

COMMITTEE HANDBOOK



ARIZONA
REALTORS®

2024

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A MESSAGE FROM THE CEO

Dear Friends,

I am thankful for the privilege of serving the members of the Arizona Association of REALTORS® (AAR) as its Chief Executive Officer. While I and the entire team at AAR work hard to be good stewards, our Association is one that is member-directed. More specifically, it is volunteers like you who are the heart of our organization. As volunteers, you are the epitome of selflessness. You take time away from your family, friends, and business to advance the real estate industry. You make a difference, and your generosity has a profound and lasting impact on all Arizona REALTORS®.

While we know that you choose to volunteer without the expectation of recognition or reward, I want to ensure you know just how much your dedication is appreciated. Whether you are new to serving on an AAR Committee, or are a long-time volunteer, you directly contribute to our Association's success.

We are grateful for your service and, on behalf of everyone at AAR, we THANK YOU.

Scott Drucker, CEO
Arizona REALTORS®



ABOUT US



WHO WE ARE

Arizona REALTORS® is the largest trade association in Arizona, representing more than 56,000+ Arizona REALTORS® subscribing to the strict Code of Ethics outlined by the NATIONAL ASSOCIATION OF REALTORS® (NAR). In addition to providing a number of benefits and services, the state association is dedicated to the protection of private property rights and best interests of Arizona REALTORS® in legislation and strives to provide the best – most current – legal information and education available.

OUR MEMBERS

Members are active real estate licensees which includes professionals from all areas of real estate – residential, commercial, property management, land, appraisal, relocation and more. Our membership is made up of licensees from Arizona's 14 local associations, that are also members of NAR.



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GOVERNANCE

Management and control of the Association is vested in the Board of Directors – (AAR Bylaws Article VI). The Board of Directors is made up of 115+ members representing 14 local associations, 11 brokerages, and 3 state chapters of NAR's Institutes, Societies, and Councils.

The Executive Committee of the Arizona REALTORS® consists of 15 members who were elected (line officers and Region Vice Presidents) by the Board of Directors or chosen (primary committee chairs, and AE representative) by the association's President.

VISION

REALTOR® . . . the best prepared real estate practitioner with the highest standards.

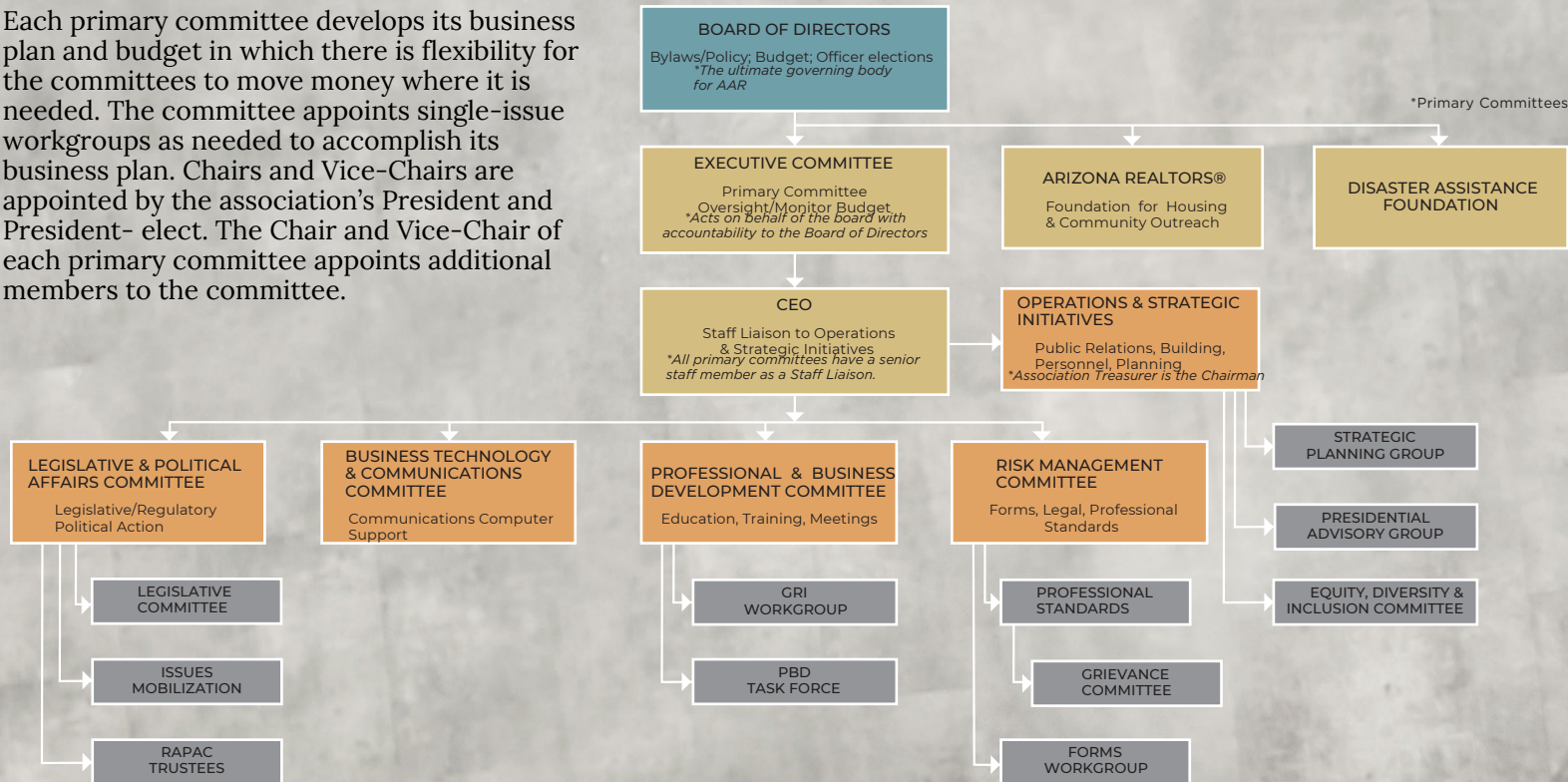
PURPOSE

To enhance members' abilities to conduct their businesses with integrity and competency; to provide a superior consumer experience; and to promote the extension and preservation of private property rights.

ARIZONA REALTORS® STRUCTURE

FLEXIBLE, FLUID AND ACCOUNTABLE

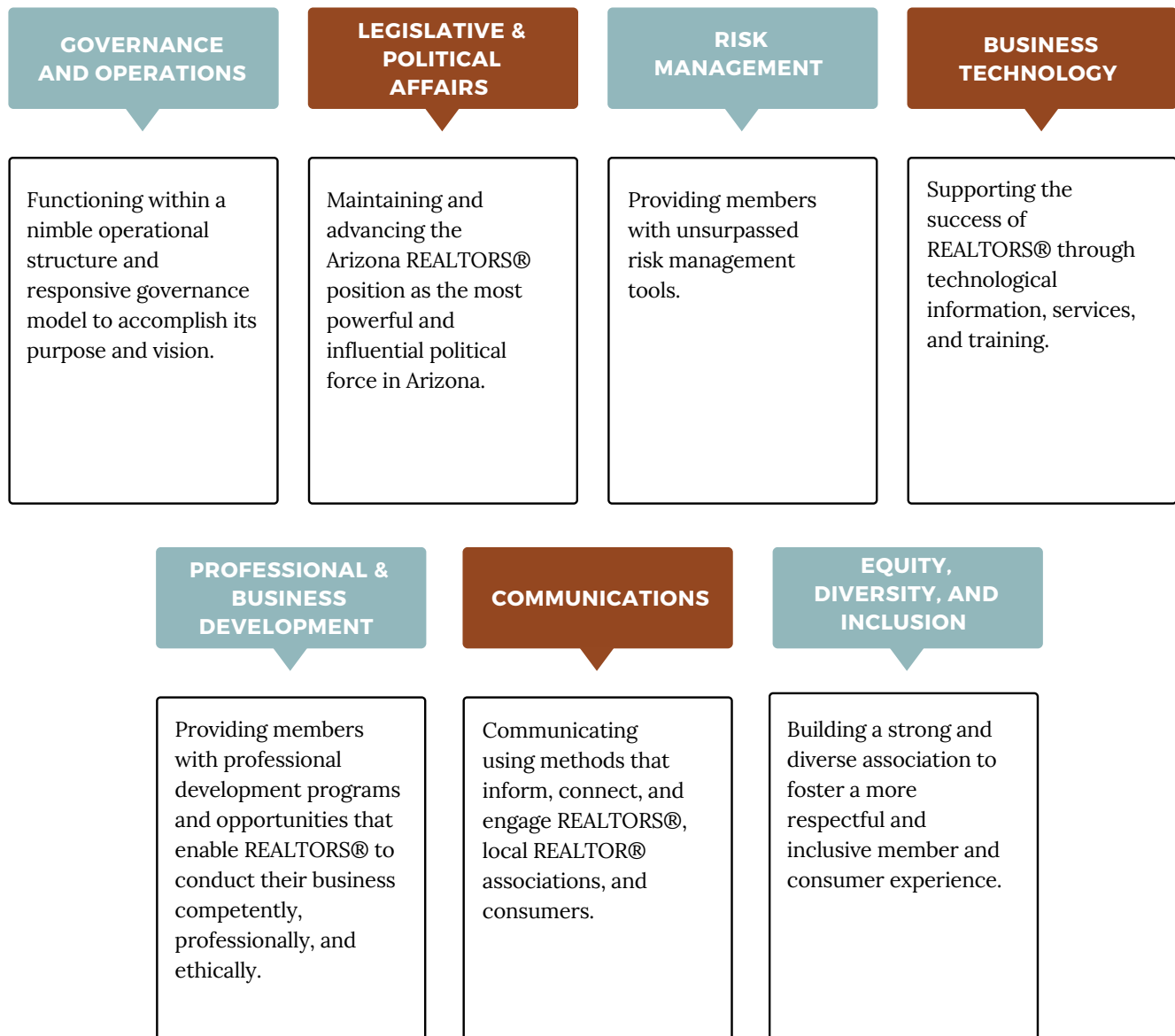
Each primary committee develops its business plan and budget in which there is flexibility for the committees to move money where it is needed. The committee appoints single-issue workgroups as needed to accomplish its business plan. Chairs and Vice-Chairs are appointed by the association's President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



STRATEGIC OBJECTIVES

The strategic objectives in the Arizona REALTORS® Strategic Plan are the parameters in which the primary committees will develop strategies to deliver programs, products, services, and activities. The Strategic Plan must be tested against the association's vision, purpose, and customer. Within our vision and purpose, we will intentionally manage or create a superior experience for our members and staff for our members and staff.

The sections of the association's Strategic Plan are:



PRIMARY COMMITTEE COMPOSITION



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
- Develop skills for your business success



The Arizona REALTORS® and its Equity, Diversity & Inclusion Committee commits to building a strong and diverse association to foster a more respectful and inclusive member and consumer experience.



BUSINESS TECHNOLOGY
& COMMUNICATIONS

The Business Technology and Communications (BTC) Committee coordinates association activities relating to technology and communications among those served by the state association.

The BTC Committee provides the following technology services:

- Lone Wolf Transaction (Transaction Desk® Edition)
- Authentisign
- Tech Helpline
- Single Sign-On
- Breeze

PRIMARY COMMITTEE COMPOSITION



LEGISLATIVE &
POLITICAL AFFAIRS

The Legislative & Political Affairs (LPA) Committee works to protect private property rights, promote REALTOR® interests at all levels of government, and mobilize members to legislative and political action. This includes work on needed legislation, legislative monitoring, lobbying, issues campaigns and research, member awareness and political training programs, and raising and disbursing funds for REALTORS® Political Action Committee (RAPAC) Trustees and the Issues Mobilization Fund.

The LPA Committee monitors all governmental activities such as:

- REALTOR® Day at The Capitol
- Arizona REALTOR® Caucus
- Election activities

The LPA standing committees are:

The Legislative Committee is responsible for implementing the Arizona REALTORS® yearly Legislative Policies. This committee tracks legislation and approves official bill positions for the Arizona REALTORS®. The committee is provided regular legislative updates by our Senior Director of External Affairs and recommends strategies to achieve our legislative priorities. The bulk of the work of this committee is done early in the year during the Arizona Legislative session which normally adjourns in May. The committee will meet more than once a month during the legislative session and sparingly if at all once session is over in the summer and fall.

REALTORS® Issues Mobilization (RIMC) is responsible for all advocacy expenditures that are not directly related to candidates. They vet and approve any legislative expense that may be tied to a ballot measure campaign, a policy expense to advocate for an issue at the state legislature, or any community outreach expenses. The committee is also responsible for the disbursements of local association issue fund reserve requests. They will vet and approve these requests from local associations.

RAPAC Trustees are responsible for the disbursements of all RAPAC funds both at the state and local level. The main responsibility of the RAPAC Trustees is to vet, interview, and make final endorsements for Arizona legislative and statewide office candidates. The Trustees also approve the dollar amounts of candidate contributions for all state candidates. They receive requests from local associations to utilize their RAPAC reserves for local office candidates and must vet to approve or deny those requests. All responsibilities of the RAPAC trustees surround candidate and campaign activities.

PRIMARY COMMITTEE COMPOSITION



PROFESSIONAL & BUSINESS DEVELOPMENT

The Professional & Business Development (PBD) Committee provides tools to assist members and local associations to be the best prepared and perform to the highest standards. The committee oversees the GRI program, Leadership Training Academy (LTA), Broker University, Education Achievement, and remote educational sessions across Arizona.

The PBD Committee offers additional educational programs including:

- Instructor Development Workshops
- REALTORS® Certified Risk Management Specialist Program (rCRMS)
- Certified Residential Property Manager (CRPM) Program

The PBD Committee hosts the following annual conferences:

- Spring Conference
- Leadership Conference
- Industry Partners Conference



RISK MANAGEMENT

The Risk Management Committee (RMC) implements and oversees programs designed to mitigate risk for REALTORS®, and consumers, as well as educating members in risk management techniques and applicable laws that affect their practice. The RMC is responsible for developing and maintaining standardized real estate contracts and forms which are used in a majority of Arizona real estate transactions. The committee is also charged with professional standards administration, dispute resolution, and Legal Hotline management and oversight.

The RMC offers the following additional programs:

- Professional Standards Administration
- Ombudsmen Program
- REALTOR® Mediation
- Buyer-Seller Dispute Resolution System - DRS

The RMC standing committees are:

The Grievance Committee - Members review ethics complaints, arbitration requests, and Grievance decision appeals during Grievance Committee meetings to determine whether the matter under consideration should be referred to a hearing before the Professional Standards Committee, or whether the matter should be dismissed.

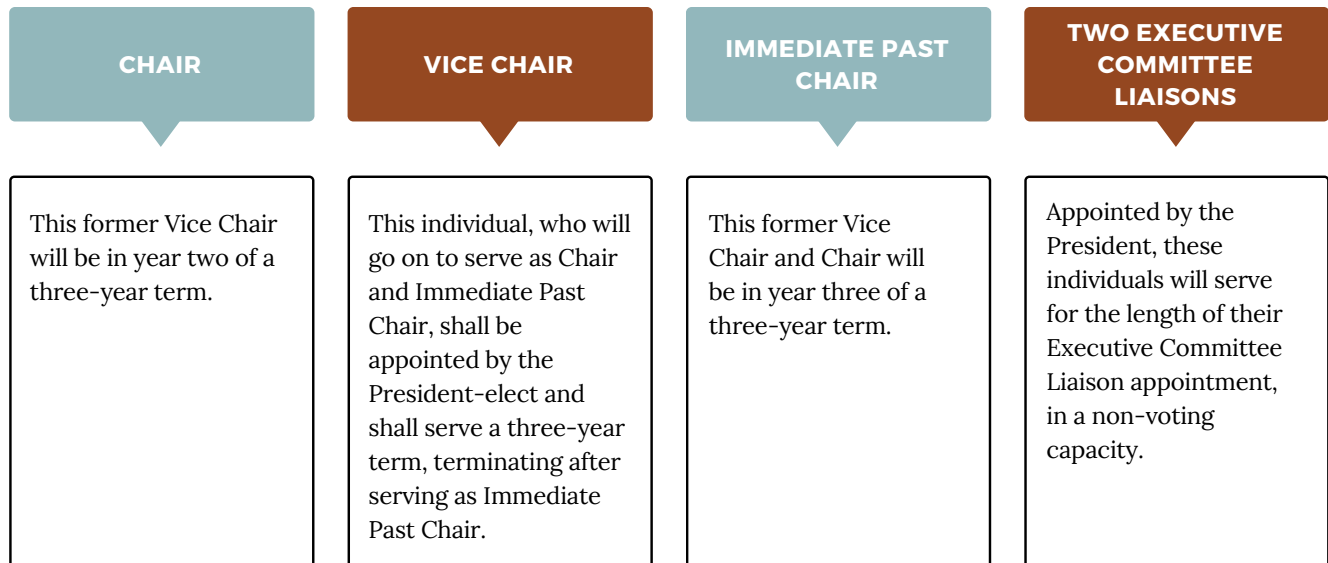
Professional Standards Committee - Members participate in ethics and arbitration hearings to determine an outcome. They also participate in ethics appeals and arbitration procedural review hearings to determine if irregularities affected an outcome from a hearing.

PRIMARY COMMITTEE COMPOSITION

The deadline for 2025 Primary Committee applications is September 1, 2024. Any applications received after September 1st will be considered for the 2025 Primary Committees. To submit an application, go to: www.aaronline.com/volunteer-application-form/

*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 of, or opposition to, any volunteer volunteer.

Please do not solicit these individuals for referrals or recommendations.



No more than 12 Individual REALTOR® Members: After having completed and submitted a Committee Volunteer Application Form by September 1st, the Vice Chair, immediately prior to their term as Chair, shall select individual REALTOR® Members, each of whom will serve a one-year term, but cannot serve more than four consecutive terms.

PRIMARY COMMITTEE COMPOSITION

With the exception of the two Executive Committee Liaisons, all members of the committee shall be entitled to one vote. An individual may simultaneously serve as both an Individual REALTOR® Member and an Executive Committee Liaison, with their term expiring upon either the conclusion of their four-year Independent REALTOR® Member appointment, or two-year Executive Committee Liaison appointment, whichever is later.

If a current member of the Committee is selected to be Vice Chair, their term shall end only after having served as Immediate Past Chair.



Upon conclusion of term

Upon conclusion of a committee member having served for four consecutive years, they will be removed from the committee and are not eligible to be reappointed for one year. However, if there are an insufficient number of applicants to replace each of the departing committee members, the one-year hiatus requirement will be waived.

Resignation/Removal

Should a committee member resign or be removed with cause at any time prior to expiration of their term, a replacement member will be selected by the Chair. The replacement member will step into the role of the departing committee member and shall serve out the remainder of the departing committee member's term. The sole exceptions being: (1) a sitting Chair's replacement will be selected by the current President; (2) a sitting Vice Chair's replacement will be selected by the current President-elect; and (3) a sitting Executive Committee Liaison's replacement will be selected by the current President.

A committee member will automatically be removed upon loss of real estate license or loss of Association membership. Committee members accept the responsibility for carrying out the goals of the committee to which they are appointed, and meeting attendance is part of that responsibility. Any voting committee member who fails to attend two consecutive regularly scheduled meetings without good cause may be removed from the Committee at the Chair's discretion. The Chair of the committee shall then appoint a new member to complete the remainder of the departing member's term.

Committee Composition

Each Primary Committee Chair shall use best efforts to ensure that their committee is served by at least one representative from each of the state's five regions. To the extent possible, each Primary Committee shall be representative of the general membership. In other words, committees should be representative geographically, broker/agent, large/medium/small brokerage, etc. While broad-based representation is desirable, this should not be construed as limiting the Chair from appointing the most knowledgeable and competent individuals available to serve.

COMMITTEE CHAIR GUIDELINES AND RESPONSIBILITIES

Guidelines:

- Guide, mediate, and stimulate discussions
- Keep discussions on track; periodically restate the issue and the goal of the discussion
- Monitor participation; control talkative members and draw out silent members
- Use well-placed questions, seek points of information and clarification, and periodically summarize to keep the discussion focused
- Allow members to voice different ideas
- If emotions are too high, return the floor to a neutral person, seek a purely factual answer, or take a break
- If a member is blocking constructive behavior, consider speaking to the person privately in a caring manner, pointing out the effects of the behavior, and suggesting alternative behaviors
- Seek consensus, but unanimity is not required
- Close the meeting by noting achievements

Responsibilities:

- Chair all Committee meetings (generally 4 per year)
 - Work with staff to develop agendas
 - Meet with staff prior to each meeting, if necessary
 - Conduct committee meetings
 - Approve meeting minutes before distribution
- Participate as a member of the Arizona REALTORS® Executive Committee
 - Attend Executive Committee meetings (generally 4 per year)
 - Present business plan and budget for approval with staff assistance
 - Present reports at each meeting with staff assistance and make any recommended motions
- Attend Leadership Conference, Spring Conference, REALTOR® Caucus, and REALTOR® Day, if possible
- Appoint workgroup Chairs, as needed

GENERAL COMMITTEE MEMBER RESPONSIBILITIES

- Attend all committee meetings (**generally 4 per year**) or participate via teleconference when unable to attend in person.
- Notify staff as soon as possible if unable to attend a meeting to enable staff to determine if the quorum requirement can be met.
- Review the agenda and all relevant material before committee meetings.
- Promptly respond to emails and other correspondence concerning committee business.
- Contribute during meetings and voice objective opinions on issues.
- Carry out individual assignments made by the committee chair.
- Focus on the best interests of the association and the committee rather than on personal or constituent interests.
- Act in good faith and in accordance with the best interests of the association.
- Publicly disclose any actual or perceived conflicts of interest and comply with the Arizona REALTORS® Conflict of Interest Policy.



APPOINTMENT PROCESS

Primary Committee Application and Submission

Any REALTOR® Member seeking an appointment or reappointment to an Arizona REALTORS® Primary Committee shall complete and submit an AAR Committee Volunteer Application Form by **September 1st** in the year preceding the desired year of service. Members-at-large are not automatically reappointed to a committee.

Primary Committees Chair and Vice Chair Appointments

The President, with cooperation of the President-elect, for their respective years in office, and with the approval of the Board of Directors, appoints the Primary Committee Chair and Vice Chair to serve for one-year terms. The President shall be an ex-officio member of all Primary Committees.

Primary Committee Member-at-Large Appointments

The Primary Committee Vice-Chair, immediately prior to their term as Chair, shall review the AAR Committee Volunteer Application Forms submitted by the **September 1st** deadline and select Members-at-Large to serve the following year. To the extent possible, each Primary Committee Chair shall use best efforts to ensure that: (1) their committee is served by at least one representative from each of Arizona REALTORS® five regions; and (2) composition of the committee is representative of the general membership. In other words, committees should be representative geographically, broker/agent, large/medium/small brokerage, etc. While broad-based representation is desirable, this should not be construed as limiting the appointment of the most knowledgeable and competent individuals available to serve.

Exceptions

Any exceptions necessary to ensure a Primary Committee has adequate qualified members may be approved by the President for the year of service.

COMMUNICATION/SOCIAL MEDIA GUIDELINES

The Arizona REALTORS® strives to be transparent and keep the channels of communication open. As a member of a Primary Committee, you are encouraged to share Primary Committee information and activities with your local association executives, local association leadership, and fellow REALTORS® following each meeting.

| DO'S | DONT'S |
|--|---|
| <ul style="list-style-type: none"> ✓ Do ask the staff liaison or chair whether agendas and/or handouts may be shared or copied. ✓ Do ensure that all information is accurate and complete as possible. ✓ Do share if committee recommendations will require Executive Committee or Board of Directors approval (or both). ✓ Do seek guidance from the staff liaison or Primary Committee Chair with any questions. | <ul style="list-style-type: none"> ✗ Do not disclose details of committee debates or disagreements. ✗ Do not state or imply that you are authorized to speak as an official representative of the Arizona REALTORS® or the Primary Committee on which you serve. ✗ Do not make any comments, posts, or share any material that might cause damage to the reputation of the Arizona REALTORS® or its members. ✗ Do not make any statements to the media or post on a social media page belonging to a member of the media. If contacted by a member of the media, please direct them to the Arizona REALTORS® CEO. |