

## ADDITIONAL RESOURCES

**MESSAGE CENTER** — Questions concerning only the forms and/or the process, should be directed to the ADRE HOA Coordinator through ADRE's Message Center at [www.azre.gov](http://www.azre.gov).

Please **do not ask specific HOA questions**, as ADRE cannot give legal advice, or indicate position on any HOA matter.

**ADRE HOA FAQs** — The HOA Dispute Process "Frequently Asked Questions" contains responses to questions regarding the HOA Dispute Process. [www.azre.gov](http://www.azre.gov)

### **ARIZONA HOA RELATED LAWS & STATUTES:**

- Condominium Act, A.R.S. Title 33 Chapter 9 ,
- Planned Communities Act, A.R.S. Title 33, Chapter 16
- Arizona Non-Profit Corporation Act, A.R.S. Title 10
- ADRE Legislative Report (HOA Related Bills)

### **ARIZONA GOVERNMENT AGENCY & LEGAL RESOURCES**

- Office of Administrative Hearings (OAH) — [www.azoah.com](http://www.azoah.com)
- Office of the Attorney General — [www.azag.gov](http://www.azag.gov)
- State Bar of Arizona — [www.azbar.org](http://www.azbar.org)
- AZ Law Help — [www.azlawhelp.org](http://www.azlawhelp.org)
- Arizona Corporation Commission — [www.azcc.gov](http://www.azcc.gov)

### **COUNTY RECORDERS**

(Recorded documents may be found in the county where an HOA is located)

- Maricopa County Recorder  
[www.recorder.maricopa.gov](http://www.recorder.maricopa.gov)
- Pima County Recorder  
[www.recorder.pima.gov](http://www.recorder.pima.gov)
- Pinal County Recorder  
[www.pinalcountyaz.gov/recorder](http://www.pinalcountyaz.gov/recorder)

### **ASSOCIATION AND PRIVATE SECTOR RESOURCES**

- Arizona Association of Community Managers (AACM) [www.aacm.com](http://www.aacm.com)
- Community Associations Institute (CAI) [www.caionline.org](http://www.caionline.org)



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## HOMEOWNERS ASSOCIATION DISPUTE PROCESS

Arizona Department of Real Estate  
(ADRE)

TEAM  
"Together Everyone Achieves More"

## DEPARTMENT AUTHORITY

The ADRE does not regulate Homeowners Associations (HOA). However, after reviewing submitted Petitions and verifying statutory requirements, including that fees are paid, ADRE refers cases to the Arizona Office of Administrative Hearings (OAH).

### BACKGROUND

In 2011, the Arizona Legislature passed legislation providing Arizona homeowners and condominium and planned community associations (HOA's) a venue for resolving disputes. These administrative procedures provide an alternative to the civil court system and do not limit the legal rights of the parties to further pursue matters. This legislation became law on July 20, 2011.

In 2016, the Arizona Legislature passed legislation transferring the HOA Dispute Process to the Arizona Department of Real Estate (ADRE). OAH will accept all cases referred by the ADRE and schedule a Hearing date before an Administrative Law Judge (ALJ). The filing fee is set according to the ADRE by the actual cost of providing the program's services to the parties who use it.

**Petitioner** — One who presents a petition (written address or application) to a court, officer, or legislative body.

**Respondent** — The person against whom action or relief is prayed, or who opposes the petition.

**Property Manager** - An individual that conducts management of single properties and/or units (Holds an Arizona Real Estate License with ADRE).

**Community Manager** — Manages communities, often affiliated with a Community Management Company. (Not licensed through ADRE).

## DECIDING ON A PETITION SUBMISSION

### ◇ ***Must the dispute be between an owner and an association?***

Only an owner or homeowners association (HOA) may Petition the Department for a hearing. The Petition of an owner must be regarding a dispute between an owner and an association, not against an individual or individual Board member.

The Department cannot accept Petitions filed by or against renters, non-owners, directors, representatives, other homeowners or community management companies.

### ◇ ***Have all means of settlement with the other party been tried?***

Talk to the Other Party — Talking with the other party or the HOA Board of Directors is the most cost effective way to settle a dispute. Members of the association are neighbors and part of a community. By talking, many times solutions to conflicts may be found.

An HOA where homeowners participate in meetings, vote, volunteer for committees, and run for the board is what makes a community more than just the governing documents.

Mediation — Mediation may be a less expensive alternative to filing a civil lawsuit. Mediation provides an opportunity to find a solution which satisfies both parties. Resources may be available in the local community.

## HOA DISPUTE PROCESS OVERVIEW

Below is an overview of the HOA Dispute Process, including forms and fees:

1. **Submit the Petition Form:** All Petitions must in writing on the form approved by the ADRE. The fillable form can be found on the main website [www.azre.gov](http://www.azre.gov) under "HOA Dispute Process."
  - Each Petition can be utilized for a **maximum** of four complaints.
2. **Fees:** A single issue complaint is \$500.
  - Each additional issue complaint is \$500 (Up to four issue complaints).
  - Payment may be made by credit card online through the Message Center link or by check or money order made payable to the Arizona Department of Real Estate.
  - Filing Fees are **NON-REFUNDABLE** except when the Petition is dismissed at the request of the Petitioner before a hearing is scheduled, or by stipulation of the parties before a hearing is scheduled. A.R.S. § 32-2199.01 (B).
3. **Response and Hearing Date:**
  - **Response:** When the Petition is filed with ADRE, the Respondent must respond within twenty days.
  - **Hearing:** If the Respondent does not resolve the dispute, the case is referred to OAH. Hearing dates are set within thirty-five days after the case is referred.