



STATE OF ARIZONA
DEPARTMENT OF REAL ESTATE

www.azre.gov

2910 N. 44TH Street, Suite 100, Phoenix, AZ 85018

JANICE K. BREWER
GOVERNOR

JUDY LOWE
COMMISSIONER

September 6, 2012

Re: 13F-DI-048, Cease and Desist Order for Phyllis A. Burgess and Arrowhead Property Management, LLC

This letter is to clarify that Phyllis A. Burgess and Arrowhead Property Management, LLC have the Arizona Department of Real Estate's (the "Department") explicit permission and authorization to return to its clients any keys, garage remotes, security key fobs, accounting information, proof of ownership, rental or management contracts or other information in its possession pertaining to the properties it manages, including providing property owners and tenants contact information for each other. Phyllis A. Burgess and Arrowhead Property Management, LLC are also permitted and authorized to make available any tax forms or tax information it would typically provide to their clients. Please understand that this permission is not a mandate, but simply an authorization to return any non-monetary property in Phyllis A. Burgess and Arrowhead Property Management, LLC's possession, as well as any documentation that would ease the transition away from Phyllis A. Burgess and Arrowhead Property Management, LLC for its clients.

In no way should this letter be construed as permission for any owner, manager, employee or agent of Phyllis A. Burgess or Arrowhead Property Management, LLC to violate the Department's Cease and Desist Order, to act as a licensee or to perform any of the activities for which Arizona law requires a license.

As you are aware, the Department does not have the authority to take custody of Phyllis A. Burgess and Arrowhead Property Management, LLC's trust funds. Phyllis A. Burgess and Arrowhead Property Management, LLC are encouraged to make arrangements for the disposition of those funds and to communicate those arrangements to its clients as soon as possible. It would also be helpful for Phyllis A. Burgess and Arrowhead Property Management, LLC to provide that disposition information to the Department so that Department staff may include the information in its responses to the many inquiries being fielded.

Sincerely,

For Commissioner Lowe

cc: AZRE.gov