



2026 GAAR Board of Directors Candidate Questionnaire

Name

James Hepker



Brokerage Name

Serendipity Realty Inc.

Brokerage Address

3253 SAN ILDEFONSO LOOP NE

City

Rio Rancho

State

NM

1. Member Type: Please select Designated REALTOR® if you are listed as the Designated/Qualifying Broker of your office.

Designated REALTOR®

2. Have you been a a REALTOR® for at least three (3) years?

Yes

3. Have you been a member of GAAR for at least one (1) year?

Yes

4. Have you had any Code of Ethics violations or non-compliance of a membership duty in the last three (3) years?

No

5. For which position are you applying?

Director (2 year term, 5 available positions)

6. If you selected an Officer position, prior to nomination, have you had at least 5 transactions that closed in the prior 12 month period (August 1, 2024 - July 31, 2025) and/or are you a QB of at least 5 brokers?

Yes - I have had at least 5 transactions that closed in the prior 12 months

7. To be eligible for an Officer position, you must have fulfilled a two (2) year term on the Board of Directors within five (5) years of nomination. Please provide the years you served as a Director or Officer on the GAAR Board of Directors. Please write N/A if not applicable.

N/A

8. If you selected an Officer position, have you served on at least one (1) GAAR or SWMLS Committee in the past five (5) years?

No

9. Please list all GAAR, SWMLS, NMAR or NAR committees or task forces you have been a member of. (You can find your GAAR/SWMLS committee history on your Member Portal.)

None, Spent the last many years raising my family which is now all grown up and I have more time to give back to GAAR.

10. To run for the position of President-elect, you must have fulfilled a two-year term on the GAAR Board of Directors (Officer or Director). If you selected to run for the

No

President-elect position, have you served a two-year term?

12. Number of years licensed:

>20 years

13. Number of years of REALTOR® membership:

>20 years

14. Have you participated in GAAR's Leadership Development Program or NMAR's Growth & Involvement Program?

No

If yes, which one and what year?

N/A

15. Please indicate which REALTOR® Designations you hold:

None

16. Please list any REALTOR® institutes, societies or councils in which you currently hold membership.

None, been busy using my time to raise my family. I'm a very involved father.

17. What are your primary disciplines in your real estate practice? Check all that apply.

Residential

Property Management

18. Service as an elected Officer or Director requires attendance at Board of Director meetings - and Executive Committee meetings for Officers. Regular attendance is necessary for understanding Association business. As stated in the Association Bylaws, absence from three (3) or more regular or special meetings per fiscal year without an excuse deemed valid by the Board of Directors shall be construed as resignation. If elected, will you attend the regular and special meetings of GAAR as an Officer or Director?

Yes

19. What challenges face the current real estate industry?

So many to list. Our industry has changed so much in the last 25+ years. I started when the MLS came in a book form or a dos computer system with no pictures. Our commission structure on how we get paid can be challenging, buyer agreements which I personally feel take options away from buyers, online platforms such as Zillow and Trulia, Real Estate fraud is out of control, government regulations changing, mortgage rates and even maybe some changes to our customers credit reporting systems.

20. What challenges face the Association?

I feel our job is only going to get harder and like 2009, Memberships may decrease, decreasing our Association budget. Our dues had to increase those years to cover for all the members who left. Crime is also changing a lot of things in many communities. Security staff is need in places it was never needed before and fraud is hitting every type of business. The growth of cities/town are growing differently and in different areas. As a small brokerage, I would love to bring Association information easier to get hold of. Us small brokers feel like we are in the dark at times.

21. Given the challenges you identified above, how would you contribute as a leader?

I think the budget needs to be watched more closely in harder times, staff needs to be used wisely and having the best internet security in today's world is a must. Working with distribution of important information easier to small brokers/companies and bringing the most professional and friendly environment to the community we serve.

22. How do you feel GAAR could be more relevant to our members?

More user friendly and we are not just a MLS service but so much more. So many brokers don't understand what GAAR does for them. We need to look at other GAAR members as team players instead of competition.

23. Name an area where GAAR could be better and how you would address it.

Some of the staff at times can be very sterile to us Realtors. I don't know if they don't enjoy the job, if Realtors are sterile to them and don't treat them well or if there's a lot of stress but I would love to make GAAR feel like it felt in the old building. Team building, making sure the staff and members feel appreciated and a smile, joke or story can change a person's day.

24. Describe the role of the Board of Directors of the Greater Albuquerque Association of REALTORS®.

As a board member I would make sure to show up to the meetings to make sure my voice is heard for all GAAR members. I'm open to listen to members and to see their wants or needs are fulfilled.

25. A position on the GAAR Board of Directors means serving your Association and putting the needs of the members first. Do you affirm that you will serve your membership, acting in a neutral capacity for the betterment of the members?

Yes, I affirm

26. What do you think will be unique about the next two-year time frame?

The changing market conditions and the changing in locally political offices. We have a lot of changes coming down the pipeline and I would love to represent GAAR members in these changes

27. What leadership skills, education, experience or training do you possess that you feel would be beneficial on the Board of Directors?

I have been in this business for over 25 years and my experience could be used wisely. I'm known for outstanding ethics and a very friendly attitude with a calm demeanor. Being in property management, you have to have special customer service skills and fast at solutions. I would be a large asset in any negotiating process that might arise.

28. What else would you like to tell the membership about yourself? (i.e. personal interests, activities, hobbies, etc.)

My wife is a RRPS 5th grade school teacher and I love to donate my time in classrooms helping teachers/students/Admin complete projects. If it's putting bulletin/white boards up, fixing broken furniture or having a stand during a community event. We try to complete couple free popcorn days to all students (so under privileged children don't get left out). I love the outdoors, gardening, fishing and camping make me smile. I'll run outside to watch a plane or helicopter pass by.

We appreciate your interest in serving. You will be notified when the Nominating Committee chooses the candidate slate for the upcoming election.