**RESOURCES FOR ASSOCIATION EXECUTIVES**

**Legal Advice for the Public**

Certified legal specialists may be located through the Arizona State Bar at: [www.azbar.org/LegalResources/findlawyer.cfm](http://www.azbar.org/LegalResources/findlawyer.cfm) or directly by phone at 602-340-7327.

**Legal Advice for Brokers**

Designated Brokers have access to the lawyers on the AAR Legal Hotline. The Hotline is available Monday through Friday 9:30 to Noon - 2:00-4:30. For information regarding access to the AAR Legal Hotline, go to: [www.aaronline.com/documents/hotline\_access.pdf](http://www.aaronline.com/documents/hotline_access.pdf).

**Fair Housing**

The Arizona Fair Housing Center, a private non-profit civil rights advocacy organization dedicated to the elimination of housing discrimination, can be contacted at 602-548-1599.

HUD’s Fair Housing/Equal Opportunity website is located at: <http://portal.hud.gov/portal/page/portal/HUD/program_offices/fair_housing_equal_opp>. For information on the Americans with Disabilities Act, visit: [www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm).

**Questions about Transactions/Miscommunication with a REALTOR® - Ombudsman**

REALTORS® and members of the public may consider utilizing AAR’s ombudsman program. Trained REALTOR® Ombudsmen help to identify and clear up miscommunication between parties, explain customary Arizona real estate business practices, and discuss available options without judgment. To request the assistance of an ombudsman, go to: [www.aaronline.com/documents/OmbudsmanRequest.pdf](http://www.aaronline.com/documents/OmbudsmanRequest.pdf).

**REALTOR® Ethics Complaint**

The Arizona Association of REALTORS® is charged with the enforcement of the Code of Ethics. Information on how to file an ethics complaint can be found at [www.aaronline.com/Disputes/Ethics.aspx](http://www.aaronline.com/Disputes/Ethics.aspx) and the Code is available at: [www.aaronline.com/documents/code\_ethics.aspx](http://www.aaronline.com/documents/code_ethics.aspx). For additional assistance contact Carole Ridley at CaroleRidley@AARonline.com or Jan Steward at JanSteward@AARonline.com orcall 602-248-7787 (1-800-426-7274).

**Arbitration of a Commission Dispute**

The Arizona Association of REALTORS® arbitrates business disputes arising out of the real estate business. To find out how to file an arbitration request, go to: [www.aaronline.com/Disputes/Arbitration.aspx](http://www.aaronline.com/Disputes/Arbitration.aspx).

**REALTOR® Trademark**

If members have questions about the use of the term REALTOR® or the use of REALTOR® logos, please direct them to: [www.realtor.org/LetterLw.nsf/pages/TrademarkLogoRules](http://www.realtor.org/LetterLw.nsf/pages/TrademarkLogoRules).

**Buyer/Seller Mediation**

A list of mediators can be found at [www.aaronline.com/wp-content/uploads/2012/11/REVISED-2013-MediatorsArbitrators-March-2013.3.pdf](http://www.aaronline.com/wp-content/uploads/2012/11/REVISED-2013-MediatorsArbitrators-March-2013.3.pdf).

**Landlord/Tenant**

An Arizona Tenant’s Rights Handbook can be found at:[www.azag.gov/sites/default/files/sites/all/docs/civil‐rights/fha/TenantRightsResponsibilities.pdf](http://www.azag.gov/sites/default/files/sites/all/docs/civil%E2%80%90rights/fha/TenantRightsResponsibilities.pdf).

AAR’s Tenant Advisory can be found at: [www.aaronline.com/wpcontent/uploads/2013/04/01-Tenant-Advisory-April-2013.pdf](http://www.aaronline.com/wpcontent/uploads/2013/04/01-Tenant-Advisory-April-2013.pdf).

AAR’s Lease Owner’s Advisory can be found at:

[www.aaronline.com/wp-content/uploads/2013/04/00-Lease-Owners-Advisory-April-2013.pdf](http://www.aaronline.com/wp-content/uploads/2013/04/00-Lease-Owners-Advisory-April-2013.pdf).

**Internet Crime and Scams**

To report an internet crime or scam to the Internet Crime Complaint Center, known as IC3, the webpage can be found at: [www.ic3.gov/complaint/default.aspx](http://www.ic3.gov/complaint/default.aspx).

**Financial Institutions Complaints**

If a REALTOR® or member of the public suspects that they have been victimized by a financial institution or related enterprise, a complaint can be filed with the Arizona Department of Financial Institutions at: <http://azdfi.gov/Consumers/Complaints/Forms/ConsumerComplaintForm.pdf>.