULLHEAD CITY/MOHAVE VALLEY ASSOCIATION OF REALTORS®</p> <p>KINGMAN/GOLDEN VALLEY ASSOCIATION OF REALTORS®</p> <p>LAKE HAVASU ASSOCIATION OF REALTORS®</p> <p>YUMA ASSOCIATION OF REALTORS®</p>	<p>REGION 2</p> <p>Local Associations:</p> <p>WeSERV WEST & SOUTHEAST REALTORS® OF THE VALLEY</p>	<p>REGION 3</p> <p>Local Associations:</p> <p>CENTRAL ARIZONA BOARD OF REALTORS®</p> <p>NORTHERN ARIZONA ASSOCIATION OF REALTORS®</p> <p>PRESCOTT AREA ASSOCIATION OF REALTORS®</p> <p>SEDONA/VERDE VALLEY ASSOCIATION OF REALTORS®</p> <p>WHITE MOUNTAIN ASSOCIATION OF REALTORS®</p>	<p>REGION 4</p> <p>Local Associations:</p> <p>PHOENIX REALTORS®</p> <p>SCOTTSDALE AREA ASSOCIATION OF REALTORS®</p>	<p>REGION 5</p> <p>Local Associations:</p> <p>GREEN VALLEY/SAHUARITA ASSOCIATION OF REALTORS®</p> <p>TUCSON ASSOCIATION OF REALTORS®</p>
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Executive Committee 2022 Line Officers

Article V, Section 1-2



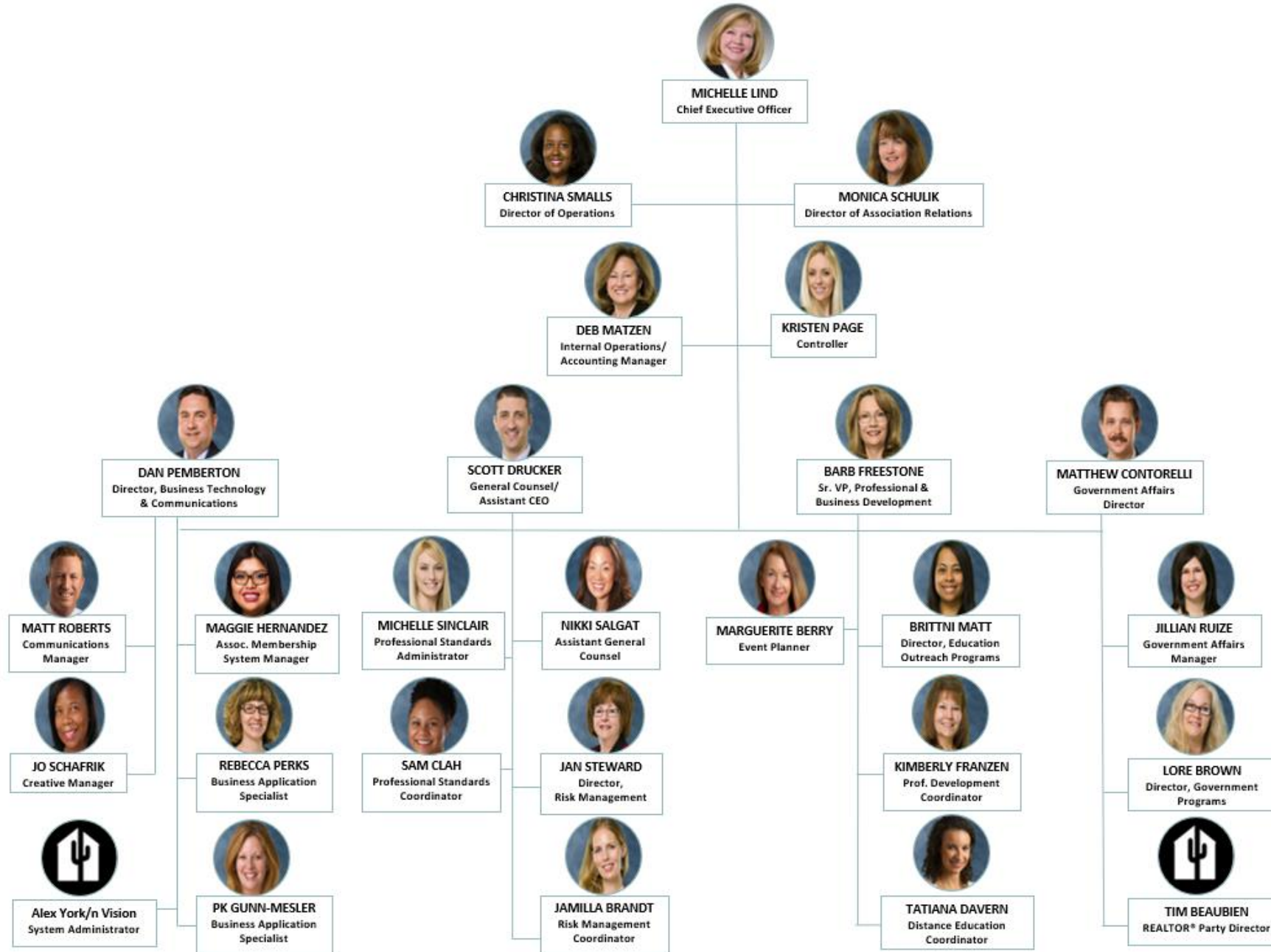
President
Gary Nelson

President-Elect
Eric Gibbs

1st Vice President
Shelley Ostrowski

Treasurer
Sindy Ready

2022 Arizona REALTORS® Organizational Chart



Operations & Strategic Initiatives

CEO Responsibilities

- **Line Officer Meetings**
- **Executive Committee Orientation and Meetings**
- **Board of Directors Meetings**
- **Planning Session & Strategic Plan Development**
- **Budget Development**
- **Association Financials**
 - Dues Collection/Reconciliation
 - RAPAC Collection/Reconciliation
 - Monthly Reports
- **Reserve Funds & Investments Management**
- **Line Officer Spokesperson Training**
- **Presidential Advisory Groups**
- **Association Relations**
 - AE Workshop
 - Regular Communication
 - Core Standards Certifications
- **NAR Meeting coordination**
- **Region 11 Meeting Coordination and RVP Support**
- **ARDAF Management**
- **ARFHCO Management**
- **Public Relations**
- **Building Maintenance and Improvements**
- **Tenant Oversight**
- **Personnel Management**

Public/Media Relations

www.aaronline.com/media-contacts-coverage/

The real estate industry is vital to Arizona.
 Real estate brought more than \$75 billion into our economy last year.
 The economic impact of a single home sale is more than \$88,000.
 And home has never been more important.

Arizona's REALTORS® continue to:

-  **ADVOCATE** for your real estate interests at the federal, state and local government
-  **HELP** you negotiate the best deal, while avoiding delays or costly mistakes
-  **TRANSLATE** complex real estate contracts, terms, rules and laws
-  **PROMOTE HEALTH and SAFETY** while completing your real estate transaction efficiently
-  **IMPROVE** our communities for all Arizonans

Arizona REALTORS®...the best prepared real estate practitioners with the highest standards

THAT'S WHO WE 



255 E. Osborn Rd., Suite 200 • Phoenix, AZ 85012 • Telephone: 602.248.7787 • www.aaronline.com

Facebook.com/azrealtors Twitter.com/AARSuccess Instagram.com/arizona_realtors/ YouTube.com/azrealtors

Arizona Realtors take hot topics to Capitol

Arizona Business Daily Reports | Jan 14, 2017



A group of Realtors recently descended on the Arizona State Capitol to discuss a tax that property owners in the state might end up facing.

AIRPARK BusinessNews

The Arizona Realtors name executive committee

The Arizona Realtors recently held its annual leadership conference to install its 2022 state and regional association officers. Gary Nelson of Realty Executives in Flagstaff will serve as the Arizona Realtors 2022 president, serving with 2022 President-elect Eric Gibbs Sr. of Realty One Group Integrity in Tucson, 2022 First Vice President Shelley Ostrowski of Realty One Group Gateway in Yuma, and 2022 Treasurer Sulinda "Sindy" Ready of RE/MAX Excalibur in Scottsdale.

In addition to his role with the Arizona Realtors, Nelson previously served as chair of the Northern Arizona Multiple Listing Service in 1998 as well as president of the Arizona Association of Realtors.

The Arizona Realtors' leadership is, from left, CEO Michelle Lind, 2021 President Jan Leighton, Gary Nelson, Eric Gibbs Sr., Shelley Ostrowski and Sulinda "Sindy" Ready. (Photo courtesy of the Arizona Realtors)

Housing market cooldown on the horizon for Arizona?

ABC 15 - September 10, 2021

National housing experts say as temperatures cool down this fall, the recent home-buying frenzy could be slowing down as well, but will the same happen here in Arizona?

"We're seeing a little more inventory creep on market, which means people are having to get a little more realistic about their pricing," said Jan Leighton, President of the Arizona Association of Realtors.

Can 'love letters' from home buyers perpetuate racism? This state thinks so

USA TODAY - August 20, 2021

The Arizona Association of Realtors says listing agents should educate sellers about fair housing laws and the pitfalls of love letters, according to its CEO, K. Michelle Lind.

is an honor to serve as president for a society that is the voice of Realtors in Arizona," Nelson says. "I look forward to carrying the association's vision and taking engagement in the community to the next level in 2022."

ARIZONA REALTORS

WHEN BUYING OR SELLING A HOME—READ THIS CONTRACT

The Arizona REALTORS® Residential Real Estate Purchase Contract is designed to make transactions proceed more smoothly, set forth the obligations of the parties with specificity, and prevent disputes. Whether you are buying or selling, seek the guidance of a REALTOR® who understands the complexities of the contract and the real estate sales process.

For more information call 602.248.7787 or email info@arizona-realtors.com

- FINANCING SECTION:** If financing is involved, the buyer is obligated to take specific steps to obtain a loan and is required to attach a Pre-Qualification Form. If the buyer is unable in good faith to obtain loan approval by the specified time, the contract is canceled, and the earnest money returned. The sale is also contingent upon an appraisal of the Premises for at least the purchase price.
- TITLE AND ESCROW SECTION:** The contract is to be used as escrow instructions, and the escrow company is identified in this subsection. The escrow company is instructed to deliver to buyer and seller a commitment for title insurance together with copies of all documents that will create an exception to the title insurance or title commitment.
- DISCLOSURES SECTION:** The seller is obligated to deliver a completed Arizona REALTORS® Seller's Property Disclosure Statement form to the buyer within three days after contract acceptance. The seller is also obligated to deliver a written five-year insurance claims history if the premises were constructed prior to 1978. Lead-based paint information must be provided.
- WARRANTIES SECTION:** Buyer and Seller agree the premises are being sold in its present physical condition. The seller warrants that CDE all persons property not included in the sale and all debts will be removed; the premises will be in substantially the same condition as on the date of contract acceptance, and all agreed upon repairs/improvements will be completed. Warranties that survive closing are also identified in this section.
- BUYER ATTACHMENT:** The Buyer Attachment cover page is not a part of the contract between the parties but alerts the buyer to some of the major provisions in the contract. It also informs the buyer of the risks associated with wire transfer fraud, a scheme used by cyber criminals to steal money via fake wiring instructions.
- PROPERTY SECTION:** Both the buyer and the seller are identified and the agreement to buy and sell is spelled out. The Close of Escrow (COE) is defined as when the deed is recorded. The seller agrees to deliver possession and existing keys to the buyer at COE or as otherwise indicated. The fixtures and personal property to be included in the sale are also listed.

ADDITIONAL TERMS AND CONDITIONS SECTION: A variety of additional terms are included in this section. For example, unless otherwise provided, delivery of all notices and documentation required or permitted in the contract must be in writing and hand-delivered, sent via facsimile, email, or sent by overnight courier.

SELLER ACCEPTANCE SECTION: The seller acknowledges receipt of a copy of the contract and grants permission to the broker to deliver a copy to the buyer. If a counter offer is attached, the seller must sign and deliver both the offer set forth in the contract form and the counter offer. If there is a conflict between the offer and the counter offer, the provisions of the counter offer are controlling.

DUE DILIGENCE SECTION: The buyer's inspection period is 10 days unless otherwise indicated. During the inspection period, the buyer can conduct all desired inspections and investigations. Prior to expiration of the inspection period, the buyer may deliver a signed notice of any items disapproved and request the seller to provide the seller the opportunity to correct the items. The buyer is advised to consult the Buyer Advisory provided by the

Arizona REALTORS® to assist with their due diligence inspections and investigations.

If a party fails to comply with any provision of the contract, the other party may deliver a notice to the non-complying party specifying the non-compliance. If the non-compliance is not cured within three days after delivery of the notice, the failure to comply becomes a breach of contract.



Primary Committees

aaronline.com/primary-committees/ • AARonline.com/about-us/aar-committee-volunteer-info

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

Each department establishes workgroups, committees and forums as needed.

When you volunteer, the industry benefits and you do too!

- Participate in the Association's decision-making process
- Contribute to the Arizona real estate industry
- Build valuable contacts
- Get cutting-edge information and learn skills for your business success

Quick Links

[Descriptions and membership of current Primary Committees](#)

[Primary Committee Guidelines Composition/Appointment/Responsibilities](#)

The deadline for 2022 Primary Committee applications is September 1, 2021 - Any applications received after September 1st will be considered for the 2023 Primary Committees.

The **Primary Committee Volunteer Application Form** is used only for the four Primary Committees (Business Services & Technology, Legislative & Political Affairs, Professional & Business Development, and Risk Management). Each year we have approximately 60 total openings on the four committees.

If you are interested in being a member on one of the standing committees or workgroups (RAPAC, Issues Mobilization, Legislative Committee, Grievance or Professional Standards) please send an email to volunteer@aaronline.com.

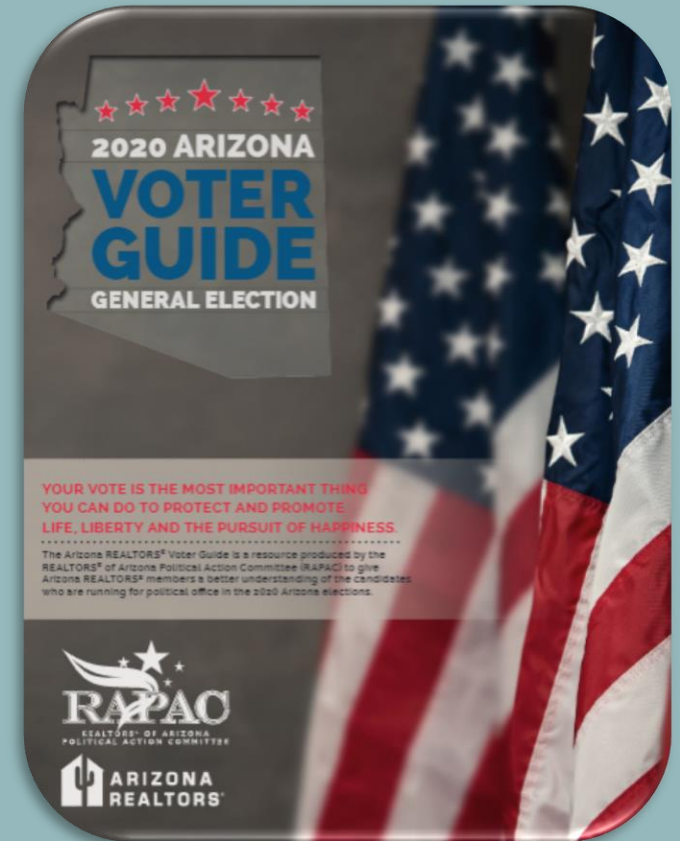
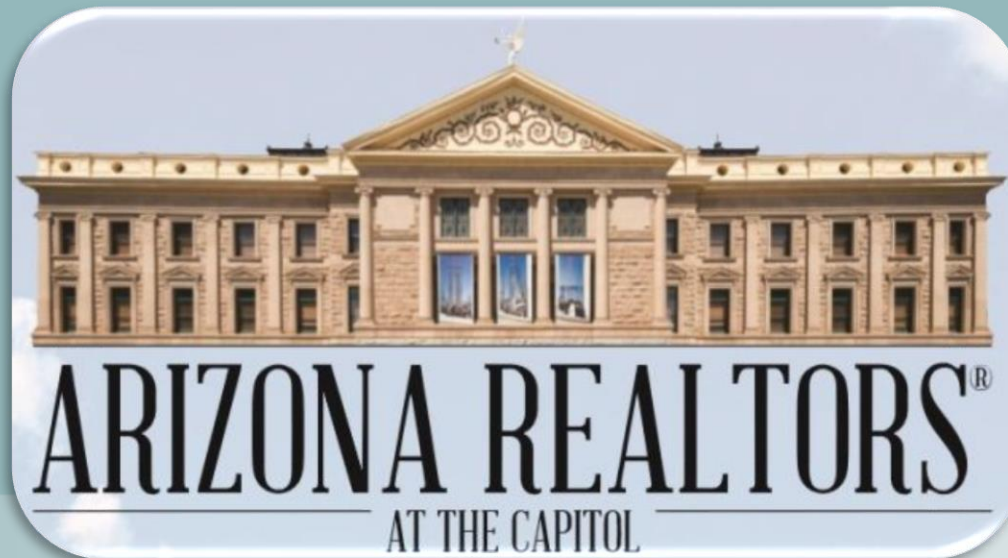
*** Please understand that to ensure productive working relationships, the current Arizona REALTORS® Officers (President, President-elect, First Vice President, Treasurer, Immediate Past President, Treasurer-elect) and the Arizona REALTORS® Staff cannot take a position in support or opposition of any volunteer. Please do not solicit these individuals for referrals or recommendations.*

Legislative & Political Affairs Oversight

- Legislative Committee Meetings
- Legislative Advocacy
- REALTORS® at the Capitol
- Legislative Policy Development
- REALTOR® Caucus
- REALTOR® Party Fundraising (RAPAC/Issues Mob)
- RAPAC Rally Ride
- RAPAC Dues Collection
- RAPAC/Issues Mobilization accounting and SOS Reporting
- REALTOR® Party Grant Applications
- RAPAC Trustees Meetings
- Issues Mobilization Committee Meetings
- Election Year Activities (endorsements/voters guides)
- Political Research
- Federal Liaison Support (FPCs)
- Grassroots/CFA Support
- Governmental Communications
- ADRE Advisory Board
- Regulatory Interface with State Agencies

REALTORS® of Arizona Political Action Committee (RAPAC) REALTORS® Issues Mobilization Committee (RIMC)

AARonline.com/voice-at-the-capitol



Business Technology & Communications Oversight

- Lone Wolf Transactions
(Transaction Desk Edition)
- zipForm® Plus
- eSign
- Live classes
- Live telephone Support
- Single Sign-On
- MLS Connect
- Tech Helpline
- AIR CRE Commercial Forms
- Tech Marketplace
- Technology Information
- Software development - forms server
- “Enhanced Member Profile”
- Third-party forms licensing and Monitoring
- Member Communications
- Diversity & Inclusion

Business Tools

AARonline.com/efficient-business-tools



Arizona REALTORS® Single Sign-On

AARonline.com	ZipForm®	RPR	RPR	RPR	Supra	Supra	Supra	Supra	Sentrilock	Ramco Portal

TransactionDesk SafeMLS

Arizona MLSs Single Sign-On

MLSSAZ	Prescott	Sedona	Lake Havasu	WARDEX	White Mtn.	NAAR	CAAR

Arizona MLSs

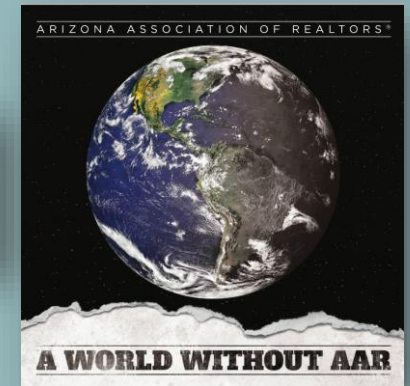
ARMLS	Southeast AZ	YUMA

Tech Marketplace

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

Member Communications

AARonline.com/stay-informed/arizona-realtor-voice



Arizona REALTORS
1.29K subscribers

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT



Arizona REALTOR® Party
326 views • 3 months ago



Arizona Association of REALTORS

5,551 likes • 95 talking about this • 351 were here

Business Services • Real Estate Agent • Organization
255 E. Osborn Rd., Ste. 200, Phoenix, Arizona 85012
(602) 248-7787
Today 8:00 am - 5:00 pm



Professional & Business Development Oversight

- Graduate REALTOR® Institute
- Leadership Training Academy
- Instructor Development Workshops
- REALTORS® Certified Risk Management Specialist Program
- Masters of Real Estate Society
- Certified Residential Property Manager (CRPM)
- Broker University
- Broker Revolution
- Live Streaming Remote C/E Classes
- Educ. Webinars and Videos
- Education Development
- Instructor Development
- REBAC Classes
- Arizona REALTOR® Convention
- Leadership Conference
- Industry Partners Conference
- Trends Summit
- Broker Summit

Conferences & Education

AARonline.com/increase-knowledge



Risk Management Oversight

- Forms Development & Revisions
- Legal & Legislative Support
- Legal Hotline Administration
- Risk Management Education
- Broker Manager Quarterly
- Agent Safety Alert Program
- Regulatory Interface
- Grievance Committee
- Professional Standards
- Administer Ethics Complaints & Arbitration Requests
- Mediation Program
- Ombudsmen Program
- PS Education & Training

Risk Management

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Arizona Association of REALTORS®
RESIDENTIAL RESALE REAL ESTATE
PURCHASE CONTRACT

Page 1 of 10

1. **PROFESSIONAL STANDARDS ETHICS COMPLAINT FORM**

Arizona Association of REALTORS®
255 East Osborn Road, Suite 200
Phoenix, Arizona 85012

REQUEST AND AGREEMENT TO ARBITRATE

I, the undersigned, by becoming and remaining a member of the Arizona Association of REALTORS® (or Participant in an Arizona REALTOR® MLS), have previously consented to arbitration through the Association under its Rules and Regulations.

I am informed that each person named below is a member in good standing of the Association (or Participant in an Arizona REALTOR® MLS) or was a member of said Association of REALTORS® at the time this dispute arose.

A dispute arising out of the real estate business as defined by Article 17 of the Code of Ethics exists between me (or my firm) and [list all persons and/or firms you wish to name as Respondents to this arbitration]:

Name: REALTOR® principal Address: _____
 Name: REALTOR® principal Address: _____
 Firm: _____ Address: _____

[NOTE: Arbitration is generally conducted between REALTORS® (principal) or between firms comprised of REALTOR® principals.]

There is due, unpaid and owing to me (or I retain) from the above-named parties the sum of \$ _____.

My claim is predicated upon the statement attached, marked Exhibit 1 and incorporated by reference into this application. The disputed funds are currently held by _____.

Please clearly summarize the reason(s) you believe the Respondent(s) owes you this money below:

NOTE: Supporting documents and evidence should be submitted with this complaint. If evidence and documents supporting your claim are not provided, it is possible that a Hearing Panel may not consider them at a hearing.

I request and consent to arbitration through the Association in accordance with its Code of Ethics and Arbitration Manual (alternatively, "in accordance with the professional standards/procedures set forth in the bylaws of the Association"), and agree to abide by the arbitration award and to comply with it promptly.

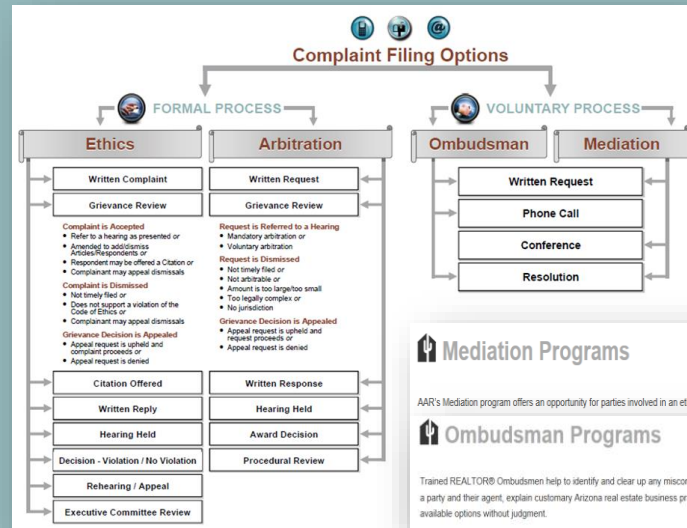
In the event I do not comply with the arbitration award and it is necessary for any party to this arbitration to obtain judicial confirmation and enforcement of the arbitration award against me, I agree to pay the party obtaining such confirmation the costs and reasonable attorney's fees incurred in obtaining such confirmation and enforcement.

I enclose my check in the sum of \$500.00 for the arbitration filing deposit.

I understand that I may be represented by legal counsel, and that I should give written notice no less than fifteen (15) days before the hearing of the name, address, and phone number of my attorney to all parties and the Association. Failure to provide this notice may result in a continuance of the hearing. If the Hearing Panel determines that the rights of the other party(ies) require representation.

Each party must provide a list of the names of witnesses he intends to call at the hearing to the Association and to all other parties not less than fifteen (15) days prior to the hearing. Each party shall arrange for his witnesses to be present at the time and place designated for the hearing. The following REALTOR® (principal) or REALTOR ASSOCIATES® (principal) affiliated with my firm has a financial interest in the outcome of the proceeding and may be called as a witness, and has the right to be present throughout the hearing.

(NAME OF NONPRINCIPAL REALTOR® AFFILIATED WITH FIRM WITH FINANCIAL INTEREST IN THE OUTCOME.)



Mediation Programs

AAR's Mediation program offers an opportunity for parties involved in an ethics complaint or


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.

Document Date: April 2017

ARIZONA ASSOCIATION OF REALTORS®
REAL SOLUTIONS. REALTOR® SUCCESS.



TEAM TOOLKIT
APPROACHING TEAMS FROM THE BROKER AND TEAM LEADER PERSPECTIVE

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THANK YOU for serving on the Arizona REALTORS® Board of Directors

If you have any questions, concerns or need any assistance,
please contact us.

602.248.7787 / 800.426.7274 (Toll Free in AZ)

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