

ARIZONA RESOURCE CONNECTIONS

ARIZONA ASSOCIATION OF COMMUNITY MANAGERS

AACM

2024 - 2025

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2024 RESOURCE CONNECTIONS DIRECTORY

The information contained in the 2024 AACM Resource Connections Directory is designed to assist Members and Affiliate Partners of AACM and their businesses in the community association management industry.
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All Information in the 2024 AACM Resource Connections Directory is compiled from our current membership records. AACM diligently works to make sure information is correct, if there are any corrections needed, please contact the AACM offices immediately and we will update the information.

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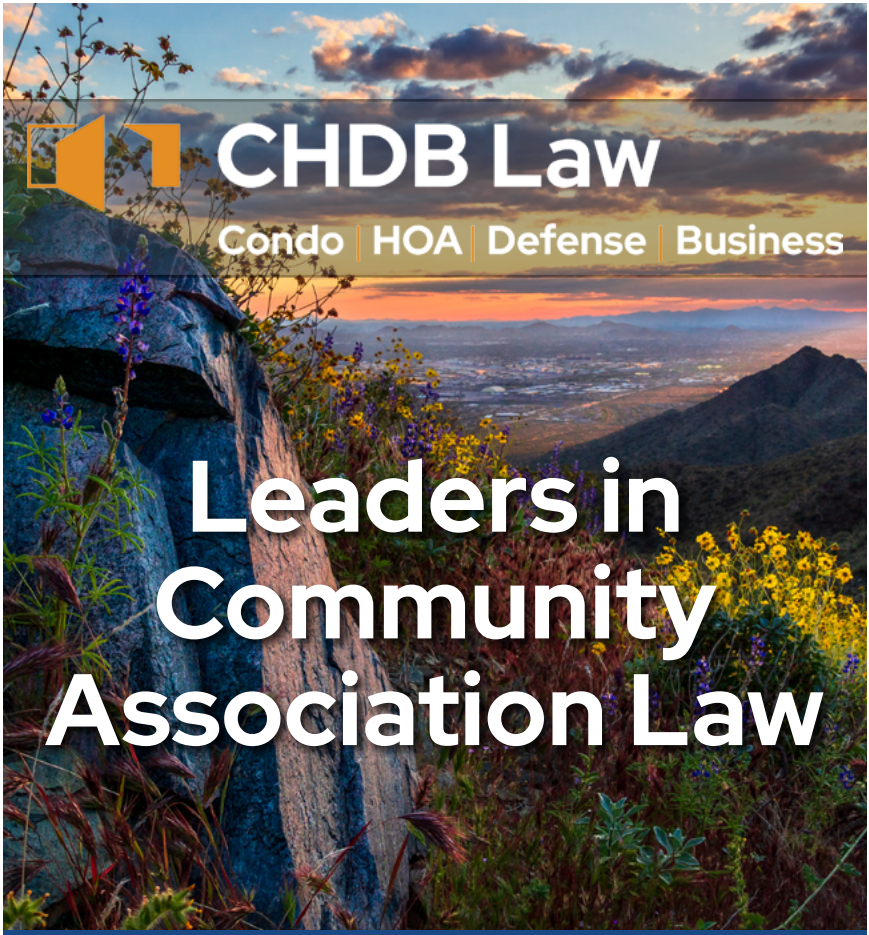
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Arizona Community Managers' Connection at the State Capitol

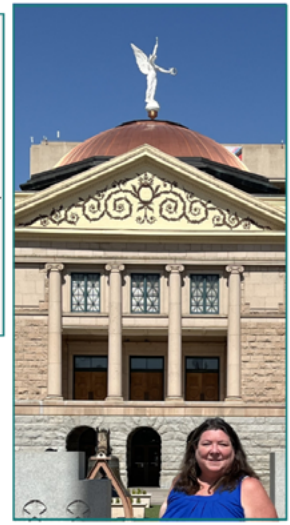
The Arizona Association of Community Managers (AACM) upholds a superior level of professionalism within managed communities.

AACM actively participates in state legislation that influences professionally managed communities, offering valuable industry perspectives to policymakers.

Through its advocacy efforts at the Capitol, the AACM ensures that homeowners' associations operate in alignment with the best interests of their respective communities.

AACM advocates for policies that preserve and promote communities having the freedom to govern themselves.

In recent legislative sessions, AACM introduced legislation that streamlined homeowners associations to allow them to fund safety projects, standardize board elections and simplify the records request process for community members.



AACM Executive Director Debbie Rudd advocating for Arizona community managers at the Capitol



Senator T.J. Shope (LD-16) celebrates with AACM's latest class of certified community managers

ABOUT AACM

The Arizona Association of Community Managers (AACM) is a statewide professional association created by Management Company Members to provide professional standards for the community management industry.

The AACM Code of Ethics, Code of Conduct and the Certified Arizona Association Manager (CAAM and CAASP) Certification Program have set the standard of practice for industry professionals. Additional AACM programs include the Homeowners Outreach Program Enterprise (HOPE) Grant, which aids homeowners in need, and the Affiliate Partner program, helping to create partnerships between professional vendors in the community management industry.

MISSION STATEMENT

The Arizona Association of Community Managers promotes a positive perception of professional community association management firms and raises the standard of care in Arizona's managed communities. It does this through its professional certifications of community managers and other industry professionals, proactive outreach to Arizona homeowners and by being the "voice of reason" to the state's legislature.

VISION STATEMENT

To achieve the highest level of professionalism in the care of Arizona's managed.

HOW IS AACM THE HOA RESOURCE?

AACM is dedicated to proactively sharing its membership's expertise at the state legislative level.
Our lobbyist and board members work directly with legislators to provide timely and accurate information to educate them about the effects of proposed bills and how they would affect homeowners and their associations. As a result of AACM's ceaseless efforts, AACM has become a well-respected and invaluable resource to legislators in their deliberations on community association issues.

Organization

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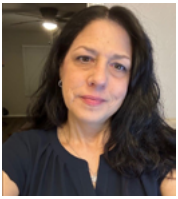
YOUR AACM TEAM



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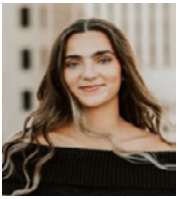
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AACM POLITICAL ACTION COMMITTEE

The Arizona Association of Community Managers' Political Action Committee (AACM PAC) is a non-profit, non-partisan, state political action committee of the Arizona Association of Community Managers.

AACM PAC was created to support the community management industry in Arizona, help pursue a stronger advocacy role, and achieve greater political potency for Arizona's community managers. Specifically, the AACM PAC will support policies and candidates that further one's right of freedom to contract, as well as promote the conditions necessary for the establishment and maintenance of high-quality, well-managed neighborhoods.

The AACM PAC helps build and maintain key relationships in state government with lawmakers who are supportive of shared visions. The PAC allows individuals to combine resources with peers who share like views. This creates a unified voice to support pro-community manager candidates achieve political office, and maintain their position once elected. Participating in the PAC helps us communicate to lawmakers the vital role that community managers and our affiliate partners play in their communities. By sending a universal message, we make our presence known, communicate our interests to lawmakers, and help shape and protect the community management industry.

Contributing allows the AACM PAC to be a key player in the public policy making arena - and we must participate in the political process in order to be heard.

Contributions to AACM PAC are strictly voluntary and must be made from **personal funds**. You have the right to refuse to contribute to AACM PAC without reprisal. Corporate contributions are prohibited. The purpose of AACM PAC is for the benefit of political candidates and activities on a state level that support AACM. Any guideline for a contribution amount is merely a suggestion. Contributions to AACM PAC are not tax deductible.

If you would like to contribute to AACM PAC or for additional information,
please email adminassist@aacm.com or call (602) 685-1111

AACM LEGISLATIVE INFORMATION

THE VOICE OF REASON AND RESOURCE

A friend to legislators, AACM meets with and helps educate legislators as an advocate for our Management Company Members. AACM takes great pride in the fact that legislators view AACM as the "voice of reason" and a valuable resource to resolving conflicts between HOA's and homeowners, and as a steadfast supporter of property rights and the freedom to contract.

AACM strives to keep our membership informed and up-to-date on HOA bills that may affect their businesses and the communities they manage through our weekly Legislative Reports. When critical votes are on the line, AACM is ready to act by issuing a Community Action Notice (CAN), requesting an urgent call-to-action to help avoid unnecessary or damaging community management legislation. The impact of these notices and requests directly influences the legislation of the State of Arizona and the communities managed by AACM Members.

The AACM website (www.aacm.com) offers links to the following:

- **State of Arizona's Legislature**
- **Legislative Update**

COMMUNITY MANAGER WEEK

In 2022, Arizona Governor Doug Ducey proclaimed and current Governor Hobbs continues to support annual Community Manager Week. This week recognizes AACM's promotion of a positive understanding of community associations vital to our State's neighborhoods; professional community management services necessary for the development, establishment and maintenance of high quality, well-managed communities; and proactive industry support as well as acknowledging AACM's Certified Arizona Association Manager (CAAM) Education Program and the over 1,000 professional community mangers certified with a CAAM designation.

AACM is proud to work with Arizona's Legislators on behalf of our Management Company Members for the betterment of our Members and the community associations they manage throughout the State of Arizona.

MEMBERSHIP AND PARTNERSHIP OPPORTUNITIES

MANAGEMENT COMPANY MEMBERSHIP

The strength of our association is in our membership. AACM Members continue to be recognized as Arizona's leading professional resource in the community association management industry through their commitment to education, standards of practice, and professionalism.

AACM provides opportunities that promote representation through education and legislation for the benefit of our Members and the HOA industry. AACM Members uphold our Code of Ethics, Code of Conduct, and Membership Standards, which are the highest state-specific industry standards.

INDIVIDUAL MEMBERSHIP

AACM created a category of membership for individuals employed as one the following:

- On-site Manager (Association Employee)
- HOA Coordinator (Developer Employee)
- Non-Member Management Individual (Manager working for Non-Member Company)
- Individual who earned their CAAM certification as a Community Manager, but are no longer practicing community association management.

Individual Members uphold our Code of Ethics, Code of Conduct and Membership Standards and are allowed individual access to all AACM programs and events. This is a non-voting membership.

AFFILIATE PARTNERSHIP

The Affiliate Partnership Program offers three levels, Platinum, Gold, and Silver. Benefits vary by level. Each level provides networking and educational involvement with management companies and their managers. AACM Affiliate Partners show their commitment to AACM's mission of professionalism in the community association industry by providing good, ethical services to our communities and partnering with community managers.

For more information, please reach out to AACM Membership at membership@aacm.com.

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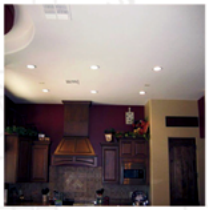
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HOA Electrical Services

- Free Consulation and On-Site Design with HOA Committees
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- Playground Lighting
- Sport Court Lighting
- Monument Lighting



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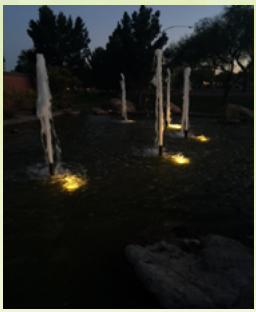
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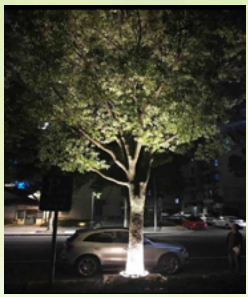
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CERTIFIED ARIZONA ASSOCIATION MANAGER (CAAM) CERTIFICATION PROGRAM

Certified Arizona Association Manager (CAAM)
Certified Arizona Association Support Professional (CAASP)

Professionalism, accountability, and education are of utmost importance to credibly and capably represent the billions of dollars of real estate throughout Arizona. To that end, AACM developed its Certified Arizona Association Manager (CAAM) Certification Program.

CAAM and CAASP are Arizona-specific designations signifying that a manager or community management industry professional is trained to address management issues specific to our state. Additional course completion and testing requirements in the areas of essential management principles and ethical business practices round out the CAAM Certification Program curriculum, ensuring that community management professionals are comprehensively prepared to represent the values of Arizona's communities and homes.

CAAM & CAASP CERTIFICATION AND DESIGNATION

- Member company employees who are community managers or support staff actively engaged in community management.
- Member company employees who are executives and are actively engaged in community management.
- Community managers who are AACM Individual Members and are employed directly by a community association.
- Non-Member Management Individuals who are managers working for Non-Member companies.
- Employees of a developer or builder who are AACM Individual Members and are employed as the HOA Coordinator for that company.

A person who has earned CAAM certification may continue to use their CAAM or CAASP designation as long as they maintain their required CEU's and remain in good standing with AACM as a Management Company Member employee or an Individual Member, after earning their CAAM certification.

If no longer employed by an AACM Member Management Company, Certification goes into a holding period for 6 months, hold on utilization of CAAM or CAASP, access to the CERTS website and cannot attend events or classes. An extension of 6 months will be granted with notification prior to occurrence.

CAAM & CAASP certification requirements include:

- An application and three (3) CAAM Letter of Recommendation Forms
- 250-word essay describing your industry commitment.
- All dues and fees must be current at the time of CAAM certification and subsequent renewal.
- Six months of direct experience performing all daily functions of a community manager (CAAM designation only).
- Completion of the CAAM core course curriculum within one year from the date of initial CAAM Program Application.

The courses required to receive CAAM certification may be taken in any order. One or more tests are taken during each course, and each course must be passed with an average of at least 70 percent. The Ethics course also requires a signed AACM Code of Ethics to pass.

AACM - CMCA RECIPROCITY POLICIES

CMCA-Designated Individual Receiving CAAM Certification:
A community manager with a current CMCA designation and current AACM Membership status through either a Management Company Member or an Individual Membership may apply for the CAAM Certification Program. Upon providing proof of current CMCA designation, the following course requirements for CAAM Certification may be waived:

- Basics of Association Management
- Arizona Association Finance

The following requirements must be met to receive CAAM Certification with a CMCA designation:

- Successfully complete on-line application for CAAM Program
- Successfully complete AACM Ethics course
- Successfully complete Arizona Association Law
- Current CAAM Program Registration Fee

Once CAAM Certification has been awarded, all CAAM graduates will be required to earn CEU credits per AACM policy.

CAAM & CASSP CERTIFICATION CHANGES & EXPIRATION/RENEWAL

AACM will maintain records for each individual in the CAAM Certification Program. The AACM Member of Record associated with the certified individual (either Management Company Member or Individual Member) will be notified approximately three months prior to a certification renewal date (3 calendar years from the January 1 following the original certification date, and January 1 every three calendar years thereafter). It is strongly recommended that each certified individual maintain his or her own records. Records on certification requirements including paperwork and continuing education units are available on the CERTS website at www.aacm.com.

In the event a certifi ed individual leaves the industry and returns within 6 months they must pay a reinstatement fee of $325 to resume their CAAM and any necessary classes by contacting the Education Coordinator. If the individual has been out of the industry for more than a year they may test out to resume their CAAM or CAASP. There is a $150 fee to test out of the program. If the candidate does not pass the retest, those monies will roll over and be applied to the recertifi cation CAAM or CASSP classes.

The AACM Member of Record must notify the AACM office of any name changes or employment changes by completing a Records Change Form as soon as possible after a change (either termination or hire) occurs.

PENALTY POLICY FOR NOT MEETING CONTINUING EDUCATION AND ACTIVE STATUS REQUIREMENTS

Mandatory Course Missed (i.e., Law Update or Effective Communication):

- CAAM Certification suspended immediately following the last offering of the mandatory course that year.
- Reinstatement application and $325 reinstatement fee.

Total CEU Requirements Not Met:

- CAAM Certification suspended January 1 of the following year.
- If six-month Extension is requested, it must be received, in writing, prior to the end of the current certification period. There will be a $100 fee for Extension Request. Six-month Extension will run through June 30th.

If No Extension Request is received:

- Approved reinstatement application and $325 reinstatement fee required in time to complete the equivalent missed credits by June 30 (six months from suspension date).

Any CAAM & CAASP Certification remaining inactive or suspended for more than 6 months will be revoked.

During any period of suspension or inactive CAAM status including revocation, any CAAM Certification Program designation (CAAM, CAASP, etc.) may not be used in any form of business marketing or correspondence, including but not limited to business cards, signatures, brochures, marketing materials, resumes, etc.

If any CAAM Certification Program designation is used during any period of suspended, inactive, or revoked CAAM status, the Member Company and/or Member may be subject to any/all of the following:

- If inactive/suspended, revoke Member's certification and all associated credits.
- Code of Ethics Complaint filed.
- Publication of Member Company's and/or Member's name and improper use of the CAAM Program designation on the Disciplinary Page of the AACM website.

CEU REQUIREMENTS

First certification period: 27 CEUs must be completed within three (3) years from January 1 following a person's original CAAM certification date.

AACM Suggests the below breakdown for yearly CEUs.

Year One – 9 CEUs

- Annual Law Update – 3 CEUs
- Effective Communication – 3 CEUs
- One Elective Course – 3 CEUs

Year Two – 9 CEUs

- Annual Law Update – 3 CEUs
- Two Elective Courses – 6 CEUs

Year Three – 9 CEUs

- Annual Law Update – 3 CEUs
- Two Elective Courses – 6 CEUs

* *You can earn 1 PCEU per year for AACM Luncheon attendance or approved AACM Event.*

Subsequent certification periods: 27 CEUs must be completed within three (3) years from the person's certification renewal date. These CEUs must consist of at least **18 Education CEUs** and up to **3 Participation CEUs (PCEUs)** for participation in AACM committees, class instruction, or participation on sub-committee for writing class material or attendance at luncheons.

- 3 CEUs **each year** are **mandatory** for the Annual Law Update & Ethics Review course.
- AACM also suggests two elective courses per year to assist in CEU requirements.


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AACM Events

Throughout the year, AACM holds numerous events to bring our Members and Affiliate Partners together for networking, learning more about the industry, and for fun. During these events we also hold raffles and drawings to raise funds for the HOPE Grant and AACM PAC, which assists not only our industry, but community managers and homeowners.



AACM traditionally has four (4) luncheons in Phoenix annually. Our Phoenix luncheons are in March, June, October, and December. Our luncheons bring our members and affiliate partners together for networking, education, and conducting AACM business.



Spring into action and join AACM in the Spring for the unforgettable AACM Annual “NOT” Golf Tournament. Get ready to tee off and show off those networking skills on the green. This is a great opportunity to enjoy the beautiful spring weather while golfing with your favorite affiliate partner and members. Skills of all levels are welcome.



AACM offers something for everyone, whether it’s networking, learning, or simply having fun. Get ready to look forward to the amazing events that AACM has in store.





In the Summer, the AACM Phoenix Trade Show is a perfect opportunity for businesses to showcase their products and services to a diverse range of potential clients. The tradeshow offers a wide variety of exhibitors and attendees from different industries. Our managers have the chance to network and make valuable connections, while enjoying this themed event. The tradeshow is a great way to stay ahead of the competition and make a splash in the HOA Industry!

Fall brings us to the Tucson Tradeshow where we travel south and hold the Tradeshow with the same theme we use in Phoenix.





Stay tuned as AACM introduces new events for more enjoyment for the members. If you have any questions on events, or suggestions for new events, please reach out to the Events Coordinator at the AACM office or email events@aacm.com.

AACM PAST TRADESHOW THEMES

Which one was your favorite???

2024 - Now Streaming on Netflix

2023 - Everything Arizona

2022 - Fairytales

2021 - AACM Olympics

2019 - An "Out of this World" Experience

2018 - Rewind the Decades with AACM

2017 - Travel the World with AACM

2016 - Every Day's A Holiday at AACM

2015 - AACM Super Hero's

2014 - "The Wonderful World of AACM"

2013 - Book Your Summer Vacation with AACM

2012 - "TV Time Warp" with AACM

2011 - Vegas in the Valley with AACM

2010 - Rock'n Through the Decades with AACM

2009 - Arizona at it's Best "Some Like It Hot"

2008 - Night at the Movies, A Red Carpet Affair

2007 - "All Treats & No Tricks Fall Festival"

2006 - Your Passport to "Great Escapes"

2005 - Wild, Wild West

YOUR VOICE MATTERS



The **AACM PAC** brings us together as one voice to be heard at the State Capital and with our elected officials.

Arizona's laws and regulations impact homeowner association management and your job. The AACM PAC allows you to leverage your individual contributions by combining resources with your peers to invest in the future of the community management industry.

Contributions to the Arizona Association of Community Managers (AACM) PAC are strictly voluntary and must be made from personal funds. You have the right to refuse to contribute to AACM PAC without reprisal. Corporate contributions are prohibited. The purpose of the. AACM PAC is for the benefit of political candidates and activities on the state level that support AACM. Any guideline for a contribution amount is merely a suggestion. Contributions to AACM PAC are not tax deductible.

AAMC EDUCATION & TRAINING



CAAM
Certified Arizona Association Manager Certification Program

CAASP
Certified Arizona Association Support Professional Program

CEU
Continuing Education Units

ABOUT AACM EDCUATION

AACM offers Arizona-specific designations under the CAAM Certification Program signifying that a manager or community management industry professional is trained to address community association management issues specific to our climate and laws particular to our state. Contact the AACM Education Department to learn more about designations and continuing education.

(602)685-1111

www.aacm.com/education

education@aacm.com

COMMITTEES

COMMITTEE DESCRIPTIONS AND CHAIRS

Serving on a committee is a great way to meet people and get involved with the programs that promote AACM and the professionalism of the industry. The AACM committee year runs from January to December.

MARKETING/EVENTS COMMITTEE

Assists with AACM networking events, promoting, marketing, and branding of AACM. The committee looks for new ways to have members and affiliate partners engage and network.

MEMBERSHIP COMMITTEE

Assists with promotion of AACM Membership program, Affiliate Partnership Program, and retention. The committee looks at new ways to expand membership and find prospective members for AACM.

AMBASSADOR COMMITTEE

This committee assists new members and affiliates by providing mentoring of seasoned members and affiliates to ensure new members receive the tools needed to be successful with AACM.

OUTREACH COMMITTEE

Reviews HOPE (Homeowner Outreach Program Enterprise) Grant applications and recommends Grant funding to the AACM Board of Directors. Suggests and assists with AACM community projects and other opportunities that AACM can interact with the communities we serve.

SOUTHERN ARIZONA ACTION COMMITTEE (SAAC)

Works with AACM on Southern Arizona events, outreach opportunities, and membership.

RESTRICTED COMMITTEES

EDUCATION COMMITTEE

Application required.

Comprised of CAAM Managers and Affiliate Partners working together on curriculum development for AACM's Education Program.

LEGISLATIVE COMMITTEE

Appointed by AACM Board of Directors

Works together with the association lobbyist on homeowner association issues. The committee conducts outreach and education with legislators across the state.

PROFESSIONAL STANDARDS COMMITTEE (PSC)

Appointed by a super majority of the AACM Board of Directors

Responsible for the development and enforcement of disciplinary actions related to violations of the AACM Code of Ethics.

AACM POLITICAL ACTION COMMITTEE (PAC)

Appointed by AACM Board of Directors

Promotes contributions through education, sponsorship, and awareness of the PAC's advocacy of the community management industry at the legislative level.

If you would like to serve on a committee, please contact the AACM office at (602) 685-1111

CODE OF ETHICS
MEMBERSHIP STANDARDS

AACM'S OUTREACH

HOPE GRANT

Our HOPE grant helps Arizona's homeowners when they need it most!
Do you know a family in need?





If you know a family in need within your community, apply for AACM's Homeowner Outreach Program Enterprise (HOPE) Grant. Qualifying events include:

- *Treated for severe health problem*
- *Death in the family resulting in financial loss*
- *Financial hardship due to being called to full-time active duty for one or more years by the AZ National Guard or other Reserve Unit.*

To learn more about homeowner qualifications and the application process, please email outreach@aacm.com or call 602.685.1111.

WITH THE AMAZING ASSISTANCE OF MEMBERS AND AFFILIATE PARTNERS, AACM IS PROUD TO BE ABLE TO OFFER THE HOPE GRANT TO OUR NEIGHBOR'S IN THEIR TIME OF NEED!

1575 W. University Dr., Suite 105 Tempe, AZ 85281
(602) 685-1111 www.aacm.com

CODE OF ETHICS
MEMBERSHIP STANDARDS



AACM EVENTS

AACM events are a must attend for anyone looking to expand their knowledge and network in the HOA Industry. With a varied lineup of events, AACM offers the opportunity to grow their career and business while making meaningful connections within the industry.

ABOUT US

AACM prides itself on not just providing fun and new events but creating events that are designed to be engaging and enjoyable while networking. Make the most of out of the HOA Industry by staying ahead with the latest trends and innovations within the industry. Let AACM open new doors and opportunities that were not present before.

WHY AACM

AACM offers the opportunity to learn from industry leaders, along with chances to connect with like minded professionals and build lasting relationships. AACM Events provide ample networking opportunities that range from cocktail receptions to round table discussions and sporting events.

EVENTS

- *HAPPY HOURS*
- *FAMILY FUN DAYS*
- *NETWORKING SOCIALS*
- *ANNUAL "NOT" GOLF TOURNAMENT*
- *COMMUNITY OUTREACH EVENTS*
- *CORNHOLE TOURNAMENTS*
- *ANNUAL TRADE SHOW*
- *PICKLEBALL MIXER*
- *QUARTERLY LUNCHEONS*

CONTACT US

(602)685-1111

www.aacm.com/events

events@aacm.com

CODE OF PROFESSIONAL ETHICS AND STANDARDS OF PRACTICE

BACKGROUND

A. In order to promote and enhance a high level of professional conduct among its membership and individual participants in the CAAM Certification Program, the Arizona Association of Community Managers Inc. (AACM), hereby adopts the following Code of Professional Ethics and Standards of Practice (the Code).

B. The Code was adopted by the Board of Directors of AACM as AACM's official rules of conduct for its Members. The Code applies to all Management Company Members, Individual Members and certain individuals holding or seeking AACM credentials, each as defined in the Glossary.

C. Members engaged in the practice of community association management must comply with all provisions of the Code.

D. A Member is responsible to assure that all Associates comply with the Code and do not violate the Code. Where an Associate violates the Code, the Member is accountable for the Associates violation.

E. All provisions of the Code are subject to all governmental regulations and are intended to be implemented in a manner that is consistent with applicable laws and regulations. Nothing in the Code requires or encourages any violation of applicable laws or regulations.

CODE

1.00 General Standards.

Loyalty, Fidelity and Integrity. Members shall act with loyalty, fidelity, and integrity in all aspects of their relationships with Clients and in all aspects of representing Clients to third parties.

Honesty. Members shall be honest and forthright in all professional dealings. Members shall not misrepresent, either by affirmative statement or material omission, their professional qualifications, experience, or capabilities.

Client Confidences. Members shall honor Client confidences and shall treat the business affairs and records of Clients as confidential, unless disclosure is required by law or is directed or authorized by a competent authority.

Professional Competence. Members with the authority to directly contract for management services with Clients shall only accept engagements where the Member has, or can reasonably expect to secure, the resources necessary to perform the services with professional competence.

Due Professional Care. Members shall exercise due professional care in the performance of their duties.

- **Standard of Practice 1-01: Education.**

  a. Each Member shall strive to keep informed of best practices and new developments in community association management, including but not limited to, legal and accounting principles applicable to community associations and their management.

  b. Each Management Company Member shall require appropriate continuing education for AACM certified Associates. Members may satisfy this obligation by requiring attendance at professional courses of the CAAM Certification Program.

  c. Each Member shall seek appropriate continuing education in community association management by attending professional courses of the CAAM Certification Program.

  d. Each Member shall encourage officers, Board members and committee chairs of Clients ("Client Representatives") to participate in courses and seminars designed to improve the ability of the Client Representatives to serve community association members.

- **Standard of Practice 1-02: Use of CAAM Program Designation(s).**

  Only an individual may be a Certified Arizona Association Manager (CAAM) or hold any other designation or certificate offered under the CAAM Certification Program. No individual, company or organization (including but not limited to any Member or representative of a Member) may represent that any person is a CAAM or holds any other designation or certificate offered by AACM at any time before certification is granted or after certification expires, is suspended, or is terminated.

- **Standard of Practice 1-03: Member Staff Support.**

  Each Member shall have sufficient qualified staff and administrative personnel, or a formal arrangement with necessary third parties, so that the Member is capable of providing the services necessary to protect its Client's interests.

- **Standard of Practice 1-04: Compliance.**

  a. Each Member shall comply with the Code.

  b. Each Member shall comply with the requirements of law applicable to the Member or to the Client.

  c. Each Member shall comply with all lawful provisions of the Client's governing documents.

  d. Each Member shall comply with all lawful provisions of written Client contracts to which the Member is a party.

2.00 Integrity and Objectivity

No Member shall knowingly misrepresent, or permit its Associates or Related Parties to misrepresent, any facts in order to benefit the Member, the Member's company or organization, or any Associate or Related Party.

All representations made to a Client must be made with the best interest of the Client in mind.

3.00 Technical Standards

Each Member shall comply with all standards that are currently in force or may from time to time be adopted and promulgated by AACM.

- **Standard of Practice 3-01: Inspection.**

  In accordance with each management agreement with its Clients, each Member shall make, or cause to be made, regular physical inspections of the common property and assets of its Clients. Such inspections shall be "reasonable inspections" made in the manner that a reasonably prudent person exercising ordinary care would make with respect to the person's property. Members are not required to make an "expert inspection" of a Client's property, such as would be made by a licensed architect, engineer, construction specialist, or building inspector unless specifically agreed with the Client.

- **Standard of Practice 3-02: Reserve Study and Maintenance of Reserves.**

  a. Each Member shall recommend that its Clients have a reserve study prepared in a professional manner and that the study be reviewed and updated no less than every three years.

  b. The Member's recommendations to the Client shall be written and appropriately documented.

- **Standard of Practice 3-03: Legal.**

  a. No Member shall engage, or allow its employees or subordinates to engage, in the unauthorized practice of law. This provision, however, does not prevent a Member from giving Clients a business recommendation nor does this provision prevent a Member from appearing on behalf of a Client when legally permissible.

  b. Each Member shall advise a Client if the Member believes the Client should retain legal counsel. Members may assist the Client in retaining qualified counsel if the Client requests. The Member shall document the recommendation.

  c. Each Member shall recommend that its Clients complete an appropriate legal review, by an attorney knowledgeable in community association law, for all significant legal issues and shall document the recommendation. Ordinarily such issues would include (but are not limited to) major contracts, changes to association rules, enforcement procedures, changes to

other association documents, and material third party claims.

d. Each Member and each Associate involved in the management of the Client shall become familiar with and develop a working knowledge of the Client's governing documents applicable to the area for which the Member or Associate is responsible. For example, a staff accountant assigned to a Client should know any limitations on annual increases that apply to the Client pursuant to the Client's governing documents.

e. Each Member shall recommend that its Clients:

1. Adopt and publish to the Client's membership written rules governing the Client and its members; and

2. Implement a consistent enforcement policy for the rules, subject to the governing documents of the Client including its covenants, conditions and restrictions, applicable federal, state and local laws and regulations and the Client's articles of incorporation and bylaws. The Member shall document the recommendation.

f. Each Member shall make reasonable efforts to help Clients adopt policies in full compliance with applicable law and each Client's governing documents.

- **Standard of Practice 3-04: Accurate Financial Records.**

  Each Member shall, at all times, keep and maintain current and accurate records of all financial transactions, properly marked for identification, concerning the business and assets managed for a Client. Each Member shall prepare financial statements in sufficient detail to allow a Client's Board and auditor to determine the status of the Client's accounts and financial operations. Each Member shall make such records available for inspection in accordance with the Client's governing documents and applicable law.

- **Standard of Practice 3-05: Expenditure of Funds.**

  A Member shall, when authorized, endeavor to expend its Client's funds to achieve the greatest benefit for the Client.

- **Standard of Practice 3-06: Commingling and Security of Funds; Use of Client Funds.**

  A Member shall not commingle the Member's, any Associates, or any Related Party's funds with any other Client's funds. A Member shall deposit all funds of Clients in an FDIC-insured financial institution, or as otherwise directed by the Client's Board of Directors. A Member shall not knowingly deposit funds in a manner that is not permitted by a Client's governing documents and applicable law.

  A Member may not misuse any funds held for a Client.

- **Standard of Practice 3-07: Budgetary & Finance.**

  a. A Member shall act as a fiduciary on behalf of the Client in handling the Client's financial affairs. In handling the Client's financial affairs, each Member shall put the Client's interests above the Member's (or any Associates or Related Party's) interest.

  b. Each Member shall recommend that Clients comply with the fiscal requirements of Arizona laws and of the Client's governing documents.

  c. Ach Member shall advise Clients when the Member believes the Client should retain the services of a Certified Public Accountant. Members should assist Clients in retaining qualified accounting, investment, and tax advice unless the Client refuses to accept such assistance. The Member shall document this recommendation.

  d. Each Member shall recommend that Clients file, in a timely manner, applicable quarterly and fiscal year-end tax returns and reports and make required periodic deposits with the IRS, and with other applicable federal, state, and local agencies.

  e. Each Member shall make financial records of a Client available for inspection and copying by an authorized representative of the Client upon reasonable notice during regular business hours.

- **Standard of Practice 3-08: Reserve Investment.**

  a. Each Member shall recommend that its Clients invest funds in accordance with the Client's governing documents and recommend that the primary objectives in investing should be safety first, liquidity second, then yield, and then other considerations.

  b. Members shall refrain from giving investment advice to Clients unless qualified to do so by education or professional experience and, if required, properly licensed. If a Client requests investment advice, a Member shall recommend that the Client retain qualified investment professionals. The Member shall document this recommendation.

- **Standard of Practice 3-09: Insurance.**

  a. Each Member shall advise Clients of the need to obtain insurance.

  b. Each Member shall recommend that Clients obtain qualified professional advice on insurance coverage consistent with applicable law and the requirements established in the Client's governing documents. The Member shall recommend an annual review of all insurance requirements and coverages.

  c. If a Member is an independent agent, or an employee of a management entity, rather than an employee of a Client, the Member shall recommend that:

    - The Member, if an independent agent, or

- The management entity, if the Member is an employee of a management entity, be named as an additional insured under the Client's insurance contracts.

d. Each Member shall recommend that its Clients have a risk assessment completed by a qualified insurance professional on an annual basis.

e. The Member shall document its advice with respect to insurance.

- **Standard of Practice 3-10: Communications.**

a. The Member shall maintain a Record of Membership for each Client, including the names and addresses of the Client's members as provided by the Client's members.

b. Each Member shall recommend that its Clients have regular communications with the Client's members.

c. Each Member shall help Clients disseminate information as required by the Client's governing documents and Arizona law.

- **Standard of Practice 3-11: Transfer of Property to Client.**

a. Upon written receipt of termination of any management or accounting contract, and upon request, the Member shall produce to the person designated by the Client within ten (10) business days, regardless of any dispute over termination or fees:

- Client's homeowner roster to include current contact and mailing information
- Client's tax identification number and startup funds
- Client's governing documents
- Client's assessment amount and frequency, grace period, amounts of late fees and interest
- Client's resale and disclosure information
- Member's rental tracking registration relating to the Client, if applicable

b. Within three (3) days following the end of the contracting period, unless otherwise provided in the applicable contract: current working files, keys, property, a substantial portion of funds, and homeowner account balance information shall be provided to the person designated by the Client.

c. Within forty-five (45) days following the end of the contracting period, unless otherwise provided in the applicable contract, all final accounting, remaining funds, any remaining Client Records, and property shall be provided to the person designated by the Client.

d. The Member shall produce Client records in the form in which they have been kept by the Member or in a form which the Member reasonably believes will be usable by the Client. The Member shall produce Client records in a manner which is convenient and not unreasonably expensive to the Member or Client. The Member need not produce Client records which are not reasonably available because of undue burden or expense, unless the Client agrees to reimburse for the expense (including for the time required to produce the Client

records). The Member need not produce Client records in more than one form unless the Client agrees to pay for the expense of producing the Client Records in more than one form. The Member need not produce records which have been lost, damaged, altered or overwritten as the result of routine good faith operation of an electronic information system. The Member need not produce records of telephone conversations or emails, unless they previously have been printed or saved and included in a board packet or vendor/project file.

e. The Member's obligation to honor all Client confidences and to treat the business affairs and records of the Client as confidential continues after the conclusion of the engagement for a Client.

4.00 Professional Courtesy.

Each Member shall exhibit professional courtesy to all community association management professionals and Clients. Each Member shall be fair in making representations and shall refrain from making defamatory comments about others involved in the community association management profession and about Clients.

Each Member shall assist other Members in compliance with this Code.

No Member shall make false, fraudulent, misleading or deceptive statements in the marketing of community management services or the solicitation of business.

All Members are encouraged to promote fair and open competition and shall avoid unlawful restraints of trade.

5.00 Conflicts of Interest; Disclosure.

Members shall disclose real or potential conflicts of interest with a Client or employer. Members should disclose conflicts whenever a reasonable third party examining a situation would conclude that the situation creates the appearance that there may be an actual or potential conflict.

If there is a real or potential conflict of interest, the Member shall promptly disclose all pertinent information regarding the conflict to the Client and allow the Client to make an informed decision as to whether to continue, change, or terminate the relationship. The decision about how to deal with a conflict of interest shall rest with the Client and not with the Member. The Member shall document the disclosure to the Client.

A Member may recommend or retain a vendor to provide services to a Client if the vendor:

(a) is a Related Party or Associate of the Member,

(b) has agreed to pay the Member a fee, a percentage of the payments to the vendor, or any other compensation or remuneration, or

(c) has any other financial or other than independent relationship to the Member

Only if the Member discloses the vendor relationship, and any payment the vendor has agreed to make to the Member, to the Client at or before the time the recommendation is made or the vendor is retained.

The Client's board of directors must consent to do business with the vendor after the disclosure. The Member shall Document the disclosure to the Client.

- **Standard of Practice 5-01: Disclosure of Potential Conflicts of Interest and Remuneration.**

  A Member may provide, or contract for, goods or services to Clients, other than community association management services, only if the Member makes a full written disclosure no less than annually, of all aspects and relationships that may influence the Client's use of these services or the Member's recommendation of these services. The disclosure shall specifically include any compensation or remuneration the Member will receive (directly or indirectly) as a result of contracting for or providing any services to a Client. The Member must make the disclosure before the award of any contract to provide such goods or services. The Member shall Document the disclosure to the Client.

  a. Where the management contract provides for specific charges or a specific mark-up for goods or services, the requirement for disclosure is met.

  b. Where a contract for goods or services is to be competitively bid and the Member or Related Party of the Member is a bidder, the bid may only be based on precise written specifications provided to each bidder.

  c. Where a Member is to receive any remuneration in connection with the award or delivery of services under a contract, the Member shall disclose any and all remuneration paid or to be paid to the Member as a

result of the contractual relationship with a Client and resulting directly or indirectly from any services provided to said Client.

6.00 Gifts, Gratuities and Events.

AACM discourages the receipt or distribution by Members of gifts, entertainment, or other favors from existing or prospective Clients, vendors, or suppliers because such receipt or distribution can create the appearance of undue influence on or by the Member.

No Member may accept any unearned fees or other forms of remuneration that may actually be, or appear to be, a conflict of interest.

- **Standard of Practice 6-01: Fees, Commissions, Gifts and Gratuities.**

  No Member may accept undisclosed fees, deferred compensation, commissions or gratuities, in cash or in kind, for recommending any third party to a Client or for purchasing goods or services on behalf of a Client.

  a. The acceptance of any gratuity in cash is prohibited.

  b. The acceptance by any Member (or any Associate or Related Party) of any gratuity by gift certificate, or in kind, including but not limited to meals, entertainment, housing, transportation, professional services, or in any other form, having a cumulative value in excess of three hundred dollars ($300.00) from any vendor in any twelve (12)-month period, shall be fully disclosed to

all Clients who have procured services from the vendor and to all Clients who accept bids or proposals from the Vendor.

c. Under no circumstances shall a Member, Associate or Related Party solicit any gratuity, in cash or in kind, on their own behalf or on behalf of another, regardless of value or type, from any person or business.

d. A Member may not request a vendor to provide, or accept from a vendor, any support for a Member's corporate event.

e. Notwithstanding the forgoing limitations, a Member may permit a vendor to supply food for a "lunch and learn" or similar program at which the vendor makes an educational presentation to the Member's employees or to Clients. The food provided by the vendor must be reasonable for an educational presentation and the vendor may provide food at no more than two events per year.

7.00 Limitations of Practice.

A Member who, by means of contract with a Client, performs community association management services and who is also engaged in the practice of another profession, may perform other professional services only if there is full disclosure to all parties to the contract before the services are provided.

8.00 Antitrust Compliance Policy.

AACM is subject to the antitrust laws. Unlike most private businesses, however, the very nature of a professional organization like AACM fulfills the first requirement of an antitrust violation under Section 1 of the Sherman Act, that of a "combination" or "agreement."

AACM, therefore, recognizes the need to be constantly vigilant to prevent fulfillment of the second requirement relating to actions that could result in an illegal "restraint of trade or commerce." Any failure on the part of AACM or its Members to comply strictly with the antitrust laws could result in severe penalties. Treble damages for successful litigants, fines and possible jail terms for individuals involved in any illegal activities, and even disestablishment of AACM itself are all potentially harsh remedies. These penalties manifest the law's strong public policy in favor of free and unfettered competition as the rule of trade. AACM subscribes to the basic philosophy that free trade and the interaction of competitive forces yield the best allocation of economic resources, the lowest cost to Clients, the highest quality and the greatest progress. Members are required to comply with this philosophy in connection with all activities relating to AACM. AACM's policy on antitrust reaffirms its commitment to conduct AACM's affairs in a manner conducive to the attainment of AACM's professional objectives while fully complying with the antitrust laws.

- **Standard of Practice 8-01: Antitrust Compliance.**

  Inasmuch as it is the policy of AACM to comply fully and in all respects with the antitrust laws, the following basic principles are endorsed as a guide for all Members:

  a. AACM, and its Members, shall make every effort to comply with both the letter and spirit of the antitrust laws.

  b. AACM shall not indulge in, or sanction, any discussion of current or future fees or prices for services to Clients of Members.

  c. AACM meetings and publications will never be a forum for the exchange of information that could lead to the establishment of cooperative arrangements or activities in violation of the antitrust laws.

  d. AACM shall never enter into or sanction any agreement that tends to restrict competition between Members or in the practice of community association management.

  e. Professional standards established by AACM shall be formulated so that there is no anti-competitive effect on the Members, on Clients, or on the practice of community association management.

9.00 Enforcement.

Each Member, as a condition of AACM Membership and participation in the CAAM Certification Program both during and after certification:

a. Agrees to be bound by and to abide by this Code including duly adopted amendments;

b. Is obligated to participate in compliance and disciplinary proceedings, and is bound by discipline as determined by the Professional Standards Committee or the Ethics Appeals Committee; and

c. Consents to the publication of any report of disciplinary action taken to the extent that publication is ordered by the Professional Standards Committee or the Ethics Appeals Committee and waives any claim it may have arising out of the disciplinary action or the publication. Publication may include, but is not limited to, dissemination to members and affiliates of AACM through electronic or paper newsletters and reports and placement on the AACM website.

A Member subject to a disciplinary proceeding may be subject to censure, suspension or termination of membership or certification status.

If a Member resigns or fails to renew membership or certification status while a disciplinary proceeding is pending, the Member shall remain subject to the pending disciplinary proceeding and to disciplinary action by the Professional Standards Committee or Ethics Appeals Committee. The Professional Standards Committee and Ethics Appeals Committee shall have the right to continue the proceeding whether the Member chooses to participate in the proceeding or not. Disciplinary action under such circumstances may include the publication of notice (and placement of notice on AACM's web site) that the Member resigned or elected not to renew membership or certification while a disciplinary proceeding was pending. Member consents to the continuation of such proceedings, to the disciplinary action resulting from the proceeding, and to any publication of the disciplinary action.

This Code supersedes and replaces all prior versions of the Code. This Code may be amended from time to time by of the Board of Directors of AACM or by the Professional Standards Committee provided that the Professional Standards Committee's amendments become permanent only upon ratification by the Board of Directors.

MEMBERSHIP STANDARDS

In order to promote and enhance a high level of professional conduct among its membership, the Arizona Association of Community Managers, Inc. ("AACM") has adopted the following Membership Standards. In order to become, and remain, a Member in good standing, effective January 18, 2006, amended June 18, 2008, amended May 19, 2010, amended February 15, 2012, amended February 15, 2013, and further amended April 16, 2015, each Member must agree to satisfy the following requirements and standards (and any amendments to these standards adopted by the Board of AACM).

STANDARDS

1.00 General Standards.

Code of Professional Ethics and Standards of Practice. Members must comply with AACM's Code of Professional Ethics and Standards of Practice as they are amended from time to time.

Compliance with Law. Members must comply with all applicable laws and regulations applicable to their business and activities.

2.00 Payment of Dues.

Members must timely and accurately certify their category of membership and pay the dues applicable to their category of membership at the times required by the Board of Directors.

3.00 Member Orientation Meeting.

Effective January 1, 2012, new Members must attend an orientation meeting with the AACM Professional Standards Committee within six months of joining AACM. This meeting will introduce new Members to the responsibilities and commitments required of an AACM Member, including legislative efforts, CAAM Program Participation, and attendance at AACM functions.

4.00 CAAM & CAASP Certifications.

Each Member that is a management company member shall comply with the following requirements relating to the number of Certified Arizona Association Managers (CAAM) employed to manage client businesses:

- Within one year from July 1, 2008, or within one year after first becoming a Member, whichever comes last, at least 10% of the Member's community association managers, Designated Member and Designated Committee Representative must earn and maintain CAAM certification;

- Within two years from July 1, 2008, or within two years after first becoming a Member, whichever comes last, at least 50% of the Member's community association managers, Designated Member and Designated Committee Representative must earn and maintain CAAM certification;

- Within three years from July 1, 2008, or within three years after first becoming a Member, whichever comes last, 100% of the Member's community association managers, Designated Member and Designated Committee Representative must earn and maintain CAAM certification;

- Persons employed as community association managers who are new hires or promotions, or newly named as Designated Member or Designated Representative must earn CAAM certification within one year after the hiring, promotion, or nomination as Designated Member or Designated Representative; and

- All persons enrolled in the CAAM certification program must maintain their enrollment and secure CAAM certification within a reasonable time.

- AACM Members must sign an affidavit with the annual Membership application stating that they have the required percentage of CAAM's to meet Membership Standards.

- Created in 2006, the Certified Arizona Association Support Professional (CAASP) is a designation available to those community management industry professionals who are employed by a Management Company Member and are employed in a support role such as administrative assistants, accountants, compliance manager, etc. A person who has earned the CAASP designation may apply to AACM to convert their designation to a CAAM Certification after directly performing the duties of a community manager for at least six (6) months. There is no requirement for CAASP for management company members.

5.00 Participation in AACM Programs.

Each Member shall make reasonable efforts to:

- Participate in AACM events, including trade shows and other meetings;

- Support AACM and its objectives in a reasonable manner;

- Participate in and recognize the value of AACM Affiliate partner programs, so that affiliate partners receive reasonable value for their support of AACM and its programs; and

- Respond promptly to AACM requests for a legislative pledge. Members are not required to pledge a particular (or any) amount or support specific initiatives but are required to respond to requests for pledges and indicate their positions when AACM requests support.

6.00 Criminal and Civil Proceedings and Disciplinary Actions.

- A Member, or applicant to become a Member, must disclose to AACM in its application for Membership and in an annual disclosure if (a) the Member or applicant, (b) any person who owns more than 20% of the equity of, or otherwise controls, the Member or applicant, or (c) any person who is a director, executive officer, or supervising manager of the Member or applicant is or was involved in any of the following events or proceedings:

  (1) A conviction, or plea of guilty or no contest, in a criminal proceeding involving a felony if the conviction or plea occurred within 10 years before the date of the disclosure to AACM;

  (2) A final decision (no longer subject to appeal) by a court in a civil proceeding finding that the person was responsible for misrepresentation, dishonesty, fraud, violations of fiduciary duty, misappropriation of funds or property, or other serious misconduct if the decision became final within 5 years before the date of the disclosure to AACM;

(3) A refusal to provide bonding, fidelity or crime insurance, or cancellation or suspension of any such coverage (other than for non-payment of premiums) if the refusal occurred within 5 years before the date of the disclosure to AACM;

(4) Suspension or revocation of any such person's professional license if the suspension or revocation occurred within 5 years before the date of the disclosure to AACM; or

(5) Disciplinary action by any licensing or regulatory agency or any industry association that results in suspension or revocation of professional or membership privileges if the disciplinary action occurred within 5 years before the date of the disclosure to AACM.

- AACM may impose any sanctions it deems necessary on a Member or applicant who fails to disclose information about any of the foregoing events in its application or annual disclosure. Such sanctions may include (but are not limited to) suspension or revocation of Membership.

- Each Member or applicant, by submitting the disclosure or application, consents to AACM's review of all circumstances concerning the event or proceeding, including any investigation or background review AACM deems necessary.

- After completion of any review AACM deems necessary, AACM may institute proceedings before the Professional Standards Committee with respect to any sanctions it deems necessary as a result of the events or proceedings disclosed, which may include restitution, probation or other supervision, suspension or revocation of Membership, or other sanctions deemed appropriate under the circumstances. The decision of the Professional Standards Committee is appealable only to the Board of Directors. The decision of the Board of Directors is final. Each Member or applicant, by making the application or disclosure, waives any appeal beyond the Board of Directors.

7.00 Compliance and Sanctions.

Each Member, as a condition of AACM membership:

- Agrees to be bound by and to abide by these Membership Standards including duly adopted amendments;
- Is obligated to respond to AACM on initial public inquiries;
- Is obligated to participate in compliance and disciplinary proceedings, and to be bound by discipline determined by the Professional Standards Committee or in any permitted appeal of PSC determinations to the Board of Directors.

If a Member is not in compliance with the CAAM certification requirements under Section 4.00, the Member has a six-month grace period to come into compliance.

If a Member does not come into and remain in compliance with the requirements of these standards, then after any applicable grace period a Member will be subject to suspension of Membership privileges (including voting rights, rights to be listed on the AACM website, and rights to participation in the CAAM Certification Program) and to termination under procedures established by the Professional Standards Committee or Board of Directors.

RENCO Roofing

We're as dedicated to your HOA as you.



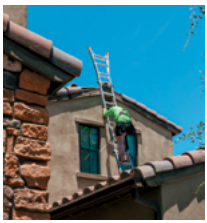
INTEGRITY | DEDICATION | TEAM PLAYER

You deserve the peace of mind of knowing your residents are protected.

Keep your HOA or building safe from Arizona's monsoons and harsh sun with top-tier roofing solutions, maintenance programs, and dedicated customer service provided by RENCO Roofing.

AACM

BBB ACCREDITED BUSINESS







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CONTACT US TODAY!

Jerome Joseph

602 245 5042

jerome.joseph@brightview.com

FOUNDING MANAGEMENT COMPANY MEMBERS

AAM, LLC

Associated Property Management

Cadden Community Management

CCMC

City Property Management Company

Lighthouse Management, LLC

Premier Community Management, Inc.

Sentry Management, Inc.

Tri-City Property Management Services, Inc.

AAM, LLC

Member Since 2003 **Founding Member**

Tempe Office
1600 W. Broadway Rd.,
Suite 200
Tempe, AZ 85282-1112

Tucson Office
215 W. Giaconda Way, Suite 161
Tucson, AZ 85704

associatedasset.com

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Additional Contact
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COO
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Founded in 1990, Associated Asset Management is a professional Community Association Management Company, dedicated to delivering total peace of mind. Over the last 34+ years, AAM has become one of the foremost providers of professional community association services in the United States. We specialize in the forward planning and management of master-planned, single-family, condominium, active adult, urban high-rise, and mid-rise communities, as well as providing consulting services for accounting, marketing, and operational organization. With over 1,100 employees in 11 states and 14 regional offices, AAM combines association management, accounting, compliance, developer services, and customer care under one roof, creating a cohesive and coordinated environment needed to provide exceptional community association management to the over 1,100 communities under our care.

American Equity Realty

Member Since 2022

P.O. Box 10498
Phoenix, AZ 85064

americanequityrealty.com

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Asset Living

Member Since 2012



2850 E. Camelback Rd.
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Phoenix, AZ 85016

AssetLiving.com

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Shelton Residential was founded in Phoenix in 1984. The company is a full-service, residential management company that offers property management and leasing services for conventional and affordable apartment communities, master-planned communities, condominiums, cooperatives and common-interest associations. In addition, we offer services complimentary to these core business lines that include renovation, rehab and construction management, accounting and financial reporting, asset management, marketing, revenue management, Board training and education, assessment collection and capital expense forecasting. The principals and key executives of the firm have more than 100 years of combined real estate management experience and we are an AMO as designated by the Institute of Real Estate Management. The firm is currently accepting select HOA management assignments.

Associated Property Management

Member Since 2003 **Founding Member**



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apm-management.com

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Associated Property Management Inc. (A.P.M.) has been exclusively managing homeowners' associations in the Phoenix, Scottsdale, and surrounding metro area for nearly 37 years. We take pride in professionally managing communities in the areas of administration, maintenance, and community building. We are proud founding members of AACM. Combining three decades of business experience with the training, continuing education, experience and resources of our certified community managers who have made careers in property management makes us well-versed to understand how local communities function and how to best assist them with their short and long-term goals. APM is "The Key" - serving over 100 community associations in the valley such as condominiums, town and patio homes, office condos, warehouse condos and deed restricted communities. We are proud to say, we still manage the first community(s) we started our company with 37 years ago.

Cadden Community Management

Member Since 2003 **Founding Member**

5225 W Massingale Rd
Tucson, AZ 85743

cadden.com

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Cadden Community Management is the recognized leader among association management firms in the Tucson and surrounding areas. We have enjoyed over thirty years of success in the association management industry. Today, the company is responsible for maintaining and increasing property values of homes in over 240 communities in Tucson, Green Valley and Sierra Vista. Our staff is a strong team, dedicated to providing exceptional customer service. We will provide that service with integrity, continued education and unwavering commitment to individual growth as industry practitioners for the ultimate benefit of our clients.

CCMC

Member Since 2003 **Founding Member**

Phoenix Office
8360 E. Via de Ventura Blvd.
Suite L100
Scottsdale, AZ 85258

Tucson Office
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Suite 260
Tucson, AZ 85741

CCMCnet.com

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At CCMC, our unique brand of community management is about human connectivity. We're the company that brings people and neighborhoods together. Serving people first. Challenging leaders to be their best. And infusing life with fun. Today, our company serves some of the nation's most successful master-planned communities including: Estrella, AZ; Daybreak, UT; Mountain's Edge, NV; and Valley Ranch, TX. To learn more, visit www.CCMCnet.com.

City Property Management Company

Member Since 2003 **Founding Member**

4645 E. Cotton Gin Loop
Phoenix, AZ 85040

cityproperty.com

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sstencil@cityproperty.com

Since our local founding in 1979, City Property Management Company (CPMC) has organically grown to be an HOA industry leader and trusted name while still remaining family-owned. We're dedicated to providing the best experience in community management with our highly trained team, decades of experience, and proprietary technology. Our team receives robust regular training sessions and our community manager trainee program is producing expertly educated managers ready to serve Arizona's communities. We provide our team and clients with our unique CITYCYNC® Portals and CITYLINK Mobile app for unparalleled customer service and unprecedented transparency that you won't find anywhere else. There's a lot that sets City Property Management apart, and we're proud of that.

Cornerstone Properties, Inc.

Member Since 2004

4523 E. Broadway Rd.
Phoenix, AZ 85040

cpihoa.com

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Phone	(602) 433-0331
Fax	(602) 244-9214
Email	mike@cpihoa.com

Vendor Contact
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Cornerstone is family owned and been in business since 1989. Our main goal as a Greater Phoenix Area management company is to provide communities with the best possible environment, enhance property values and community safety, build a sense of community, and apply good business techniques to the daily affairs of the community.

Empire Community Management, LLC

Member Since 2020

Empire Community Management

1959 S. Power Rd.
Suite 103-444
Mesa, AZ 85206

empirecommunitymgmt.com

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Vendor Contact
Wanda Simeona, CAAM
manager@ecmhoa.net

At Empire, our philosophy is the client is our most important asset. We are in a partnership with you. Empire is a boutique management company. We don't take on just any client because we want to have a professional, quality and long-term relationship with our Associations. We know how important your community is to you as a Board member and homeowner. We will help you make your community reach its potential by building a strong team with the Board, vendors, management and homeowners. Bottom line, we believe you are our team – and every member of the team is an important asset to the community to make this a successful relationship. We believe our relationship with you will be a treasured one for years to come.

Envision Arizona
Member Since 2024



7959 N. Thorndale Rd
Suite 89820
Tucson, AZ 85752

Envisionarizona.com

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Envision Arizona LLC: Your Local Partner for HOA Management
Envision Arizona LLC shines as a trusted, locally rooted expert in Homeowners Association management. Our commitment to responsive service and in-depth knowledge of financial management and gatehouse operations set us apart. As long-term residents of Tucson, we understand the dynamics and unique needs of your community. We adapt our services to cater to the distinct requirements of your HOA, ensuring a personalized approach. Our track record is a testament to our dedication to client satisfaction and community enrichment. Whether you need accounting services only, gatehouse operations management, or full-service management, give us a call! Your community's brighter future begins here, with Envision Arizona LLC. Welcome home.

Focus HOA Management

Member Since 2010

4135 S. Power Rd.
Suite 133
Mesa, AZ 85212

FocusHOA.com

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Brooke@FocusHOA.com

Focus HOA Management is a full-service Homeowner Association Management company with an excellent reputation serving the East Valley and the Phoenix metro areas. We are a smaller full service Management Company. Our philosophy is to provide excellent customer service and work closely with the Board of Directors. We are highly automated and have a unique business model that saves the Association money and provides excellent service to the Homeowners.

Integrity First Property Management

Member Since 2006



7904 E. Chaparral Rd.,
Suite A110 #214
Scottsdale, AZ 85250-7210

integrityfirstpm.com

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Integrity First Property Management recognizes the need for excellence and integrity in the community management industry. Because of this need, IFPM will provide the benchmark in community management services while maintaining a strict adherence to ethical standards. IFPM's ability to provide customized services, coupled with a commitment to communication and reliability, ensures a healthy future for each association managed.

Kachina Management, Inc.

Member Since 2005



21448 N. 75th Ave.
Suite 11
Glendale, AZ 85308

kachinamanagement.com

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Kachina Management Inc. is a full service management company that manages all types of community associations across Arizona including master planned communities, business parks, condominiums and townhomes. No community is too big or too small. We also offer accounting services only for associations in California and Mexico.

Lighthouse Management, LLC

Member Since 2004 **Founding Member**

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Goodyear, AZ 85395

Mailing Address
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Goodyear, AZ 85338

LHMAZ.com

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With our 26+ years of experience in the industry, we provide top-level services to our communities! Providing single-family, townhomes, and condominiums with full-service management or accounting-only services. We are here to build a great working relationship with our Boards, Homeowners, and Vendors to keep communities looking great. We are truly families serving families with honesty, integrity, and transparency.

Oasis Community Management, LLC

Member Since 2007



77 E. Thomas Rd.
Suite 112
Phoenix, AZ 85012

Oasiscommunitymanagement.com

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efranco@oasiscommunitymanagement.com

At Oasis Community Management, personal service is not a mirage! With diverse business and industry experience, we bring a unique perspective to community management. While complying with all applicable statutes and covenants, we continue to keep personal service and flexibility a priority. We work with the Board of Directors to adjust our processes to fit the individual needs of each community we manage.

Ogden & Company, Inc.

Member Since 2009

1901 E. University Dr.
Suite 440
Mesa, AZ 85203

Ogdenarizona.com

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A full-service real estate organization serving the Arizona market with comprehensive property management, brokerage, and consulting services. Our community management team possesses the expertise to work with developers, homeowners and business owners at every stage of development and management. We are dedicated to successfully meeting the needs and expectations of the clients we serve. A 90+ year old family owned business with over 25 years of local experience, our commitment to providing unparalleled service is stronger than ever.

Osselaer Management Group

Member Since 2013



532 E. Maryland Ave.
Suite #F
Phoenix, AZ 85012

hoamgmtbyosselaer.com

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The Osselaer Company is a full service property management company specializing in the management of Homeowner Associations in the Valley since 1965. We believe in building long term relationships by working with the Board of Directors and homeowners to maintain a sense of community while improving and enhancing property values. Please call us for a proposal at 602-277-4418. We look forward to serving you.

PMI Real Estate Services

Member Since 2023

PMI Property Management INC
PMI REAL ESTATE SERVICES

7717 W Deer Valley Rd
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Peoria, AZ 85382

Pmires.com

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Preferred Communities LLC

Member Since 2013

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gothoa.com

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Preferred Communities is a small boutique management company, bringing the secret ingredient of “Loving Where You Live” to each community we manage. We provide personalized management to each community we work with.

Pride Community Management

Member Since 2009



2450 S. Gilbert Rd.
Suite 203-205
Chandler, AZ 85286

Tucson Office
7670 E. Broadway Blvd.
Suite 205
Tucson, AZ 85710

pridemgmt.com

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HOA Management the way it SHOULD be

We believe in challenging the status quo of today's HOA Management, helping Communities thrive and affect positive change.
BECAUSE... we care about people and their investments.
BECAUSE... we are proactive, responsive and effective.
BECAUSE... we do the right thing with integrity, professionalism and passion.

Personal Service and Integrity...
- Experienced community managers looking out for the community's best interest
- Our philosophy of "Manage it as if we live there too"

Communication...
- In house training for employees and Boards
- 24-hour emergency access

Fiscal Responsibility...
- Controlled vendor invoice processing
- New solutions to real economic issues

Real Property Management Phoenix Valley

Member Since 2021

20827 N Cave Creek Road
Suite 101
Phoenix, AZ 85024

rpmphoenixvalley.com

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Real Property Management Phoenix Valley has been offering services in the greater Phoenix metro area since 2006. We have in depth knowledge of the Arizona homeowner association industry since we are locally owned and operated. Additionally, we are one of the few management companies who offer both full and financial service only management packages. Because we offer both services, we are the perfect fit for both smaller and mid-size homeowner associations as well as developing communities. Many homeowner associations chose our services because of the personalized touches we incorporate such as welcome phone calls to all homeowners at the initiation of services and courtesy phone calls when due dates are approaching. Please contact us to discuss the needs of your community 602-358-8130.

Sentry Management, Inc.

Member Since 2003 **Founding Member**

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Phoenix, AZ 85040

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Since 1975, Sentry Management has been devoted to managing homeowner's associations. Over the years, we've fostered a service-oriented culture focused on creating positive client experiences. Sentry holds the distinction of being named an AMO (Accredited Management Organization) by the Institute of Real Estate Management: providing clients with an independent evaluation that Sentry has one of the industry's highest operating standards, ethics, and financial performances. We embrace the honor of serving our communities as our core value. Our Board members and homeowners have come to expect a service standard that states, "in every interaction, kindness, professionalism, and timely resolution". We care about you, the members of the association, and the vendors who service the community. We welcome you to join our Sentry Family.

Trestle Management Group
Member Since 2010



Corporate/East Valley Office
450 N. Dobson Rd.
Suite 201
Mesa, AZ 85201

West Valley Office
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Suite 100
Glendale, AZ 85308

trestlemanagement.com

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The foundation for Trestle Management Group has been built on the unique blend of years of experience in residential construction and development, as well as the expertise and internal efficiencies of a national association management company. Our seasoned team of professionals remain focused on providing exceptional customer service to homeowners, directors, and developers, and to maximizing community performance. We attribute our success to our ability to cultivate strong relationships, our thorough oversite of common area maintenance, and our proactive communication and guidance.

Tri-City Property Management Services, Inc.

Member Since 2003 **Founding Member**

760 S. Stapley Dr.
Mesa, AZ 85204

tcpm.net

Regional Office
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Phone 928-237-2224

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Tri-City Property Management is proud to be a founding member of AACM and the recipient of several GEM Awards. We have been a premier management company of community associations in Arizona for more than 50 years. Tri-City is committed to its focus on customer service with a team of dedicated professionals whose ethics are unsurpassed. Our emphasis is on exceeding the needs of our communities through communication, education and a culture of client partnership. Tri-City Property Management - Inspiring Confidence since 1974.

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Contact	**Paige Livingston, CAAM**
	Forestar
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Contact	**Paul McFarlane**
	ProEx Realty Management
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Contact	**Jamie Murad, CAAM**
	Farrmont Realty Group
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Contact	**Deborah Rudd, CAAM**
	AACM
Phone	(602) 685-1111
Email	debbie@aacm.com
Contact	**Ian Welsh, CAAM**
	Green By Design
Phone	(602) 299-6646
Email	ian@greenbydesign.com

Our Services Include

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- CONCRETE



"Throughout my career, I've had the privilege of working closely with clients to understand their needs, preferences, and goals. Building strong relationships based on trust and transparency has always been at the forefront of my approach. I firmly believe that effective communication and active listening are the keys to successful collaborations.

My dedication to bringing my clients exceptional customer service goes hand in hand with my commitment to delivering quality construction projects. I take great pride in overseeing every aspect of the construction process, ensuring that each project meets the highest standards of craftsmanship and exceeds client expectations.

Whether it's a small renovation or a large-scale development, I approach each project with the same level of enthusiasm and attention to detail. I understand the importance of deadlines and budgets, and I always strive to deliver results that are not only on time and within scope but also of the highest quality.

At the end of the day, seeing my clients satisfied and proud of the work we've accomplished together is what drives me to continually raise the bar and push the boundaries of excellence in construction."

(602) 828-4162
awright@empirepavingaz.com

– Alisha Wright

AFFILIATE PARTNERS

AFFILIATE PARTNERS

MY DRYER VENT CLEANERS

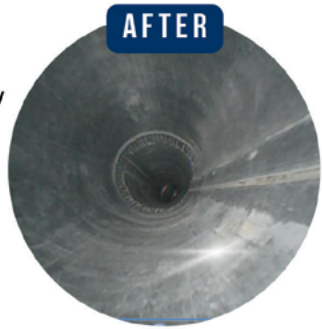
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- ✓ Lower Energy Bills
- ✓ Mold Growth Reduction
- ✓ Extend Dryer Lifespan



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STOP A FIRE!

BBB ACCREDITED BUSINESS

CERTIFIED DRYER EXHAUST TECHNICIAN

(602) 613-0640

www.MyDryerVentCleaners.com

AFFILIATE PARTNER TABLE OF CONTENTS

AACM Affiliate Partners represent a wide variety of products and services to meet the needs of community managers. Affiliate Partners are listed below by their category. Use the Directory Index at the back of the book to find a specific company.

Arizona Registrar of Contractors (ROC) numbers and other licenses are provided by the Affiliate. AACM is not responsible for the validity or status of license. Please verify the status prior to contract.

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Affiliate Partners are listed under the category they select.

 Designates Accredited Affiliate Partner (AAP)

 **Designates Tucson Affiliate Partner or those offering services in the Tucson area**

 **Designates Northern Arizona Affiliate Partner or those offering services in the Northern Arizona area**

To ensure you are aware of all the Affiliates within a category, review all pages within that category.

Relationships built on trust and a shared commitment to our communities

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Tips & Tricks

"Prior proper planning prevents poor performance."

-James Baker

Butler Hansen PLC

Affiliate Since 2005 **Gold Partner**

Paul Hansen

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Phone (480) 497-1250

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Holbrook Asphalt

Affiliate Since 2012 **Platinum Partner**

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Additional Location
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Since 1979, Sunland Asphalt & Construction, LLC. has been completing projects across the country, ranging from parking lot maintenance to major highways. With offices in Arizona, Colorado, Nevada, New Mexico, and Texas, Sunland has grown from an asphalt maintenance company into a full-service general contractor. We offer an array of construction and maintenance services including asphalt repairs, crack sealing, sealcoating, chip seal, milling, pulverizing, reconstruction, paving, earthwork and grading, as well as underground wet utilities. With experienced team members, high-quality materials and state-of-the-art equipment, we do what we say we'll do, when we say we'll do it.

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Jeff Deaver

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Phone (480) 393-6929

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www.pinnaclepavingincaz.com

Pinnacle Paving is family owned and operated and has been serving Arizona since 2007. We provide pavement maintenance for any project size and our expertise is backed by more than 75 years of combined experience. We are hands-on, flexible, honest, and dedicated to our customer's continued satisfaction.

At Pinnacle, we put the customer's needs first. Our management is hands-on and you will find them on our job sites each day assuring top quality work and professionalism. In the construction industry, it is inevitable that questions, changes, and sometimes even problems occur, that is why our management team is available by phone, to meet in person, answer questions, address concerns, and then respond quickly to ensure quality results for your project.

As an affiliate partner of AACM, we especially enjoy working with community managers to address the association's immediate needs, as well as to develop long term maintenance plans to preserve their streets and parking lots. We understand the unique factors involved when completing a project for a residential community. We work closely with the HOA board and managers to provide customized notifications and phasing maps to reduce the inconvenience to residents and notify them of upcoming traffic restrictions. If you are looking at your asphalt and believe it needs "something," please e-mail or call our office. We would be happy to meet with you, review your streets and parking lots, answer questions, provide guidance, and develop an estimate that works to fulfill your needs and budget. There is no charge for our guidance and estimate. Ultimately, we believe you will find we are the right fit to complete the work as well.

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Nate Arternurn,
Director of Business Development

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Keeley Construction

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Account Executive & HOA Specialist

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Tips & Tricks

"Amateurs sit and wait for inspiration, the rest of us just get up and go to work."

-Stephen King

CHDB Law

Affiliate Since 2003 **Platinum Founding Partner**

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Carpenter, Hazlewood, Delgado & Bolen was founded in 1993. We are a full service, multi-state law firm representing businesses, nonprofits, and community associations. We have over 30 attorneys who handle a variety of practice areas and have the resources to handle nearly any issue for our clients.

Carpenter Law Firm

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Platinum Founding Partner

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Goodman Law Group

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We do things differently. We focus our efforts on serving one type of client and serving them well: HOAs. Because our focus is on HOAs, we have the experience, dedication, and skills to make sure that our HOA clients are getting the best possible general, enforcement, and collections services.

Our firm exists to make the work of HOAs as easy as possible. We provide simple solutions to HOAs whenever possible but can tackle any challenging issue. From document review to collections and enforcement, consults to formal legal opinions, all the way up to insurance defense, we have your community covered!

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Affiliate Since 2007 **Platinum Partner**

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www.azhoalaw.net

The Halk, Oetinger, & Brown, PLLC represents hundreds of planned communities and condominiums in Arizona. We are a leading provider of assessment collection legal services in Arizona. Our industry-leading collection program is at no cost to the Association.

For other legal services, such as covenant enforcement or general corporate governance, we endeavor to turn legal services into a fixed cost. We are hostile to the billable hour system. Our attorneys and staff do over 90% of their work at flat rates. We focus on educating clients and solving problems, not billing hours. By focusing on solving problems, we are able to prevent associations from becoming engaged in protracted and costly litigation. Our philosophy is that litigation is generally a lose-lose for both the association and the owner. We prefer to find a cost-effective resolution.

We also offer a flat rate monthly retainer program that includes unlimited legal advice via phone and email. This allows us to quickly provide the clear answer the association needs without having to bill for a lengthy written opinion. The monthly retainer program, combined with our no cost collections program assist both the Board and the community manger with the ability to conduct meetings more efficiently and make informed decisions. Our goal is to make a community manager's life easier, not create more work for the manager.

Maxwell and Morgan, P.C.

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Maxwell & Morgan is an AV rated law firm devoted exclusively to community association law and litigation and are committed to providing the best service possible for our clients.

Since 1984, Maxwell & Morgan and its team of attorneys have led the way in community association law by providing comprehensive legal services including general counsel, enforcement, litigation, insurance defense, and assessment recovery. Led by veteran attorneys who are active in the Arizona Association of Community Managers and the national College of Community Association Lawyers (CCAL), the AV-rated® law firm has shaped community association law and the community association industry by providing training, education, and competent legal advice. Community association boards, management companies, developers and insurance companies trust Maxwell & Morgan to direct association legal affairs in a timely manner, with experience and precision. Visit www.hoalaw.biz.

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The Travis Law Firm, PLC provides quality, value added legal services to Community Associations throughout Arizona. Our expertise includes Assessment Collection, CC&R/Rule Enforcement, Document Amendment, Civil Litigation and General Counsel for Homeowner and Condominium Associations.

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VF Law

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VF Law is a law firm with offices in Arizona, Colorado, Idaho, Oregon, and Washington serving clients in New Mexico, and Utah. The firm specializes in providing legal advocacy for associations in areas such as general counsel, assessment collections, insurance defense, and construction defect matters.

The attorneys at VF Law believe in the value of experience and knowledge. They work diligently to maintain a high level of legal profi ciency to better serve the communities they serve. The fi rm stays up-to-date on the latest legislative proceedings and has a comprehensive understanding of all governing statutes and laws relevant to their practice areas.

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Stratman Law Firm

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Our law firm counsels individuals and entities in a variety of real estate and community interest matters. Our clients include residential and commercial condominium and planned community associations throughout Arizona, as well as national and local builders and developers.

Attorneys Quentin Phillips, Jessica Maceyko and Kathryn Battock have practiced law together for over a decade, and bring a combined 40 years of experience in Real Estate and Community Interest Law.

Our team advises clients through every phase of a community's life cycle, providing effective results to the various challenges and opportunities our clients face. We collaborate with developers, managers, association board members, property owners and residents to build better communities, and have cultivated a reputation of honest and proactive communication and dependable partnerships with our clients over our years of practice.

Hoffman Law Firm, PLLC

Affiliate Since 2022 — **Silver Partner**

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Tips & Tricks

"I don't know that there are any short cuts to doing a good job."

-Sandra Day O'Connor

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Affiliate Since 2015 **Silver Partner**

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Affiliate Since 2022

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Tips & Tricks

"When we strive to become better than we are, everything around us becomes better too."

-Paulo Coelho

Badger Daylighting

Affiliate Since 2023 **Gold Partner**

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The APS Multifamily Energy Efficiency Program (MEEP) helps make multifamily communities more energy efficient. Lower energy bills mean more satisfied residents and a stronger bottom line. Our trained MEEP Energy Advisors and Trade Allies will work with you to identify ways to save energy in residences as well as in common areas such as parking lots, reception areas, pools and workout rooms. Your maintenance staff can install the products or APS Trade Allies can also oversee the installation of new equipment and the submission of any rebate applications, making your participation simple, easy and quick.

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Sun King Fencing & Gates

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Licenses: ROC 317208, 331904

Tips & Tricks

"Education before application"

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-Titan Painting Inc.

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Affiliate Since 2003 **Platinum Founding Partner**

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First Citizens Bank's Community Association Banking business is a national leader in providing individualized service, customized technology, smart savings solutions, and operational efficiency for homeowner associations (HOA) and community association management companies nationwide. The business banking solutions include operating and reserve accounts, certificates of deposit, money market accounts, online banking, payments services and HOA loans.

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www.sunwestbank.com/HOA

Built By Entrepreneurs For Entrepreneurs

Tips & Tricks

"We cannot solve our problems with the same thinking we used when we created them."

-Albert Einstein

Elite Construction & Painting

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Phoenix, AZ 85016

Phone (602) 677-1237
Cell (480) 434-1534

Email lbahr@teameliteaz.com

www.teameliteaz.com

Additional Contact
Peter Alesi
Phone (602) 910-0574
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Elite Construction and Painting, a General Contractor specializing in the HOA market, brings over 30 years of experience to communities across the valley. Elite's team values strong relationships, upholding integrity through meticulous job evaluations, comprehensive proposals, and top-quality workmanship. Whether your HOA needs repainting, metal repair/replacement, wall repairs/replacement, wood siding, drywall and stucco repairs/replacement, or other services, Elite is prepared to meet the specific needs of each community. With Team Elite, we understand no job is identical, and we're committed to exceeding expectations.

Evo Construction Services

Affiliate Since 2003 **Platinum Partner**

Jessica Paliscak

2237 N. 36th St.
Phoenix, AZ 85008

Phoenix (480) 962-8180
Tucson (520) 203-8052

Email hoasales@evogc.com

evogc.com

Evo Construction Services is a multi-faceted construction company providing professional Painting & construction services across the entire state of Arizona. We serve a wide array of clientele including Homeowners Associations, Commercial, Multifamily, and Property Managers and are founding partners of AACM and active members of CAI, AMA, IREM, & BOMA. We are a licensed KB-1 Dual Building General Contractor

We take pride in being a one-stop-shop for all your infrastructure and maintenance repair needs that include (but not limited to):

- Interior and Exterior Painting,
- Reconstruction
- Wood Repair
- Stucco Repair
- Masonry Walls (Install & Repair)
- Metal / Wrought Iron Repair
- Waterproofing
- Deck Repairs

From initial investigation and discovery of defects, to repair and replacement, to entire reconstruction projects – we do it all! Choosing the right company for your job isn't always an easy task, but everything after hiring us will be.

Licenses: ROC 325855

Service Master by ORC

Affiliate Since 2024 **Platinum Partner**

Dustin Pruitt

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Suite 68
Phoenix, AZ 85085

Phone (623) 266-6755
Cell (602) 540-5482

Email Dustin@yourorc.com

www.yourorc.com

ServiceMaster By ORC is a full-service emergency mitigation company that takes pride in guiding you from crisis to resolution. Our team of IICRC certified professionals are highly skilled with state-of-the-art equipment, advanced technology, and industry expertise, specializing in both residential and commercial projects alike. When disaster strikes, we are here to provide the thorough damage restoration services you deserve 24 hours a day, 7 days a week, 365 days a year.

Services We Offer:

- Water Damage
- Storm Damage & Emergency Tarping
- Mold Remediation
- Fire & Smoke Damage
- Odor Removal
- Bio-Hazard, Trauma, & Crime Scene Clean Up
- Board-Up & Property Securement
- Contents/Personal Property – Evaluation, Packing, Storage, Inventory, & Cleaning
- Carpet, Upholstery, and Duct Cleaning
- Reconstruction

General Contractors, Construction Mgmt. & Consulting

Arizona Experts LLC

Affiliate Since 2023 **Platinum Partner**

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219 S. William Dillard Rd.
Suite 123
Gilbert, AZ 85223

Phone (623) 205-7040

Email erica@arizona-experts.com

www.arizona-experts.com

Additional Contact
Elliot Monaghan
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Services we provide: (but not limited to)

Masonry Walls repairs/replacements	Interior/Exterior Painting
Stucco Repairs	Drywall
Concrete Grinding/Replacement	Light Inspections
Wrought iron repairs/replacements	Electrical Repairs
Reconstruction	Handyman Repairs

Arizona Experts is a one stop shop and dedicated to make your work life easier. We handle your everyday small repairs to your large, detailed projects. We are skilled in a wide range of services which include wall rebuilding/repairs, painting, stucco, concrete replacements/grinding, lighting maintenance, electrical, wrought iron repairs/replacements, handyman repairs, power washing, and much more of your HOA needs. Arizona Experts has the knowledge and experience to handle any projects. Our team of experts are committed to provide high-quality service and guarantee your satisfaction.

We want you to have one place to go for anything BIG or SMALL.
We will do it all.

Restore Masters Contracting LLC

Affiliate Since 2022 **Gold Partner**

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Phone (580) 2301-6827

Email jase@restoremastersllc.com

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Phone (480) 566-7188
Cell (908) 251-1313
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AZ Spruce Up

Affiliate Since 2021 **Silver Partner**

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Berlin Precision Construction, Inc.

Affiliate Since 2011 **Silver Partner**

Isaac Berlin

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Cell (480) 252-4017

Email isaac@berlinconstructioninc.com

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Licenses: ROC 340839

BullsEye Services

Affiliate Since 2023 **Silver Partner**

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Project Manager

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www.BullsEyeServicesAZ.com

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Kidder Incorporated LLC

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Monroy Construction Inc.

Affiliate Since 2024 **Silver Partner**

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Cell (623) 398-5920

Email bmonroy@monroyconstruction.com

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Licenses: ROC 246652 & ROC 320183

Nautilus General Contractors, Inc.

Affiliate Since 2004 **Silver Partner**

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Property Services & Maintenance Group

Affiliate Since 2020 **Silver Partner**

Kevin Nelsen

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Michael Morrell

2920 E Mohawk Lane
Suite 1111
Phoenix, AZ 85050

Phone (888) 506-0022

Email mmorrell@sfmaz.net

www.sfmaz.net

Tips & Tricks

"The question is not what you look at,
but what you see."

-Henry David Thoreau

LaBarre/Oksnee Insurance Agency

Affiliate Since 2005 **Platinum Partner**

Mike DiNino

7150 E. Camelback Rd.
Suite 444
Scottsdale, AZ 85251

Phone (800) 698-0711

Email miked@hoa-insurance.com

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Additional Contact
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Email leannb@hoa-insurance.com

Additional Location (Billing & Renewals)
30 Enterprise
Suite 180
Aliso Viejo, CA 92656
Phone (800) 698-0711

LaBarre Oksnee currently services over 10,000 HOA's with a knowledgeable and dedicated team of professionals. LaBarre Oksnee has grown to be one of the largest retail agencies with a primary focus on Associations.

Specializing in Condo, High-Rise, PUD, Workers Compensation, Directors & Officers Liability as well as offering Risk Management solutions.

The Mahoney Group

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Platinum Founding Partner

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Email: rhightower@mahoneygroup.com

The Mahoney Group has delivered tailored, comprehensive commercial insurance solutions to our clients for more than 100 years. We serve as trusted insurance advisors to community managers and boards nationwide and have an intimate understanding of the unique risks you face. There are owners, tenants, board members and other factors to consider when making insurance-buying decisions. Our dedicated HOA teams will review and consider your CC&Rs to craft coverage specifically designed for you and your communities.

The Mahoney Group also offers Commercial Auto, Business and Personal Insurance.

American Family Insurance - Casey J. Bell Agency, LLC

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Casey Bell

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Email cbel3@amfam.com

www.caseybellagency.com

We focus on HOA's & building strong partnerships!

American Family Insurance - Mike Stapley Agency, Inc.

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Mike Stapley

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Phone (480) 503-4450

Email mstapley@amfam.com

www.mikestapley.com

Licenses: Insurance 1800001796

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Farm Bureau Financial Services

Affiliate Since 2024 **Silver Partner**

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Email kris.gray@fbfs.com

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Jared Gibbs

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Cell (480) 227-1424

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Licenses: Insurance 7409167

Neate Dupey Insurance Group

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Licenses: AZ DOI P&C 30011217

NFP Property & Casualty Services, Inc.

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Brightview Landscape Services, Inc.

Affiliate Since 2003 **Platinum Founding Partner**

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Licenses: ROC 073340 CR-21

Additional Location
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Tucson, AZ 85706
Phone (520) 667-4105
Email matthew.bates@brightview.com

With our committed teams and depth of expertise, BrightView brings you the consistency, support and knowledge you deserve.

BrightView provides all services related to landscape including;

- Maintenance
- Tree Care
- Water Management
- Enhancement Projects
- Design

Licenses: ROC 073340 CR-21

CareScape, Inc.

Affiliate Since 2003 **Platinum Founding Partner**

Jonathan Tellez

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Surprise, AZ 85378

Phone (623) 583-8700
Cell (602) 757-9667

Email jonathan.tellez@carescape.com

www.carescape.com

Additional Contact
Mitch Owens
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CareScape is a reputable, locally owned landscape management company, focusing on landscape maintenance for 30 years. But we're also active members of the communities we serve. We appreciate the trust our friends and neighbors have placed in us to care for their properties. That's why we take so much pride in doing things right. We start by investing in training for our people and equipping them with the latest technologies to do their jobs. That helps them care for big things like turf, plants, and trees. But it also helps them manage the finer details – like giving you reports on the health of your landscape and helping you spend less on water.

We know your landscape management service also connects to bigger initiatives like improving satisfaction, expanding sustainability, and increasing profitability. Together, we'll help you achieve those goals too.

The experienced management of your landscape can help you achieve even broader goals for your organization. Let us show you the difference the right landscaping management company can make.

We care. It's our nature.®

DLC Resources, Inc.

Affiliate Since 2003 **Platinum Founding Partner**

Amber Quick,
Business Development Manager

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Phoenix, AZ 85009

Cell (602) 620-3244

Email amberq@dlcresources.com

www.dlcresources.com

The Landscape Management Experts

DLC Resources has been providing comprehensive landscape management services to large-scale HOA common areas in the greater Phoenix area since 1989. In fact, it's all we do. That means that all of our plans, processes and tools have been strategically thought out and customized to the unique needs of premier, large-scale Communities.

After 32 years managing landscapes in the desert southwest, we are well-versed in the challenges that come with keeping plants, turf and trees healthy and vibrant while still being mindful of the environmental concerns affecting our city and state.

In addition to general landscape maintenance, we also offer Water and Arbor Management and construction services.

DLC Resources is 100% employee-owned.

Landscape Design, Install & Maintenance

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Gold Partner

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Email dustin@atoztreeandturf.com

www.atoztreeandturf.com

Licenses: ROC 313230

Landscape Design, Install & Maintenance

Bigtree Landscaping, LLC

Affiliate Since 2009 **Gold Partner**

Tara McCain

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Suite A
Mesa, AZ 85203

Phone (480) 577-9100

Email tara@bigtreeaz.com

www.bigtreeaz.com

Bigtree Landscaping offers;

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- Installation of ALL Sprinkler Types
- Zone Locating
- Large Scale Construction Installation
- Pavers
- BBQ Grills
- Firepits
- Artificial Turf

Licenses: ROC 191456 CR21

Epifini Landscaping, Inc.

Affiliate Since 2020 **Gold Partner**

Greg Perez

3066 N. Lear Ave.
Casa Grande, AZ 85122

Phone (520) 836-6776

Email gperez@epifiniinc.com

www.epifini.com

Epifini Landscaping Inc. is a full-service landscape company specializing in commercial landscape maintenance and commercial construction.

Epifini also offers;

- Tree Trimming & Removal
- Irrigation Installation
- Chemical Weed Control
- Sod/Hydro-Seed
- Artificial Turf
- Landscape Maintenance
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Licenses: ROC 185225, AZDA Pest Management #9208

Landscape Design, Install & Maintenance

Gold Medal Landscape Management

Affiliate Since 2024 **Gold Partner**

Cole Fedora

919 W. Broadway Rd.
Mesa, AZ 85210

Phone (480) 910-0312

Email cole@gmlmaz.com

www.goldmedallandscapemanagement.com

Gothic Landscape

Affiliate Since 2009 **Gold Partner**

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Cell (602) 500-7593

Email rosie.schwartz@gothiclandscape.com

www.gothiclandscape.com

For over 38 years, Gothic Landscape has built lasting partnerships by consistently providing extraordinary service through trust and integrity. Our passion, focus and commitment is centered around delivering unparalleled client experiences that enhance the value of every community we service.

We would be grateful for the opportunity to become your trusted partner. Gothic is the largest family owned landscape company in the nation with over +2000 employees in the Southwest region alone.
Service Highlights:

* Maintenance
* Construction
* Irrigation
* Arbor Care

“The Family you trust”

Grounds Control, LLC

Affiliate Since 2023 **Gold Partner**

Toni Pino

2960 E. Elwood St.
Phoenix, AZ 85040

Phone (602) 304-0304

Email toni.pino@groundscontrol.com

www.groundscontrol.com

Family owned and operated, offering landscape services throughout the valley installing and providing maintenance to some of the most prominent projects in the Phoenix area and its surrounding cities for over 30 years. Grounds Control is fully operated by Todd and Kellie Huston as owners, Cole Pruett as Managing Director, and Toni Pino as Business Development Manager. The company has seen tremendous growth and still retains lifetime employees. With an incredible passion and combined experience of the team at Grounds Control, the company has become a household name amongst valley landscape architects. Grounds Control, LLC is a well-diversifi ed landscape service company providing top quality landscape for master planned communities, upscale condominium complexes, and various sized HOA community associations in Maricopa County. Proudly ranked #1 in The Ranking Arizona Best of Arizona Business Magazine several years in a row!

Specializing in these areas:

- Maintenance
- Irrigation Management
- Arbor Care
- Construction

Grounds Control believes that reliability, accountability, and strong communication are imperative to achieving the level of success we desire for our company and our clients. Our managers assume a sense of ownership in every property we service.

Licenses: ROC 312179

Stillwater Landscape Management, LLC

Affiliate Since 2010 **Gold Partner**

James Robinson

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Phoenix, AZ 85040

Phone (602) 845-3188
Cell (602) 358-6105

Email jamesr@stillwaterlm.com

stillwaterlm.com

Founded in 2010, Stillwater Landscape Management is locally owned and we serve ONLY community associations in the state of Arizona. We employ hundreds of Valley residents, all of whom are full time members of our team. We provide Landscape Management, Arbor Management, Irrigation Water Management, Weed Control, and Community Hardscape Enhancement Services throughout the Greater Phoenix Area, including the Maricopa and Coolidge areas.

Our high-quality sustainable landscape management services will provide your community with lasting aesthetic appeal while keeping you on budget.

Licenses: ROC 261744

Sun Country Landscape, Inc.

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Susana Gallegos

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Phone (602) 993-7382, Ext. 3
Cell (602) 619-2388

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Licenses: ROC 185739

Yellowstone Landscape

Affiliate Since 2019 **Gold Partner**

Natalie Tauriac

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Email ntauriac@yellowstonelandscape.com

www.yellowstonelandscape.com

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Yellowstone Landscape is a full-service commercial landscaping company, committed to delivering excellence in professional landscape services. Founded in 2008 and headquartered in Palm Coast, Florida, Yellowstone Landscape has grown to become one of the largest and most awarded landscape service providers in North America.

We proudly serve community associations, commercial properties, and the public sector from branch facilities across the United States.

From our 3 branch locations across the Phoenix Valley area, we provide expertise in these service areas:

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- Landscape Design & Enhancements
- Irrigation & Water Management
- Tree Care

Licenses: 294494

AAA Landscape

Affiliate Since 2008 **Silver Partner**

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ABC Scapes, Inc.

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AME Landscape Companies

Affiliate Since 2007 **Silver Partner**

Emily Aiton

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Suite 2100
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Phone (480) 558-3160

Email emily@amelandscape.com

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Cell (480) 459-1413

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www.apmlandscapemanagement.com

Licenses: ROC 228154

Back to Nature Landcare Inc.

Affiliate Since 2023 **Silver Partner**

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Email dave@backtonaturelandcare.com

www.backtonaturelandcare.com

CAM Landscapes, LLC

Affiliate Since 2024 **Silver Partner**

Jake Mansperger

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Email jake@camlandscapes.pro

camlandscapes.pro

Licenses: ROC 228154

Caretaker Landscape & Tree Management

Affiliate Since 2003 **Silver Partner**

Judi Celano, Director of Business Development

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www.caretakerlandscape.com

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Licenses: ROC 080472,297225, & 297226

DBL Landscaping

Affiliate Since 2022 **Silver Partner**

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Phone (602) 725-9406
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Desert Green Landscaping, LLC

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Juan Perez

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Phone (602) 500-1663

Email juan@dglandcare.com

Desert Foothills Landscape

Affiliate Since 2017 **Silver Partner**

Sara Plocher

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Phone (480) 488-0128

Email info@dflaz.com

www.dflaz.com

ELS Maintenance, Inc.

Affiliate Since 2004 **Silver Partner**

Stephen Stewart

3329 E. Southern Ave.
Phoenix, AZ 85040

Phone (602) 243-1106
Cell (602) 703-1850

Email sstewart@evergreenaz.com

www.elslandscapeaz.com

Licenses: ROC 219183 & 306676

Encore Landscape Management

Affiliate Since 2022 **Silver Partner**

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Genesis Landscape Solutions

Affiliate Since 2024 **Silver Partner**

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genesisaz.com

Go Green Landscape and Tree Services

Affiliate Since 2021 **Silver Partner**

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www.gogreenglobal.net

Green By Design, LLC_The Landscape Company

Affiliate Since 2023 **Silver Partner**

Louis Spector

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Phone (480) 474-4917

Email Louis@greenbydesignaz.com

www.greenbydesignaz.com

Licenses: ROC 303259, 169346

Green Keeper Landscape Management

Affiliate Since 2003 **Silver Partner**

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greenkeeperlm.com

Licenses: ROC 188210

IDT Landscaping, LLC

Affiliate Since 2009 **Silver Partner**

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Email stephanie@idtlandscaping.com

www.idtlandscaping.com

Licenses: ROC 172822

Integrated Landscape Management

Affiliate Since 2022 **Silver Partner**

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Email kellismith@ilm-llc.com

www.ilm-llc.com

Tendit DBA Legends Landscape Management, Inc.

Affiliate Since 2015 **Silver Partner**

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www.legendslm.com

Licenses: ROC 183857; OPM 8322, Certified Arborist WE8160A

Mariposa Landscape Arizona, Inc.

Affiliate Since 2006 **Silver Partner**

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Phone (480) 748-4112

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www.kustom.us

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Phoenix, AZ 85040

Phone (602) 357-0028
Cell (480) 773-4992

Email dmarks@restoremaster.biz

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Mesa, AZ 85215

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Phoenix (480) 649-5050
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Additional Contact
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Phone (602) 867-9386
Cell (602) 561-1094

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www.rencoroofing.com

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Cell (602) 561-8341

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www.roofing-enterprises.com

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Tips & Tricks

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Tips & Tricks

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