



TALKING POINTS JANUARY 2022

MEMBER RESOURCE GUIDE

Have you seen this year's Arizona REALTORS® Membership Guide? The annual guide provides an update of the services and resources available to members. You can access the guide at: <https://www.aaronline.com/about-us/benefits/>

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

ARIZONA HOUSING FUND

CONSUMER FLYER: A consumer directed flyer is available on aaronline.com. To make it easier for consumers to understand what the Arizona Housing Fund is and how it works, we now offer two flyers, including a “client match” flyer stating, “**Your agent will match your contribution to the Arizona Housing Fund at closing.**” Both flyers give agents the opportunity to upload their logo.

- 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.
- Rental communities are actively promoting the Rental Application Program.
- 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.

LEGISLATIVE & POLITICAL AFFAIRS

RAPAC REMINDER:

“RPAC’s mission is to identify candidates for elected office on the local, state, and national levels who will work with REALTORS® to promote and protect the American Dream of property ownership. Candidates who receive support from RPAC **are not selected based on their political party or ideology, but solely on their support of real estate issues.**”

TOUR OF THE STATE CAPITOL:

During the December 2021 NAR REALTOR Party Training the Government Affairs tour of the state capitol video was recognized as one of the top 3 videos submitted! In the video Government Affairs Director Matt Contorelli gives members a behind the scenes glimpse of where the laws affecting our industry are made. The video can be found on the Arizona REALTORS YouTube channel.

***If there is time you may want to play the video during the meeting/event it is 3:10 minutes long:** <https://www.youtube.com/watch?v=2eUJJdsJPaQ&t=2s>

2021 LEGISLATIVE SUCCESSES:

HB2085: Real Estate; Employees; Rent Collection

REALTORS® BILL | Allows an unlicensed person to collect rent and related fees on behalf of a licensed real estate broker or salesperson as part of the person’s clerical duties. Directs the State Real Estate Commissioner to require a person applying for a real estate broker or salesperson license to pass an examination specific to Arizona real estate laws.

SIGNED BY THE GOVERNOR

What This Victory Means for You. . . Licensees now have greater flexibility with the tasks and duties which they are allowed to delegate to administrative staff, meaning better customer service. Additionally, REALTORS® can feel more confident knowing that all licensees, especially those new to the state, are held to the same high standards.

SB1310: Special Plates; Real Estate

REALTORS® BILL | Establishes a REALTOR® Specialty License Plate, that will also support affordable housing efforts in the state. **SIGNED BY THE GOVERNOR**

What This Victory Means for You. . . Active members can support affordable housing efforts in the state by purchasing a REALTOR® Specialty License Plate.

SB1377: Civil Liability; Public Health Pandemic

Establishes civil liability standards for specified acts or omissions during a state of emergency relating to a public health pandemic. **SIGNED BY THE GOVERNOR**

What This Victory Means for You. . . . REALTORS® can have peace of mind as they conduct business as the country recovers from the COVID-19 pandemic, knowing they are protected from potential litigation.

HB2759: Rulemaking; Petitions; GRRC

Permits a person to petition the Governors Regulatory Review Council (GRRC) to request review of an existing agency practice, substantive policy statement, final rule, or regulatory licensing requirement that the person alleges meets certain requirements.

Amended and **SIGNED BY THE GOVERNOR**

What This Victory Means for You. . . . After leading amendments to solve our concerns, the Arizona REALTORS® will have new tools to improve our industry and alleviate regulatory burdens, when seeking to make changes to the Arizona Department of Real Estate Rules.

SB1828: Omnibus; Taxation

Beginning January 1, 2022, the Homeowners Rebate program increases from 47.19% percent to 50%. **SIGNED BY THE GOVERNOR**

What This Victory Means for You. . . . This increase to the Homeowner Rebate program protects Arizona homeowners from potential property tax increases as class 1 property tax rates decreasing from 17.5% to 16% over the next 3 years, ensuring homeownership remains as affordable as possible for all.

We may not always agree with legislators, but your investment in RAPAC has allowed us to foster long-lasting relationships with elected leaders and find solutions when we do disagree. For more information on bills visit www.AZleg.gov.

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.

FORMS:

On February 1st, a revised Commercial Property Owner's Association Addendum will be released for use by all members. Pending Executive Committee approval, a revised Solar Addendum will simultaneously be released. Finally, if approved by the Executive Committee, on February 1st we will release to all Arizona MLSs two new forms: (i) Vacant Land/Lot Listing Contract Exclusive Right to Sell/Rent; and (ii) Vacant Land/Lot Listing Contact Exclusive Agency.

PROFESSIONAL STANDARDS:

For the fourth quarter of 2021 we had:

- **36** ethics complaints filed, and **2** arbitration requests filed.
- There were **9** ethics hearings held and **2** arbitration hearings held.
- For the fourth quarter of 2021 our Ombudsman Program received only **3** requests **2** of which were in the scope of the program, and of those **2**, **1** was successfully resolved.

- **For Our Mediation Program:**

5 mediations were held, 1 of which was for ethics and 4 for arbitrations. 2 of the 5 mediations were successful.

As for year-end professional Standards statistics, the full summary can be found on AAR's website, but I will let you know that for 2021 we received **209** ethics complaints and **29** arbitration requests. In total, we held **71** hearings.

AIR/CRE Forms Update:

The Arizona REALTORS® maintains an agreement with the AIR Commercial Real Estate Association which gives members the ability to purchase AIR commercial real estate forms at a discount. In September 2020, AIR released new commercial forms that have been "localized" for Arizona and reflect Arizona law. These revised forms have been well received by the Association's commercial practitioners.

PROFESSIONAL & BUSINESS DEVELOPMENT

PROFESSIONALISM:

We are rolling out a new professionalism campaign:

Professionals. . . That Is Who We "R" in the coming weeks. The campaign will consist of a series of articles and video snippets. <https://www.aaronline.com/professionalsthats-who-we-r/>.

FORUMS:

The Arizona REALTORS offer two monthly virtual forums –

- **Broker-to-Broker Forum** which is scheduled for the 2nd Wednesday of each month from 10:00 a.m. – 11:15 a.m. **and the**
- **Property Management Forum** which is scheduled for the 2nd Thursday of each month from 12:30 p.m. – 1:30 p.m.

Both forums provide an opportunity to stay abreast of hot topics and issues pertaining to legal/regulatory and industry updates.

- Attendance at these forums is free.
- Registration links can be found on the Arizona REALTORS® events calendar.

COMMUNICATIONS

ALEXA:

The association offers an Alexa Flash Briefing which shares the latest news and information from Arizona REALTORS®. The News Briefing will give members updates about forms and business tools, as well as events and classes!

For information on how to download the Flash Briefing go to aaronline.com and type "Alexa" in the search bar, it should be the first search result listed "Alexa Joins the AZ REALTORS Team."

BUSINESS TECHNOLOGY

HOUSING REPORTS:

Arizona REALTORS® was the first state association to gain access to the REALTORS Property Resource (RPR) to create an Arizona Housing Report of market activity. This was accomplished through cooperation with each Arizona MLS. **The association's website includes an "Arizona Housing Report" button on the homepage so members can access the latest report. The reports will be updated monthly.**

Additionally, NAR will use these reports for policy and advocacy activities before Congress. The up-to-date, targeted information will allow NAR staff, FPCs and Arizona REALTORS® staff to provide real-time examples of market activity, helping to enhance NAR and Arizona REALTORS® policy positions and priorities.

AUTHENTISIGN 2.0:

Highlights you will love:

- Complete signings 60% faster with an all-new workflow
- Deliver a simple and intuitive signing experience to your clients
- Correct rejected signatures with new insights and signer feedback
- A simple, intuitive interface: all the tools you need in one place, easily drag, drop, delete and rotate pages, and more.
- Signing templates allow you to save default annotation properties and create automatic signature blocks. Plus, with an active sync with Transactions (TransactionDesk Edition) you only have to enter contact information once.
- Quickly correct rejected signatures.

ZIPFORM® MEMBER BENEFIT:

Effective December 31, 2021, the National Association of REALTORS® (NAR) Lone Wolf Transactions zipForm® Edition (zipForm) free member benefit ended.

On January 1, 2022, zipForm® was **converted to an optional yearly subscription plan**. The Arizona REALTORS® will continue to license its forms to zipForm®, enabling members who choose to independently subscribe to zipForm® to access updated versions of the Association's forms. The license agreement will continue through 2022.

In addition to TransactionDesk® and zipForm®, members can also access Arizona REALTORS® forms by purchasing subscriptions to other platforms such as: Brokermint, DocuSign, dotloop, and SkySlope. Access to the Jointly and Propy platforms are expected to be available sometime during the first quarter of the year.

For zipForm® pricing or additional information, member support can be reached at (800) 383-9805.

ESIGN:

In May 2021, the Arizona REALTORS® eSign member benefit program was converted to **free, limited use** accounts, which allowed members to continue accessing their files and signing sessions. The free plan offers:

- **5 signing sessions per month**; however, each session will only allow 1 document and 1 signer per session.

- Discounted rates for unlimited use access for Arizona REALTORS® members starting at **\$120 per year for individual users**. (*Bulk and Broker accounts are also available.*)

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.
- **Live/Recorded webinars** –
Classes are scheduled every Thursday at 10:00 a.m. OR Noon (start times alternate weekly). Call 480-304-8930 to register.
Visit 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.

DIVERSITY/EQUITY/INCLUSION & FAIR HOUSING

Local Associations can contact ChristinaSmalls@aaronline.com for assistance with forming a Diversity Committee, scheduling events, and applying for NAR grants.

REALTOR® VALUE FLYER

The Professional & Business Development and Business Services & Technology Committees collaborated to create an online tool that can be used by members to articulate the REALTOR® Value to the consumer.

- The new value proposition flyer, "**A REALTORS® Value To You**," can be found on the "Business Tools" tab at the top of the www.aaronline.com homepage.
- Members can use the Arizona REALTORS® branded version or follow the directions on the webpage to upload their brokerage logo.

MEDIA

REALTORS IN THE MEDIA: Arizona REALTORS® are featured in news stories around the state. Go to <https://www.aaronline.com/media-contacts-coverage/> for articles, interviews and videos.

REMINDERS

MEETING/EVENT SPEAKERS

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.

2022 STATE ASSOCIATION EVENTS - SAVE THE DATE

- March 30** **Governance Meetings** (the following times are subject to change)
BOD Orientation (9:00 a.m. – 11:30 a.m.)
Regional Caucuses (1:00 p.m. – 2:00 p.m.)
Board of Directors Meeting (2:30 p.m. – 4:30 p.m.)
- April 5 - 6** **NAR - REALTOR® Broker Summit** - Phoenix, Arizona
- August** **REALTOR® Party Training and Arizona REALTOR® Caucus** –
Phoenix/Scottsdale
- August** **Arizona REALTORS® “All-In” Success Summit** – Phoenix/Scottsdale
- October 12 - 14** **Arizona REALTORS® Leadership Conference** (the following times
are subject to change)
Doubletree/Tucson Convention Center, Tucson
12th – Executive Committee Meeting (2:00 p.m. – 5:00 p.m.)
ExCom Thank You Dinner (5:30 – 8:00 p.m.)
13th – Leadership Conference - Day 1 (8:30 a.m. – 5:00 p.m.)
Installation Reception & Dinner (5:15 – 9:00 p.m.)
14th – Regional Caucuses/Board of Directors (9:00 a.m. – 12:30 p.m.)