

ARIZONA REALTORS®

www.aaronline.com

# MEMBERSHIP

2023

*Guide*

## RESOURCES & 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, competency and to promote the extension and preservation of private property rights.

## Vision

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





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



Legal Hotline (Only for Arizona Brokers)

**Monday - Friday**

9:30 am - Noon & 2:00 pm - 4:00 pm

[www.aaronline.com/mange-risk/legal-hotline](http://www.aaronline.com/mange-risk/legal-hotline)

Transaction Desk

**24/7**

800-668-8768

[tdsupport@lewolf.com](mailto:tdsupport@lewolf.com)

Tech Helpline

**Monday - Friday**

7:00 am - 6:00 pm

**Saturday**

7:00 am - 3:00 pm

866-232-1791

[support@techhelpline.com](mailto:support@techhelpline.com)

Business Support

**Weekdays**

8:00 am - 4:30 pm

480-304-8930

[support@aaronline.com](mailto:support@aaronline.com)

After Hours

Business Support

**Evenings and Weekends**

[afterhours@aaronline.com](mailto:afterhours@aaronline.com)



**Eric Gibbs**  
President

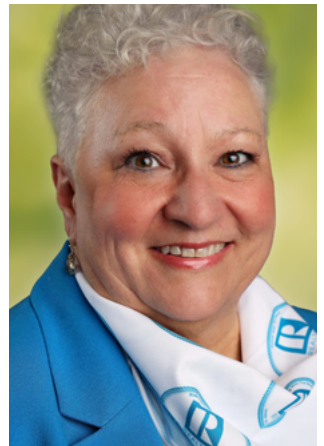
# 2023 STATE LINE OFFICERS



**Shelley Ostrowski**  
President-elect



**Cindy Ready**  
First Vice President

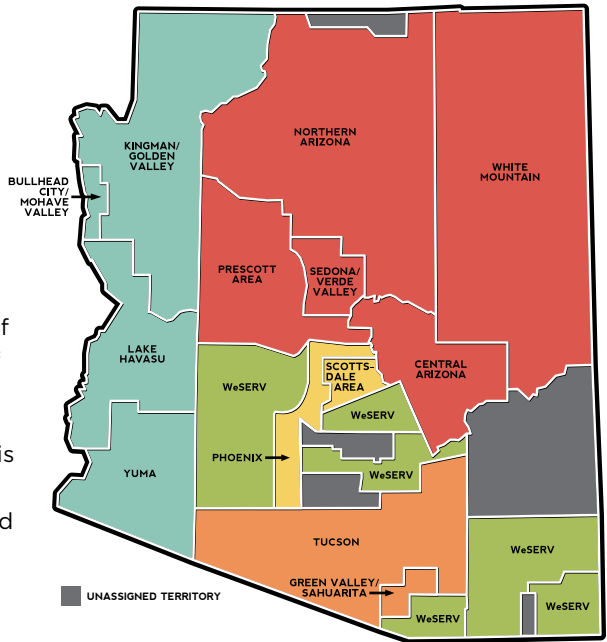


**Lisa Paffrath**  
Treasurer

# 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 55,000 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 Technology & Communications determine which programs and services to implement to further the association's vision.

Find out more by visiting

[www.aaronline.com/about-us/benefits](http://www.aaronline.com/about-us/benefits)

# LEGISLATIVE & POLITICAL AFFAIRS

The **Legislative & 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.

The Legislative and Political Affairs Committee (LPA), comprised of REALTORS® from across Arizona, 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 (including "calls for action"), issues campaigns, issues research, member awareness and political training programs, and raising and disbursing funds for RAPAC and the Issues Mobilization Fund.

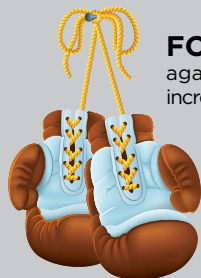
**Advancing the REALTOR® Party:** The REALTOR® Party is a powerful alliance of REALTORS® and REALTOR® Associations working to advance public policies and candidates that build strong communities, protect property interests and promote a vibrant business environment.

**REALTORS® of Arizona Political Action Committee (RAPAC):** RAPAC is a member-sponsored effort organized to financially support candidates running for local, state and federal office whose position on real estate regulation and a free-market business environment most closely represent the initiatives of the Arizona REALTORS®. RAPAC contributes to, and channels resources into races that will have the most impact on the real estate industry. RAPAC is a voluntary, non-profit political action committee and operates independently of any political party.

**REALTORS® Issues Mobilization Fund:** Do you have an issue in your community that needs funding support? Issues Mobilization is a tool to help support your community issues financially. The REALTORS® Issues Mobilization Committee (RIMC) reviews and approves funding requests from local associations to expend their own local issues mobilization reserve balances as well as requests to the state reserves of the Issues Mobilization fund. The RIMC is governed through bylaws and is comprised of REALTOR® members from various areas across the state.



# LEGISLATIVE POLICY SUCCESSSES



## FOUGHT

against mandates that could increase licensure fees



## EDUCATED

legislators on the regressive rental tax



## PASSED

legislation to protect Brokers and Real Estate teams



## STRENGTHENED

protections for buyers and sellers from predatory wholesalers



## SUPPORTED

responsible solutions to the housing crisis as an appointed member of the House Supply Study



## ADVOCATED

for responsible water policies



## DEFEATED LEGISLATION

that would have given developers freedom to build without concern for communities and existing property owners

## STOPPED

shortsighted short-term rental regulations that would violate private property rights



## CHAMPIONED


vital funding for infrastructure



For more Legislative & Political Affairs information visit  
[www.aaronline.com/voice-at-the-capitol](http://www.aaronline.com/voice-at-the-capitol)

For more information contact Matthew Contorelli at  
[MatthewContorelli@aaronline.com](mailto:MatthewContorelli@aaronline.com)

# RISK MANAGEMENT

An illustration of a woman with long dark hair, wearing a light blue long-sleeved shirt and dark teal pants, walking from left to right. She is holding a large, open, light beige umbrella. The background is a dark grey-blue sky with numerous dark grey, angular shapes falling like rain or debris. A white lightning bolt is visible on the right side of the sky. The woman is walking on a light grey surface that appears to be a step or a platform.

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 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; Wire Fraud, and Fair Housing advisories are available at: [www.aaronline.com/manage-risk/buyer-advisory-3](http://www.aaronline.com/manage-risk/buyer-advisory-3) and [www.aaronline.com/manage-risk/other-advisories](http://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](http://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](http://www.aaronline.com/manage-risk/realtor-safety). This information is also accessible at [www.agentsafetyalert.com](http://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](http://www.aaronline.com/resolve-disputes)

Articles

Ombudsman Program

Mediation

Scams & Frauds

Teams

Buyer-Seller Disputes

Arbitration

Toolkit

Sample Forms

For Risk Management resources go to [www.aaronline.com/manage-risk](http://www.aaronline.com/manage-risk)

For Dispute Resolution resources go to [www.aaronline.com/resolve-disputes](http://www.aaronline.com/resolve-disputes)

# PROFESSIONAL & BUSINESS DEVELOPMENT

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

Our instructors practice in their teaching field, which allows them to share everyday experiences that you may face in your practice, provide 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](http://www.azgri.com)



### **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.

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**For more information on our designations and certifications go to**  
[www.aaronline.com/increase-knowledge/designations-certifications](http://www.aaronline.com/increase-knowledge/designations-certifications)

# Educational Programs / Resources

**Live & Live-Virtual Classes:** Brings top quality CE classes through partnerships with local associations delivered in-classroom and virtually.

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

**Professionalism:** Programs that recognize and encourage REALTORS® to go above and beyond compliance with the REALTOR® Code of Ethics and aspire to the highest standard:

- Education Achievement
- R.I.S.E
- Attributes of a Professional



*Webinars* Instructor Development *Events*

**For a complete list of educational programs  
and resources go to**

**[www.aaronline.com/increase-knowledge](http://www.aaronline.com/increase-knowledge)**

# BUSINESS TECHNOLOGY & COMMUNICATIONS

The Arizona REALTORS® **Business Technology & Communications** 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.



**Breeze** makes disclosures like the Seller's Property Disclosure Statement (SPDS) fast and straightforward for sellers to complete while providing security measures to mitigate risk of potential liability to the agent. Start using Breeze today to give your sellers (and yourself!) access to a 5-star disclosure experience from start to finish. Watch for more disclosures to be added soon.



**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. The Tech Helpline support team can be reached at **866-232-1791** or [www.techhelpline.com](http://www.techhelpline.com)



**Photofy** is more than just another photo editing app, it's a powerful content creation tool that has everything you need to create beautiful, professional photos right from your mobile device. Access over 500,000 Royalty Free Photos or photos and videos from your camera roll and albums, including personal albums on Facebook, Instagram, Tumblr, Dropbox, and Google Drive. The app is available for iOS and Android devices.

## **Tech Marketplace**

[www.aaronline.com/efficient-business-tools/tech-marketplace](http://www.aaronline.com/efficient-business-tools/tech-marketplace)

**Find out more by visiting**

[www.aaronline.com/efficient-business-tools](http://www.aaronline.com/efficient-business-tools)

# COMMUNICATIONS

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



### Arizona REALTOR<sup>®</sup> 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.



### 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.



### Equity, Diversity & Inclusion

The Arizona REALTORS<sup>®</sup> commits to building stronger, more inclusive and diverse association leadership and membership to better represent the communities served and ensure a superior consumer experience.

### Arizona REALTORS<sup>®</sup> Social Media Channels



azrealtors



arizonarealtors



az\_realtors



arizona-realtors



arizonarealtors

Find out more by visiting  
[www.aaronline.com/stay-informed](http://www.aaronline.com/stay-informed)  
and  
[www.aaronline.com/videos](http://www.aaronline.com/videos)

# GET INVOLVED

## Attend Events

The **Arizona REALTORS' Spring Conference** 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** bring our members face-to-face with state legislators to help form lasting relationships and bring heightened awareness to issues that affect our industry.

The **Industry Partners Conference** is a 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.

The **Arizona REALTORS' Leadership Conference** is a two-day program that offers on-going leadership development for incoming local and state leadership.

## 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/rapac](http://www.aaronline.com/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/arizona-association-of-realtors-disaster-assistance-foundation](http://www.aaronline.com/about-us/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](http://www.aaronline.com/about-us/leadership/arizona-realtors-for-community-and-housing-outreach-2012)



## Volunteer

Apply to serve on one of our primary committees or various workgroups at: [www.aaronline.com/about-us/leadership-and-volunteers](http://www.aaronline.com/about-us/leadership-and-volunteers)

# WHAT DO YOU GET FOR YOUR DUES DOLLARS?

As an Arizona REALTORS® 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.



Legislative initiatives that protect you, your business, and your clients.



Online access to transaction forms via TransactionDesk® and secure eSignatures via Authentisign.



High quality live and recorded webinars.



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.



The Hotline is designed for Designated REALTORS® (Designated Brokers) to have direct toll-free access to a qualified attorney who can provide information on real estate related matters.

Find out more by visiting

[www.aaronline.com/about-us/benefits](http://www.aaronline.com/about-us/benefits)

**Arizona REALTORS®**

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Phoenix, AZ 85012



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**Toll-free in AZ:** 800-426-7274

**Fax:** 602-351-2474