

## NOTICES OF SUBSTANTIVE POLICY STATEMENTS

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41-101(B)(14)). Substantive Policy Statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice. Substantive policy statement does not include internal procedural documents which may only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties in accordance with A.R.S. Title 41.

### NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF INSURANCE

1. **Subject of the substantive policy statement and the number by which the policy statement is referenced:**  
Compliance with Arizona's health care appeals laws. (Circular Letter 1999-3).
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 11, 1999.
3. **Summary of the contents of the substantive policy statement:**  
The circular letter explains the procedures and requirements insureds and insurers must follow in order to be in compliance with Arizona's health care appeals laws.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This is a new statement.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Mary Butterfield  
  
Address: Department of Insurance  
2910 N. 44th Street, Suite 210  
Phoenix, Arizona 85251  
  
Telephone: (602) 912-8406  
Fax: (602) 912-8408
6. **Information about where a person may obtain a copy of the substantive policy statement:**  
Copies of this policy statement may be obtained from the internet at <http://www.state.az.us/id> or from the person listed in question #5 at a cost of 25¢ per page.

### NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Acceptable Forms of Payment (No. 1)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement lists the forms of payment accepted by the Department.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 42.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Notices of Substantive Policy Statements

Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135

6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8001, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Agency Responsibility to Verify Information (No. 2)

2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

3. **Summary of the contents of the substantive policy statement:**

This policy describes the Department's position with respect to efforts by a licensee to verify information in a transaction.

4. **A statement as to whether the substantive policy statement is a new statement or a revision:**

This policy statement is a revision that rescinds and supersedes substantive policy statement No. 3.

5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135

6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8002, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Attendance Requirements for Credit; Enforcement (No. 3)

2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

3. **Summary of the contents of the substantive policy statement:**

Notices of Substantive Policy Statements

This statement describes attendance requirements for course credit.

4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 4.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8003, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Broker Audit Clinic Attendance (No. 4)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement describes timing of a real estate broker's required attendance at an audit clinic.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 26.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8004, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
"Contract Writing" Continuing Education Course Taken Before Licensure (No. 5)

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2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy clarifies permissible timing for a real estate salesperson or prospective real estate salesperson to receive continuing education credit for the required contract writing course.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 40.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8005, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Disciplinary Actions Published in Real Estate Bulletin (No. 6)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This statement sets forth the criteria for publishing certain administrative/disciplinary actions.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 11.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8006, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Disclosure of Licensee's Home Address (No. 7)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy clarifies when a licensee's home address and telephone number may be disclosed.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 33.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8007, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Fair Housing Course Substitute (No. 8)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy outlines the criteria for substitution of the mandated fair housing continuing education class.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 37.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

Notices of Substantive Policy Statements

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8008, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Fees for Lists, Copies and Certified Copies of Department Documents (No. 9)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement lists the fees for non-commercial requests for copies or lists of Department information/records.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 13.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8009, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Interpretation of Transferor (No. 10)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement describes the Department's interpretation of the word "transferor."
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 43.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson

Notices of Substantive Policy Statements

Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018

Telephone: (602) 468-1414, Ext. 135

**6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8010, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Investigation of Cases Being Pursued Civilly (No. 11)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

**3. Summary of the contents of the substantive policy statement:**

This statement sets forth the Department's policy on investigations.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

This policy statement is a revision that rescinds and supersedes substantive policy statement No. 15.

**5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson

Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018

Telephone: (602) 468-1414, Ext. 135

**6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8011, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Non-commercial Requests to Inspect/for Copies of Department Records (No. 12)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

**3. Summary of the contents of the substantive policy statement:**

This policy statement describes the availability of information on file with the Department.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

This policy statement is a revision that rescinds and supersedes substantive policy statement No. 19.

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5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135

6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8012, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Ombudsman; Resolving Customer Complaints (No. 13)

2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

3. **Summary of the contents of the substantive policy statement:**

This policy statement describes the process for referral to the agency ombudsman, and prerequisite resolution efforts.

4. **A statement as to whether the substantive policy statement is a new statement or a revision:**

This policy statement is a revision that rescinds and supersedes substantive policy statement No. 34.

5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135

6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8013, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT

DEPARTMENT OF REAL ESTATE

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Payment of Commission after License Expiration or Transfer (No. 14)

2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

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3. **Summary of the contents of the substantive policy statement:**  
This policy clarifies that persons legally able to earn a commission may accept it.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 22.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8014, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Recognition of Industry Liaison Councils (No. 15)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement describes how Industry Liaison Councils are created, recognized and their recommendations considered.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 24.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8015, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

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Refund of Overpayment (No. 16)

2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement outlines the procedures for requesting a refund from the Department.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 25.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8016, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Responsibility for Continuing Education (No. 17)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This statement makes clear that each real estate licensee bears responsibility for compliance with the continuing education requirement.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 41.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8017, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Stakeholder Notice List (No. 18)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy describes the steps to take to be included on the Department's list for notice of rulemaking and other substantive activity.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 44.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135
6. **Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**  
A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8018, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

1. **Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Subject Categories for Course Approval (Continuing Education) (No. 19)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
June 18, 1999.
3. **Summary of the contents of the substantive policy statement:**  
This policy statement defines the mandatory subject "categories" of real estate continuing education courses, and identifies topics which will likely qualify for approval under each category.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
This policy statement is a revision that rescinds and supersedes substantive policy statement No. 28.
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Cindy Wilkinson  
Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018  
Telephone: (602) 468-1414, Ext. 135

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**6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8019, or it may be obtained from the Department for a fee of 25¢ per page copying charge.

**NOTICE OF AGENCY SUBSTANTIVE POLICY STATEMENT**  
**DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Unlicensed Assistants (No. 20)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

June 18, 1999.

**3. Summary of the contents of the substantive policy statement:**

This statement describes the activities which may and may not be performed by a real estate licensee's unlicensed assistant.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

This policy statement is a revision that rescinds and supersedes substantive policy statement No. 30.

**5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson

Address: Arizona Dept. of Real Estate  
2910 N. 44th St.  
Phoenix, AZ 85018

Telephone: (602) 468-1414, Ext. 135

**6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.adre.org>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, selection 3, and requesting document number 8020, or it may be obtained from the Department for a fee of 25¢ per page copying charge.