

A NEWSLETTER FROM
THE COMMON-INTEREST
COMMUNITIES &
CONDOMINIUM
HOTELS PROGRAM

NEVADA REAL ESTATE
DIVISION

Community Insights

Department of Business & Industry

WINTER 2017

Real Estate Division

Sharath Chandra
Administrator

Office of the Ombudsman

Charvez Foger
Ombudsman

Ingrid Trillo
Editor

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<http://red.nv.gov/>

New Ombudsman Charvez Foger

Welcome to the Winter 2017 issue of Community Insights.

The Nevada Real Estate Division Administrator, Sharath Chandra, announced the appointment of Charvez Foger as Ombudsman for the Common-Interest Communities and Condominium Hotels program.

As Ombudsman, Charvez Foger will assist homeowners and board members in common interest communities, commonly known as homeowner's associations, to better understand their rights and obligations under the law and their governing documents.

The Ombudsman meets with parties to attempt to resolve and mediate disputes filed with the office mainly through utilizing the newly improved Ombudsman's informal conference program.

Mr. Foger has worked for the office of Senator Harry Reid for the last two dec-

ades in various capacities including Deputy Regional Director for Administration, Director of Homeland Security, and Director of Veterans and Military Affairs.

Charvez brings wide-ranging experience with federal agencies, local and state law enforcement, and he has extensive relations with public and private industry. His extensive experience in successfully assisting constituents with a variety of issues will be an asset to the CIC community.

In addition to having been inducted into the University of Nevada, Reno, Col-

lege Football Hall of Fame, Charvez is an active inspector with the Nevada Athletic Commission and previously served on the Bishop Gorman High School Board of Regents.

Charvez and his wife are busy these days with their daughter, one of the top youth soccer players in Nevada, traveling and supporting her at tournaments.

"Charvez brings great experience and knowledge in constituent services, and his work at the federal, state and local levels will help us enrich the Ombudsman's office," said Chandra.



NRED Is Moving
OFFICE CLOSED MARCH 15-17
 Regular office hours will resume March 20
 at the following location:
 3300 W. Sahara Ave, Las Vegas, NV 89102
 Suite 350: Real Estate
 Suite 325: Office of the Ombudsman

New Promotions

Margaret Klenk has been promoted to the position of Compliance Auditor.

Frank Rivers has been promoted to the position of Accounting Assistant III.



Did You Know?

In the State of Nevada, 46% of the population lives in a Nevada Homeowners Association.

There are currently 3,172 HOAs that have registered with the Real Estate Division.

There are 526,885 Units in all Registered Associations.

In the last six months, over 150 people have viewed the CIC Video

Views consisting of:

- What is a Reserve Study
- Executive Board Elections
- Reserve Study Specialist
- Reserve Study —
- Physical Analysis: 1
- Reserve Study —
- Physical Analysis: 2

<http://red.nv.gov/>



CE Provider/Sponsor New Education Process for Community Association Manager Courses

Sponsors no longer have to wait for Commission meetings to have their courses approved.

At the August 2016 Commission Meeting, the Commissioners authorized the Division to

approve the CAM Continuing Education courses on behalf of the Commission.

This new process allows Community Association Managers continuing education courses to be reviewed with

a faster turnaround.

The courses will be reviewed, and our goal is to respond within 30 days.

Any questions contact Ingrid Trillo below at:

Ingrid Trillo, Education & Information Officer

Email: itrillo@red.nv.gov Tele: (702) 486-4480.

CIC Monthly Training Classes

Temporarily Cancelled

The Ombudsman's Office has temporarily cancelled educational training sessions and the NRS Monthly for Nevada association's executive board members, unit owners and community managers

Our classes are cancelled for

March and April due to staff promotions, recruitment of the new training officer, and the Division move.

In the meantime go to our website for online education training.

Our slide presentations are posted online, along with

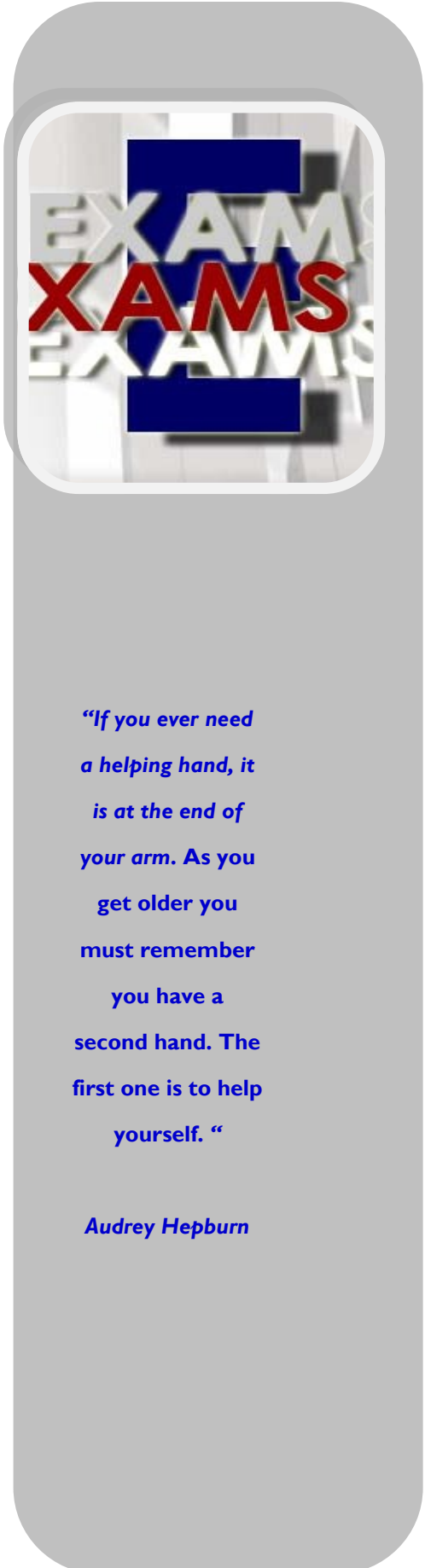
training videos and lots of other resources.

To stay in touch and find out more, visit the website links below:

http://red.nv.gov/Content/CIC/Program_Training/Classes/

and search for "Upcoming Classes."

Please Email: OMBClasses@red.nv.gov



“If you ever need a helping hand, it is at the end of your arm. As you get older you must remember you have a second hand. The first one is to help yourself.”

Audrey Hepburn

Nevada Real Estate Division

Contracts with Pearson VUE for Examination Services

Pearson VUE is our exam services vendor effective January 1, 2017. (PSI exam services vendor ended on December, 2016).

NEWS PROVIDED BY
Nevada Real Estate Division
Dec 12, 2016

Carson City, NV, Dec. 12, 2016 /NRED—The Nevada Real Estate Division ("NRED"), the licensing and regulatory agency for Nevada Real Estate Licensees, today announced that **Pearson VUE will become the exam services vendor beginning January 1, 2017.**

Exam registration with Pearson VUE will commence on December 22, 2016. Prospective candidates are advised to schedule licensing exams by visiting www.pearsonvue.com/nvrealstate/ for the following exams:

- Salesperson
- Broker
- Property Management
- Business Broker
- Community Management**
- Inspector of Structures
- Timeshare Sales Agent

To schedule the Appraiser's exam, please visit www.pearsonvue.com/appraisers/.

Both links are available under "Licensing" on the Real Estate Division's website: <http://red.nv.gov>.

For clarification or answers to questions, contact the Education Section at: (702) 486-4033

SOURCE Nevada Real Estate Division

Related Links
www.red.nv.gov
www.pearsonvue.com



Relax and enjoy the information.

” The miracle is not to fly in the air, or to walk on the water, but to walk on the earth.” ~

Chinese Proverb -

Attention Community Association Managers

Did you know you can receive credit for attending a

Commission Meeting? (Not to exceed 6 hours during a certification period. Visit the following link for details: <http://www.leg.state.nv.us/NAC/NAC-116A.html#NAC116ASec255>)

COMMISSION FOR COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

2017 COMMISSION MEETING CALENDAR

| | |
|----------------------|-------|
| January 18-19, 2017 | South |
| March 7-9, 2017 | South |
| June 27-29, 2017 | South |
| August 29-31, 2017 | North |
| November 14-16, 2017 | South |

Did You Know?

The CICCH Commission Agenda is posted 3 business days prior to the actual scheduled Commission meeting.

The agenda will have the discussion items, not always presented in the order the Agenda is prepared; that is what we call a stacked agenda.

Go to the NRED website:

<http://red.nv.gov/>

Following steps:

- Quick Links
- Commission Meetings
- CIC
- Select the Date

Remember Dates are subject to change, so check the website.

You should refer anyone inquiring about attending a meeting to Teralyn

Thompson at:

702 486-4036 in order to confirm the dates, times and location.



DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION

realest@red.state.nv.us

www.red.state.nv.us

**Common-Interest Community Management
 GUIDELINES CONCERNING
 ACTIVITIES AN UNLICENSED EMPLOYEE
 MAY PERFORM**



Careful attention should be given by the responsible Certified Manager or board of directors to ensure only administrative support activities are performed, to properly train personnel, and to assure all activities are supervised.

The following activities would be considered clerical duties which may be performed by an unlicensed employee of a certified manager or board of directors.

Board / Association Meetings

- ❖ Prepare a meeting agenda and disseminate the agenda to fulfill public notice requirements, at the direction of the board or the certified manager
- ❖ Attend board and association meetings to take meeting minutes, to be signed by the board secretary and approved by the board of directors
- ❖ Prepare and send mailings to board members and/or unit owners concerning association business

Association Office Business

- ❖ Compile and distribute resale disclosure information package and Condition of Sale; certification form must be signed by certified manager or appropriate board officer
- ❖ Prepare welcome letters to be signed by certified manager or appropriate board officer; prepare resident information packet
- ❖ Prepare correspondence or reports under direction of certified manager or appropriate board officer; correspondence must be signed by certified manager or appropriate board officer
- ❖ Prepare collection letters; letters must be signed by certified manager or appropriate board officer
- ❖ Purchase office supplies, within limits/restrictions approved by the board of directors
- ❖ Prepare forms pertaining to the registration of an association; forms must be signed by the certified manager, board of directors, or the declarant to certify the information provided
- ❖ Fill out government response forms (Secretary of State; Office of the Ombudsman); **form must be signed by certified manager or appropriate board officer**
- ❖ Process paperwork for insurance claims; may not act as liaison with insurance company
- ❖ Verify insurance coverage of contractors
- ❖ Maintain files, such as insurance, owner rosters
- ❖ Prepare and maintain inventory of common elements for association
- ❖ Perform routine inspections of common elements
- ❖ Prepare list of delinquent owner accounts for review by certified manager to trustee company after approval by board
- ❖ Compile submittals for review by Architectural Review Committee

Budget/Financial

- ❖ Review invoices, match/compile documents for invoices; no approval authority
- ❖ Assist with budget preparation
- ❖ Assist with preparation of annual financial statements and disseminate statements
- ❖ Coordinate arrangements for a financial audit or financial review
- ❖ Coordinate bidding processes

**UNDER NO CIRCUMSTANCES SHOULD ANYONE OTHER THAN A
 CERTIFIED MANAGER OR APPROPRIATE BOARD OFFICER SIGN A CONTRACT**

06/01/09

Nevada Real Estate Division

Our Mission

To protect the public and Nevada’s real estate sectors by fairly and effectively regulating real estate professionals through licensure, registration, education and enforcement.

Office of the Ombudsman

Our Mission

To provide a neutral and fair venue to assist homeowners, board members and community managers in handling issues that may arise while living in common-interest communities or condominium hotels.

Our New Location - Remember that the Nevada Real Estate Division in Las Vegas is Moving!

The Division will be Closed to the Public March 15 - 17, 2017

and will reopen to the Public at the new location on Monday, March 20, 2017 at 8:00 a.m.

Our New Location: 3300 W. Sahara Avenue, Las Vegas, NV 89102

Nevada Real Estate Division: Suite 350

Office of the Ombudsman: Suite 325

The telephone numbers for the Real Estate Division and the Office of the Ombudsman will not change.

LAS VEGAS OFFICE

3300 W. Sahara Ave
Suite 325

Las Vegas, Nevada 89102
(702) 486-4480

STATEWIDE TOLL FREE

1-877- 829-9907

Email: CICOmbudsman@red.nv.gov

CARSON CITY OFFICE

1818 E. College Parkway
Suite 110

Carson City, Nevada
89706





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STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY

Bruce Breslow

Director

REAL ESTATE DIVISION

Sharath Chandra

Administrator

OFFICE OF THE OMBUDSMAN

Charvez Foger

Ombudsman

COMMISSION FOR
COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

Barry Breslow, ESQ., Chairman

Attorney Member

James Rizzi, Vice Chairman

Developer Member

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Certified Public Accountant Member

Scott Sibley, Commissioner

Homeowner Member

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Homeowner Member

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Homeowner Member

Ken Williams, Commissioner

Community Manager Member