

**Arizona Association of  
Community Managers**

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# **2021 MANAGEMENT COMPANY & INDIVIDUAL MEMBER GUIDEBOOK**

**Our Members Professionally Manage HOA Communities**

***Proudly supporting  
Arizona's  
Management Companies  
and the  
communities they manage  
since 2003!***



## ARIZONA ASSOCIATION OF COMMUNITY MANAGERS—AACM

Arizona Association of Community Managers (AACM) is a non-profit professional HOA trade association. Established in 2003 with seven Founding Community Management Companies, AACM represents a large portion of Arizona's managed communities, and is a driving force in Arizona's economy, contributing millions of dollars through countless jobs and tax revenue.

AACM is the first managers' organization in Arizona whose membership is comprised entirely of community management companies, community managers, and service providers (Affiliate Partners) **specifically** for Arizona.

### Boards and Communities Benefit

Homeowner Association Boards feel confident when they choose an AACM Management Company Member to manage their communities. Combine AACM's Certification Program, Membership Standards and Code of Ethics, with outstanding Affiliate Partners, and it's a win-win for Arizona communities!

### CAAM and CAASP Designations—Stand out in the crowd

AACM's Education Program provides **Arizona-specific** curriculum for our Management Members and their staff.

The CAAM (Certified Arizona Association Manager) and CAASP (Certified Arizona Association Support Professional) are *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 the laws and requirements unique to the State of Arizona.

### Education Makes the Difference

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.

### Grow with Continuing Education

Continuing Education Units (CEUs) support the CAAM and CAASP designations by enhancing the professional education of those professionals who have completed a designation under the CAAM Certification Program through elective courses developed by AACM and approved by our Professional Standards Committee.



**Relationships built on trust and shared commitment to our communities!**

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## NETWORKING OPPORTUNITIES

AACM puts on a variety of networking events designed to bring our Management Members and Affiliate Partners together to develop and strengthen business relationships.



### Luncheons

Offered in Phoenix and Tucson, AACM luncheons are second to none!

### AACM “Not” Golf Tournament

Some people focus on their golf game and some on socializing—either way, it’s a full-day of fun!



### Trade Show

Offered in Phoenix and Tucson, our Affiliate Partner exhibitors go all out to ensure a fun experience.



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## COMMUNITY OUTREACH

AACM's Outreach Committee is always looking for new projects and ways to give back to communities.

### HOPE Grant

The AACM Homeowners Outreach Program Enterprise (HOPE) Grant was created by AACM Members and Affiliate Partners as a means to establish an assistance program to provide financial support to those in need within an HOA community. HOPE Grants may provide financial assistance to residents of our Management Members' communities who have suffered recent financial hardship due to: 1) a death of immediate family, 2) severe health issue, or 3) call to full-time active duty by the Arizona National Guard or other Reserve Unit.

### Community Clean-Up Projects

Over the years, AACM has brought our Management Members and Affiliate Partners together for special projects with communities and organizations that need help improving and beautifying their locations.



### Fundraisers and Drives

AACM chooses organizations and causes that help Arizona communities. Items and funds are donated by our Members and Affiliate Partners. We encourage our Members to include their HOA's as well. Events vary each year.

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## FOCUS ON LEGISLATION

### A Resource to Legislators

AACM was born to give voice to management companies and association members at the legislative level and to establish a high standard for education, ethics, and sound business practices for management companies throughout the State of Arizona.

AACM meets with legislators and advocates for our Management Company Members. Legislators know AACM to be a valuable resource—from resolving conflicts between HOAs and homeowners, to being a steadfast supporter of property rights and the freedom to contract, legislators know they can trust AACM.

### Legislative Updates

AACM keeps our membership informed and up-to-date on HOA bills that may affect communities through our weekly Legislative Updates.

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.

### What is a PAC?

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 to achieve greater political potency for Arizona's community managers. Specifically, AACM PAC contributions support candidates for elected office who advocate for the right to contract, property rights, limited government regulation, and other issues critical to Arizona's community managers and our Affiliate Partners.



### What does a PAC do?

A PAC helps build and maintain key relationships in state government with lawmakers who are supportive of shared visions. AACM PAC allows individuals to combine resources with peers who share like views and speaks on behalf of the community management industry in a strong, unified voice, helping pro-community manager candidates achieve or maintain office. Participating in the PAC helps us communicate to lawmakers the vital role that community managers and Affiliate Partners play in their communities every day. By sending a universal message, we make our presence known, communicate our interests to lawmakers and help shape and protect the community management industry.

### Contributions

**Your participation is vital to the success of our advocacy efforts, and we hope you can join us!**

Contributions come from individuals and are completely voluntary. Email: [PAC@aacm.com](mailto:PAC@aacm.com) or call 602.685.1111 for additional information.

*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.*

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## COMMITTEES

Serving on a committee is a great way to get involved and network with our Members and other Affiliate Partners. The committee year runs from January through December with new committee Chairs and Co-Chairs selected by the incoming Board of Directors.

### OPEN COMMITTEES

Open to all Members and Affiliate Partners

**AACM Political Action Committee (PAC):** Meets periodically

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

**Marketing/Events Committee:** Meets quarterly

Assists with planning AACM networking events and the promotion, marketing, and branding of AACM.

**Membership Committee:** Meets quarterly

Assists with promotion of AACM Membership and Affiliate Partnership program, membership retention, promotion of G.E.M. Awards, and distribution of membership plaques and printed directories.

**Outreach Committee:** Meets quarterly

Reviews all HOPE Grant applications and recommends Grant funding to the AACM Board of Directors. Suggests and assists with AACM community charity projects.

**Southern Arizona Action Committee:** Meets periodically

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

### RESTRICTED COMMITTEES

Application or other criteria applies

**Education Committee:** Meets monthly

Members and Affiliates working together on curriculum development for AACM Certification programs including core courses and Continuing Education Units (CEUs).

**Legislative Committee:**

Advises AACM and works with the Association lobbyist on homeowner association issues, serves as the "voice of reason" and resource on behalf of AACM to Arizona State Legislators.

**Professional Standards Committee (PSC):** Meets monthly

Responsible for the development of enforcement and disciplinary procedures for violations of the AACM Code of Ethics. The PSC also oversees curriculums for the CAAM Certification Program.



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