



## TALKING POINTS MAY/JUNE 2020

### **COVID-19**

The state association has been working to make sure that members around the state have the information they need during the COVID-19 pandemic.

- **Information:** a new <https://www.aaronline.com/covid-19/> dedicated to compiling the most up-to-date information on the pandemic and how to continue conducting business while safeguarding your health and the health of your clients.
- **Transactional documents:** [COVID-19 Addendum](#) and a [Model certification for Property Access form](#) was offered to the members for use. Additionally a [flyer](#), "How Arizona REALTORS are Taking Precautions to Protect Buyers/Sellers During Pandemic." Both the Addendum and Flyer have been translated in Spanish.
- **Financial Assistance:** [Covid-19 Relief Hotline](#) staffed by our Legal Hotline Attorneys.
- **Governmental:** The Arizona REALTORS® were instrumental in the Governor classifying real estate as an "essential service" and moving up the effective date of the Remote Online Notarization statute to April 10<sup>th</sup>. Additionally, the Arizona REALTORS® have been a leading voice at the table as the state develops and enacts liability policies as they pertain to COVID-19.

Please check the COVID-19 page regularly for updates.

### **LEGISLATIVE SESSION**

- The Arizona REALTORS® were once again successful in proactively passing legislation to expand the use of electronic signatures while defeating numerous bills.

### **ARIZONA HOUSING FUND**

- The goal of the Arizona REALTORS® is to give every buyer and seller the opportunity to voluntarily donate \$25 (or more) to the Arizona Housing Fund at close of escrow to help the homeless.
- Two Minute Video: <https://drive.google.com/file/d/1BQf449zmVOU56uQ2tImJOTF-5-Pw7sIS/view>
- A simple one-page Escrow Donation Form, which can be branded with your logo: <https://arizonahousingfund.org/join-us/>
- Numerous brokerage firms and title companies have become Fund partners: <https://arizonahousingfund.org/>

100% of every dollar in the Fund goes directly to the qualifying nonprofits. In just a few months, the Fund has raised over \$250,000.

## **RISK MANAGEMENT**

**\*\*RVPs, please ask if there are any Risk Management concerns in the region\*\***  
Please notify General Counsel Scott Drucker of any risk management issues your members are experiencing in your region.

### **June 1<sup>st</sup> Forms Revision Release**

On June 1, 2020, the following forms will be revised and released for use by members on all Arizona REALTORS® forms provider platforms.

**Counter Offer:** This form has been revised at lines 19-20.

- The header on line 19 has been changed from “Time of acceptance” to “**Terms of Acceptance**” so that it mirrors Section 8o of the Residential Purchase Contract.
- Line 19 currently states that the Counter Offer should be “delivered pursuant to Section 8m of the Contract.” For the sake of clarity the form has been revised to state that the Counter Offer should be “**delivered in person, by mail, facsimile or electronically.**”

### **H.O.A./Condominium/Planned Community Addendum (HOA):**

Sellers have been improperly completing page 3 before providing the form to the buyers. To prevent this, the following revisions have been made:

- line 4 now instructs the seller to complete the information on “page 1”
- line 70 now states: “**NOTE: Lines 73-80 TO ONLY BE COMPLETED BY BUYER AND NOT SELLER!**”

### **Buyer’s Inspection and Seller’s Response (BINSR):**

- Additional blank lines have been added under the “Items disapproved” heading and the “Seller’s Response” heading.
- The additional lines were added to the BINSR to allow buyers and sellers additional room to address items disapproved and to help resolve an on-going issue with how the BINSR is populated when using TransactionDesk.
- With this change, the Arizona REALTORS® can authorize TransactionDesk to wrap the text in the BINSR’s multi-line fields without worrying that the text may become so small that it is unreadable.

## **TRANSACTION DESK – ZIPFORM**

**If you are asked how the decision to change forms providers was made there is an explanation at: <https://www.aaronline.com/2019/06/05/why-arizona-realtors-switched-form-providers/>**

- **zipForm® Plus** - zipForm® Plus is a member benefit from NAR and will continue to service Arizona members through the end of 2021.
- zipLogix® has a license agreement to offer Arizona REALTORS® forms and make the most recent versions available to members via their platform.

## **TRANSACTION DESK TRAINING**

The state association offers various training options:

- **Live In-Person classes –**  
Due to COVID-19 concerns, live classes have been canceled to ensure the health and safety of Arizona REALTORS® members and staff. For information on alternative training email [support@aaronline.com](mailto:support@aaronline.com).
- **Live/Recorded Webinars –**  
Every Wednesday at 10:00 a.m., call 480-304-8930 to register.  
Visit [www.aaronline.com/efficient-business-tools/transactiondesk/](http://www.aaronline.com/efficient-business-tools/transactiondesk/) to view our recorded webinars and tutorials.

The TransactionDesk webpage has more details. Additionally, there is a Project page (<https://www.aaronline.com/transactiondesk-projects/>) which lists the current issues that are being addressed by TransactionDesk and/or the association.

### **TECH HELPLINE**

**Tech Helpline** is a member benefit included in your association dues that provides general tech support for: computers, tablets, printers, scanners, smartphones, and so much more!

To use Tech Helpline, call **1-866-232-1791** and provide the support analyst with your NRDS number. Your 9-digit NRDS number can be found on:

- the mailing label of your REALTOR® Magazine
- your NAR Membership identification card; **OR**
- the nar.realtor webpage:  
<https://bit.ly/3cKwGrI> = <https://login.connect.realtor/#!/forgotmember>

You can call the Tech Helpline for help with:

- Email access
- Browser issues
- Operating systems (Slow computer)
- Viruses & Antivirus Software
- Possible hacking issues
- Website login/display issues

### **SINGLE SIGN-ON**

Single Sign-On gives members the ability to log in to one central location, using one password, to easily access frequently used websites and applications. Single Sign-On will keep track of each individual password for the websites and/or applications you use the most in your business every day!

If you haven't signed up, please do so today by going to [aaronline.com/single-sign-on/](http://aaronline.com/single-sign-on/) and click on "Instruction for Completing Enrollment."

Brokers can also have a personalized presence on the Arizona REALTORS® Single Sign-On dashboard. For questions about Single Sign-On contact [michellekechely@aaronline.com](mailto:michellekechely@aaronline.com).

### **NAR C2EX PROGRAM**

NAR's C2EX program demonstrates your dedication to professionalism and shows your clients you are the best in the business. This program is a complimentary member benefit.

The program:

- provides a personalized learning path
- helps members explore areas of missing knowledge
- provides various up-to-date tools and resources
- is easy to complete in 10 to 15-minute increments
- is built around core competencies including: real estate law, Code of Ethics, Article 10, advocacy, trust and integrity, technology, privacy, areas of practice, client services and professional reputation.

Start the assessment today at [www.C2EX.realtor](http://www.C2EX.realtor).

### **REMINDERS**

The state association has compiled a list of speakers which includes leadership and staff. The list is posted on the association website's Staff Directory page and Leadership & Volunteers page.

**Attendees:** if you wish to have a member of leadership speak at your association/brokerage please contact them directly.

### **UPCOMING STATE ASSOCIATION EVENTS**

**September 2-3** – REALTOR® Party Training & REALTOR® Caucus  
Marriott Phoenix Resort Tempe at The Buttes.

**Friday, September 4** – 2021 Executive Committee Orientation & Budget Meeting  
Arizona REALTORS® Building – Phoenix

### **SAVE THE DATE!**

**2020 Arizona REALTORS® Leadership Conference –  
October 21 - 23, 2020 - Glendale Renaissance Hotel**