

Wednesday, April 1, 2026
10:00am to 12:00pm
Arizona Department of Real Estate
100 N. 15th Ave., Ste. 301A
Phoenix, AZ 85007

Arizona Real Estate Advisory Board Meeting Agenda

The Advisory Board Meeting will be conducted in accordance with Arizona law concerning the disclosure of conflicts of interest with regard to any matter before the Board for consideration.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by calling Department staff at 602.771.7735. Requests should be made as early as possible to allow time to arrange the accommodation.

A copy of the material provided to Advisory Board Members (with the exception of material relating to possible executive sessions) will be available for public inspection on the Department's website: <https://azre.gov/> and at the Department's office, located at 100 North 15th Avenue, Suite 201, Phoenix, AZ 85007.

The Advisory Board allows time for public comment on any item on the agenda. Advisory Board members may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to A.R.S. § 38-431.01(I), action taken as a result of public comment will be limited to directing Department staff to study the matter, responding to any criticism, or scheduling the matter for further consideration and decision at a later date.

Under A.R.S. § 38-431.03(A)(3), the Advisory Board may vote to go into executive session, which will not be open to the public, for the purpose of obtaining legal advice on any item on the agenda. At its discretion, the Advisory Board may consider and act upon any agenda item out of order. Members of the Advisory Board may appear by electronic means.

The agenda for the meeting (subject to change up to 24 hours before the meeting) is as follows:

- I. Call to Order – Matias Rosales, Chair
- II. Prior Meeting Minutes Available at ADRE's YouTube Channel at: <https://www.youtube.com/@AZDeptRE>
- III. Advisory Board Member Reports
- IV. Arizona Department of Real Estate Reports
- V. Arizona Department of Real Estate IT Modernization Update
- VI. 2025 Advisory Board Letter to Governor – Vote
- VII. Call to the Public
- VIII. Next meeting scheduled for July 1, 2026
- IX. Adjournment

Members of the Arizona Real Estate Advisory Board and members of the public may attend in person

or by video or telephone conference. Physical access to the meeting space will be available starting at 9:30am. The following options will be available for members and public attendance. Details on the available options and associated instructions are included below:

2026 Real Estate Advisory Board Q2

Wednesday, April 1, 2026 · 10:00am – 12:00pm
100 N. 15th Ave, Suite 301A (Third Floor), Phoenix, AZ 85007

Google Meet information:

2026 Real Estate Advisory Board Q1

Wednesday, January 7, 2026 · 10:00am – 12:00pm

Time zone: America/Phoenix

Google Meet joining info

Video call link: meet.google.com/qsr-ejib-nmh

Or dial: (US) +1 323-940-3412 PIN: 850 192 302#

More phone numbers: <https://meet.google.com/tel/qsr-ejib-nmh?pin=2279771611737&hs=1>

****NOTE: If experiencing difficulty connecting through a virtual option if offered, please contact rhendrickson@azre.gov.** Members of the public do not need to have a Google account to participate in this meeting. Members of the public that choose to use Google Meet must keep their microphone muted for the duration of the meeting. If a member of the public wishes to speak during the public comment period, they may unmute their microphone by clicking unmute or by pressing *6.

Honorable Katie Hobbs
Governor of the State of Arizona
1700 W. Washington Street
Phoenix, AZ 85007

RE: Evaluation of the Performance of the Real Estate Commissioner and the Real Estate Department, pursuant to A.R.S. § 32-2104(F)

Dear Governor Hobbs:

It remains an honor to serve on the Arizona Real Estate Advisory Board, and it was a privilege to serve as the Chair of the Board throughout 2024 and 2025. I am grateful for the opportunity you have provided and approach my responsibilities in this role with the utmost seriousness.

The Real Estate Advisory Board's statutory authority is to offer the Real Estate Commissioner recommendations deemed necessary and beneficial to the public interest, as well as counsel on specific questions or proposals requested by the Commissioner.

In 2025, the Commissioner and the Department continued to achieve significant success.

Continuous Improvement

- **Employee Engagement:** The Department's Employee Engagement score increased from 87 to 98 percent, with 100% staff participation.

2025	2024	2023	2022
98%	87%	79%	75%

- **IT Modernization:** Completed the procurement process, project investment justification, and JLBC Ask Report, receiving unanimous support from the Joint Legislative Budget Committee for the Department's IT modernization solution.
- **Licensing Exam:** Completed the creation and deployment of a state specific real estate salesperson licensing exam. Joined 47 other states in offering the Association of Real Estate License Law Officials certified general knowledge real estate exam.
- **Website & Mobile:** Launched a new website with mobile optimization applications, ensuring the Department's compliance with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards.
- **Emergency Preparedness:** All ADRE staff participated in emergency training titled, "What to do between calling 911 and when the paramedics arrive?"
- **Customer Service:** Revised all forms used by licensees and the public to eliminate redundancy and enhance customer service.

External Stakeholder Relationships

- **Predatory Practices:** Discussed new and ongoing predatory real estate practices with the Attorney General's Office, including "sub-to" schemes targeting VA loans.
- **Vulnerable Adults:** Collaborated with the Attorney General's Office on addressing predatory real estate practices targeting vulnerable adults.
- **RESPRO Conference:** Presented alongside the Attorney General Mayes at the RESPRO conference on Sham Joint Venture companies and the state's authority to enforce the Real Estate Settlement Procedures Act.
- **Fraud Education:** Collaborated with Home Fraud Defence to develop education for real estate licensees on red flags associated with various real estate scams.
- **Regulatory Reform:** Worked with national homebuilders and timeshare developers to modify outdated regulations that were restrictive to the industry and no longer serving to protect the public.
- **Deed Fraud Training:** Provided training to the Attorney General's Office on Deed Fraud/Title Theft.
- **Arizona Water Project:** Collaborated with Arizona State University on the Real Water Project to analyze current real estate education on Arizona's water and enhance future education with consumable, relevant, and regional water information.
- **Workgroup:** Conducted a stakeholder workgroup with the Hispanic Association of Real Estate Professionals on projects supporting the Arizona Mexico Commission.
- **Newsletter:** Provided a digital quarterly newsletter to all subscribers.
- **Staff Training:** Trained all staff on the real estate hot topics of water, deed fraud, and firewise.

Legislative and Rulemaking

- **Deed Fraud Legislation:** Collaborated with all 15 County Recorders to create preventative legislative solutions for deed fraud/title theft.
- **Five-Year Rule Review:** Successfully completed the Department's comprehensive five-year rule review resulting in:
 - Seven rules are ineffective or could be made more effective through amendment.
 - Fourteen rules are inconsistent with other rules, Arizona law, or Federal regulations.
 - Two rules are not enforced or enforceable as currently written.
 - Forty-one rules are not clear, concise, or understandable.

New Rules became effective December 13, 2025.

Outreach

- **Quarterly Sessions:** The Department continued to hold quarterly Education Town Hall and Development Services Roundtable meetings. Both meetings are publicized, open to all, and recordings of the Town Halls are uploaded to the Department's YouTube channel. When available technology permits, the Department also makes these sessions available on Google Meets.
- **Investor Education:** Educated real estate investors (non-licensees) on legal tools for

purchasing real estate, fair housing, and areas of concern (AZREIA and PHX REIA).

- **Industry Engagement:** Conducted 47 outreach events with licensees and industry stakeholders.
- **Podcasts:** Increased the podcast library with 12 new podcasts.
- **Social Media:** Increased reach to the public and licensees through the use of Social Media (Facebook, X, and LinkedIn). In 2025, the Department's performance shows 271 posts, 83,322 impressions, a 7.08% engagement rate, and 3,544 followers (an increase of 27%).

Information Technology

- **Realm:** Completed the production rollout of changes to Realm and the Online System, which included:
 - Enabling licensees to search for fingerprint clearance card status.
 - Allowing for the collection of legal presence documentation as required by statute.
 - Enabling licensees to upload a fingerprint clearance card.
- **Continuity of Operations:** Provided functionality and training to authorized staff for continuity of operations in Realm and Online Systems (e.g., onboarding/offboarding employees, adding/removing user roles).
- **System Migration:** Continued the migration of functions from Realm 1 to Realm 2 for future archive state.
- **IT Modernization:** Launched the IT Modernization project with inLumon and Department staff.

There were 82,587 total licensees at the 2025 calendar year end, representing an approximate 0.99 percent decrease from the previous year. Most new license applications continue to be processed efficiently in one day.

The Advisory Board looks forward to continuing to engage with the Department in 2026.

Respectfully,

Matias Rosales
2025 Chair, Real Estate Advisory Board