

Arizona REALTORS®

2024 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



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

Bylaws, Policies, and Official Statements
October 2022

AARonline.com/about-us/governing-documents

Comprised of Approximately 56,000+ Arizona REALTORS®

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

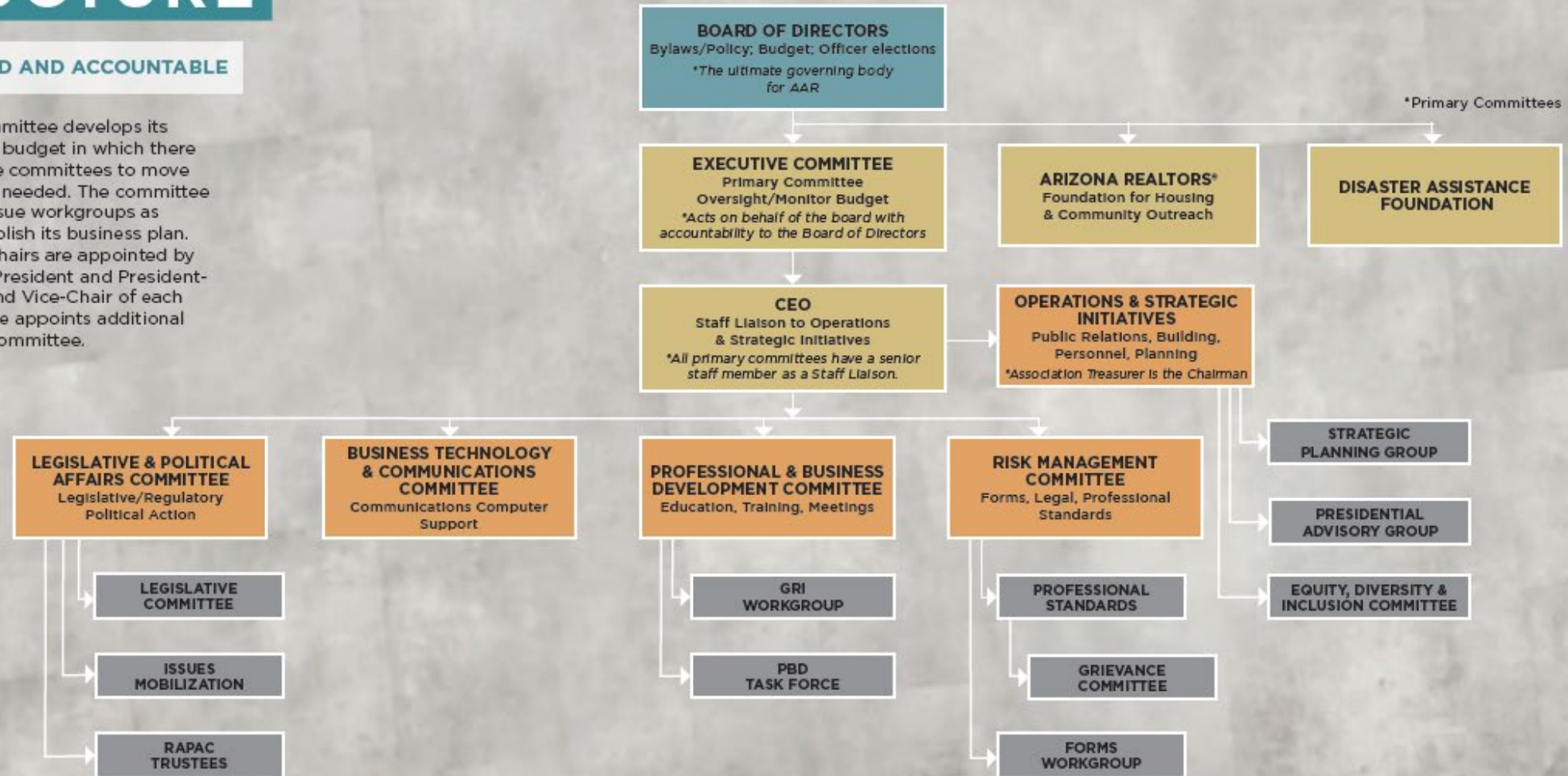


ARIZONA REALTORS® STRUCTURE



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

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, and 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 in conjunction with the Arizona REALTORS® Spring Conference
OCTOBER in conjunction with the Arizona REALTORS® Leadership Conference
Special meetings may be 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 via our new meeting portal “Govenda”:



<https://app.govenda.com/signin>

Additional Board of Directors resources can be found on the association's website:

A logo for the Board of Directors, consisting of the text 'Board of Directors' in a light purple font on a white background, with a solid purple rectangular bar below it.

AARonline.com/about-us/leadership-and-volunteers

For assistance: christinasmalls@aaronline.com

Board Meeting Check-In

All Directors **MUST** check in at the Director's attendance desk which is generally located at the back of the 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 MonicaSchulik@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 a 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 questions 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 30+ 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

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

Monthly Financials

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

The **Capital Budget** is reported quarterly.

					
Approved 2024 Operating and Capital Budget					
2023 Budget	2023 Projections	Primary Committee	2024 Budget		
\$ (1,163,187.50)	\$ (1,129,978.45)	Legislative & Political Affairs	\$ (1,183,647.05)		
\$ (361,743.75)	\$ (292,014.47)	Risk Management	\$ (339,135.00)		
\$ (1,040,197.68)	\$ (747,422.00)	Business Technology & Communications	\$ (1,093,558.29)		
\$ (604,637.56)	\$ (443,810.99)	Professional & Business Development	\$ (575,020.78)		
\$ 3,964,880.00	\$ 4,961,239.59	Operations & Strategic Initiatives	\$ 3,629,762.37		
\$795,113.51	\$2,348,013.68	* Net (Expense)/Income Totals *	\$ 438,401.25		
				Variance	
				\$ 423,917	
				\$ 306,721	
				\$ 727,844	
				\$ (1,089,565)	
				\$ 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					
<i>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.</i>					
<i>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.</i>					

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 the 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

The 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)

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

Executive Committee

ARIZONA REALTORS®
2024 STATE

LINE OFFICERS



President
Shelley Ostrowski



President-elect
Sindy Ready



First Vice President
Lisa Paffrath



Treasurer
Shane Cook

Operations & Strategic Initiatives

CEO Responsibilities

- **Line Officer Meetings**
- **Executive Committee Orientation & 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**
- **Equity, Diversity & Inclusion Committee**
- **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 ARE



255 E. Osborn Rd., Suite 200 • Phoenix, AZ 85012 • Telephone: 602.340.7787 • www.aaronline.com

Facebook: [facebook.com/arizona_realtors/](https://www.facebook.com/arizona_realtors/) Twitter: twitter.com/AARISuccess
Instagram: [instagram.com/arizona_realtors/](https://www.instagram.com/arizona_realtors/) YouTube: [youtube.com/arizona_realtors/](https://www.youtube.com/arizona_realtors/)

Introducing the Arizona REALTORS® 2024 executive committee

by Emily Marek November 02, 2023



Treasurer Shane Cook, 2023 President Eric Gibbs, 2022 President Gary Nelson, CEO Scott Drucker, Vice President Lisa Paffrath, 2024 President Shelley Ostrowski, 2024 Present-Elect Sindy Ready (via Arizona REALTORS)

Features TIPS and Trends

Realtors offer their thoughts on the housing market

BY JUSTIN LIGGIN

The Tucson 50-plus community is leading the way with their homebuying habits and interests, changing the way we see the hot housing market.

Whether you are looking for a retirement destination or just eager to move, identifying the tips and trends of homebuying can put you on the path to owning the perfect home.

For homebuyers looking to find somewhere that can best accommodate them and their needs now that the kids have moved out, the search for the perfect-sized home is at the forefront of the 50-plus homebuyer.

"Many homeowners over 50 are living

in a house that's more than 2,000 square feet, with three or four bedrooms, living room, dining room, and so on," says Eric Gibbs Sr., the Arizona Association of Realtors 2022 president-elect.

"They're starting to consider a smaller option to meet their needs. Whether it is the house or the yard, this demographic is looking to minimize maintenance at home and put more energy into their active lifestyle."

The Arizona Association of Realtors represents more than 50,000 members who hold active real estate licenses and subscribe to a strict code of ethics and standards of practice established by the National Association of Realtors. In addition

tion to providing a number of member benefits and services including risk management, education and a legislative voice, Arizona Realtors is dedicated to the protection of private property rights for all Arizonians.

This could mean searching for a space that is single story rather than a home with stairs or finding a home that has room to create your personal space, such as a den, office, "man cave" or "she shed."

Those unsure about options to consider, Realtors have in-depth market analyses and knowledge of current market trends that will equip buyers with the correct information.

Open floor plans are popular among the 50-plus community. The need for a more formal living and dining room may not be as great as it once was.



Eric Gibbs Sr. of Realty One Group Integrity in Tucson is the Arizona Realtors 2022 president-elect. (Photo courtesy of Realty One Group)

The increasingly active lifestyle in the 50-plus community has given way to a notable trend — an inclination for amenities. Drawing on this desire, many in Tucson who are 50-plus are moving into active adult communities, which are designed to help residents maintain active lifestyles with like-minded people.

With so much time spent at home the past couple years, the demand for fitness amenities has never been greater.

"The demand for amenities is high and it is not uncommon for such things as lap pools, tennis courts and golf courses to be high on the list of priorities for the over 50 crowd," Gibbs says.

As expected in a housing market as hot as Arizona's, the market is seeing a lower inventory both in general, and in adult

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 argue against a tax that property owners in the state might end up facing.

DAILY INDEPENDENT
Arizona's Nonpartisan Newspaper • YourValley.net \$2.00

Arizona fares slightly better as high mortgages, low inventory hit home sales

By Alexandria Cullen

High mortgage rates and tight inventories are hitting home sales nationwide, but agents in Arizona say the continuing influx of new residents to the state has softened the impact in the Valley.

The National Association of Realtors reported last week that existing home sales fell 2.2% from June to July, when 4.07 million homes were sold nationwide. That was down more than 16% from July 2022, the report said.

• See Homes on page 10

This home in San City West is one of the few on the market in the community. (Independent Newsmedia/Jennifer Jansen)



Primary Committees

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

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

Each department establishes workgroups, committees and forums as needed.

COMMITTEE HANDBOOK

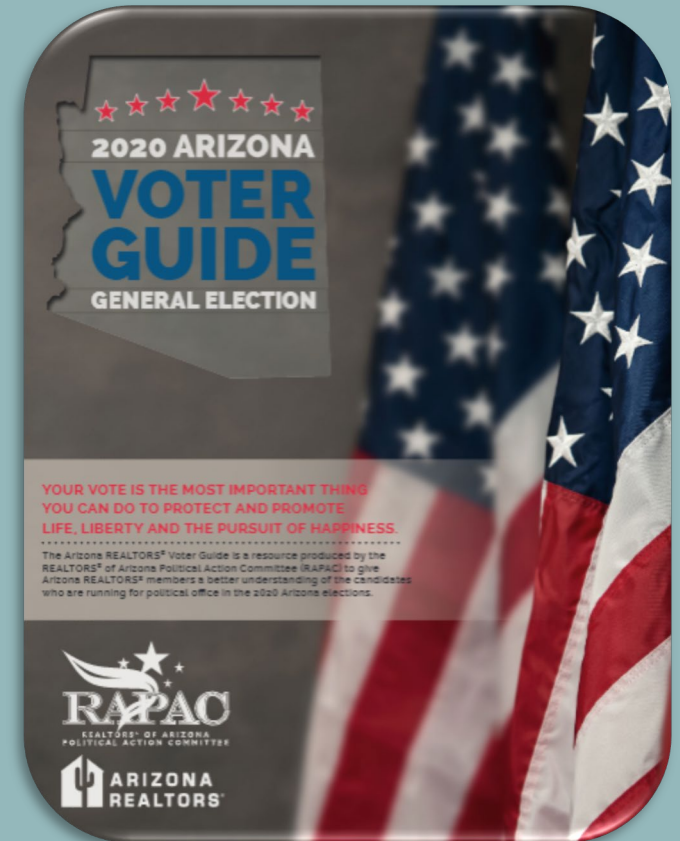
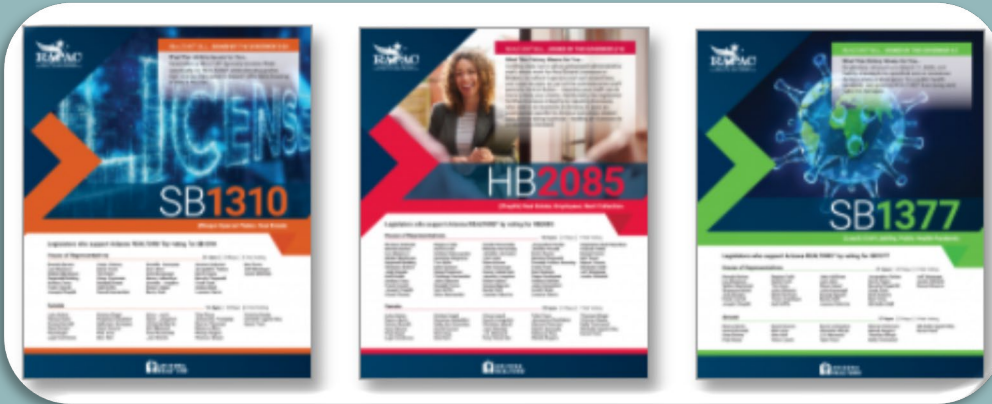


Legislative & Political Affairs Oversight

- 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

Business Tools

AARonline.com/efficient-business-tools



Arizona REALTORS® Single Sign-On

App Icon	App Name
	AARonline.com
	ZipForm®
	RPR
	RPR
	RPR
	Supra
	Supra
	Supra
	Supra
	Sentrilock
	Ramco Portal
	TransactionDesk
	SafeMLS

Calendar

October 2023

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
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22	23	24	25	26	27	28
29	30	31				

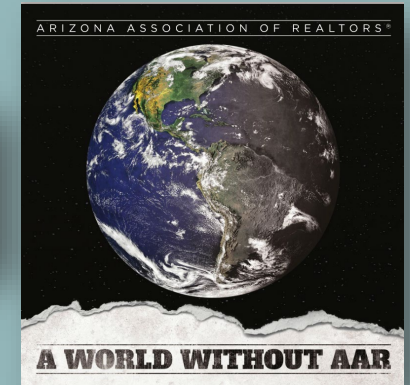
List view Full view

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

SUBSCRIBE



Arizona REALTOR® Party
326 views • 3 months ago



Arizona REALTORS®
@AZ_REALTORS

Arizona REALTORS® offers real solutions for REALTOR® success.
📍 Phoenix, Arizona 🌐 aaronline.com 📅 Joined December 2008
2,402 Following 11.6K Followers



Professional & Business Development Oversight

- Graduate REALTOR® Institute
- Leadership Training Academy
- Instructor Development Workshops
- REALTORS® Certified Risk Management Specialist Program
- Certified Residential Property Manager (CRPM)
- R.I.S.E.
- Broker University
- Broker Revolution
- Live Streaming Remote C/E Classes
- Education 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

AARonline.com/manage-risk | AARonline.com/resolve-disputes



Arizona Association of REALTORS®
RESIDENTIAL RESALE REAL ESTATE
PURCHASE CONTRACT

Page 1 of 10

Document subject: Arizona RES

The pre-printed portion of this form has been drafted by the Arizona Association of REALTORS®. Any change in the pre-printed portion of the form shall be made in a separate addendum. No representations are made as to the legal validity, accuracy and/or effect of any provision, including an addendum, unless it is in the form of a separate addendum, signed, dated, and initialed by the parties.

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PROFESSIONAL STANDARDS
ETHICS COMPLAINT FORM

The pre-printed portion of this form has been drafted by the Arizona Association of REALTORS®. No modifications are permitted and any changes will result in unenforceable terms not available for consideration by Professional Standards Ethics and Arbitration.

FILE: _____

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

REQUEST AND AGREEMENT TO ARBITRATE

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

2. 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 the dispute arose.

3. 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 (or all persons and/or firms you wish to name as Respondents to this arbitration):

Name: _____ REALTOR® principal: _____ Address: _____

Name: _____ REALTOR® principal: _____ Address: _____

Name: _____ REALTOR® principal: _____ Address: _____

Firm: _____ Address: _____

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

4. There is a dispute, unpaid and owing to me (or I retain) from the above-named persons 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.

5. 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 I agree to abide by the arbitration award and to comply with it promptly.

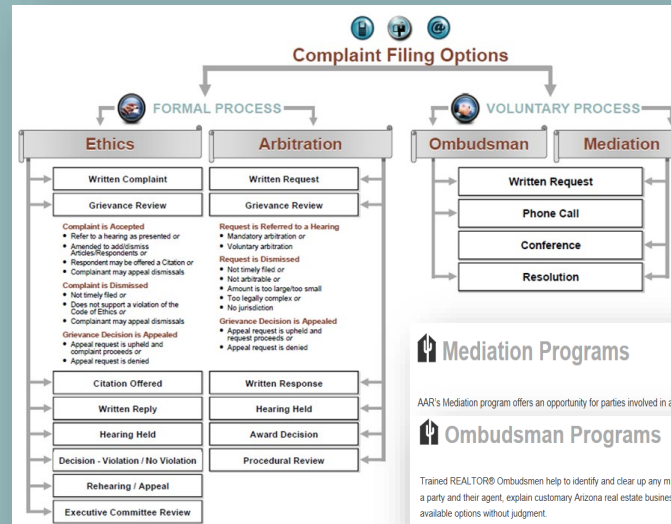
In the event I do not comply with the arbitration award and it is necessary for any party to this arbitration to obtain judicial confirmation and enforcement of the arbitration award against me, I agree to pay the party obtaining such confirmation the costs and reasonable attorney's fees incurred in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

6. I enclose my check in the sum of \$_____, for the arbitration filing deposit.

7. 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.

8. 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® nonprincipal (or REALTOR ASSOCIATE® nonprincipal) 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.)



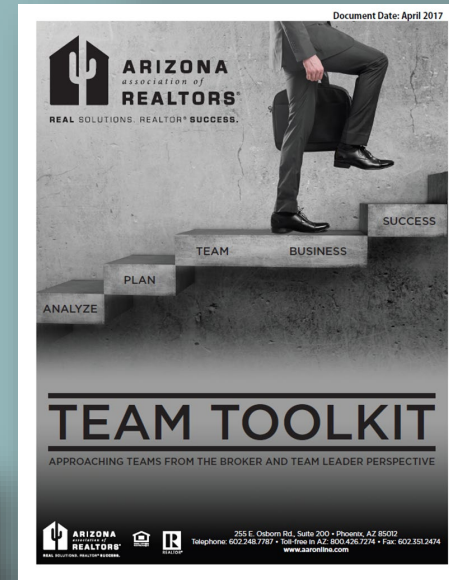
Mediation Programs

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.



Arizona REALTORS® Charitable Work

- Arizona REALTORS® Disaster Assistance Foundation (ARDAF)



- Arizona REALTORS® Foundation for Housing & Community Outreach (ARFHCO)



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

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

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