



**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

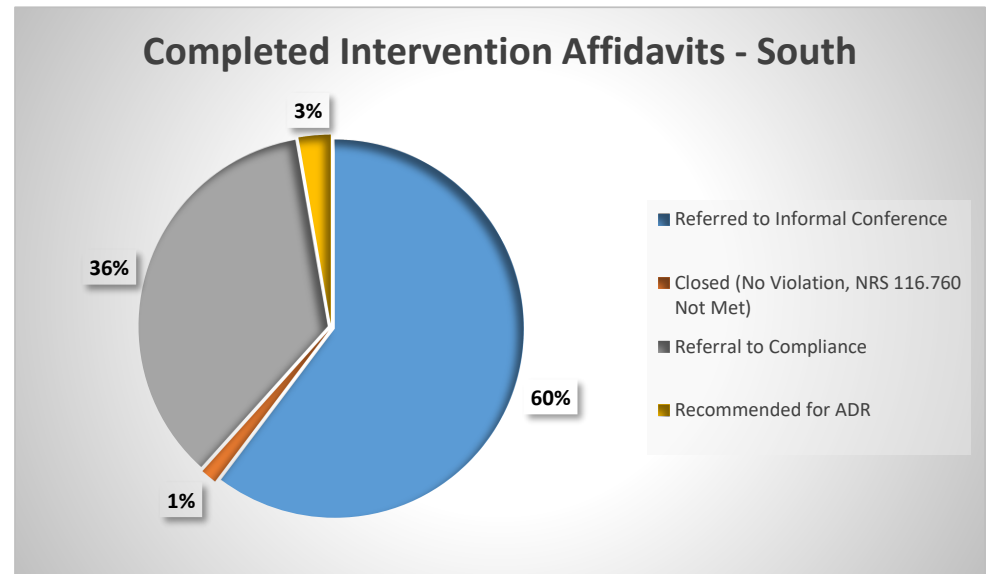
**OMBUDSMAN'S OFFICE**

**REPORTING PERIOD JULY 1, 2019 - DECEMBER 31, 2019**

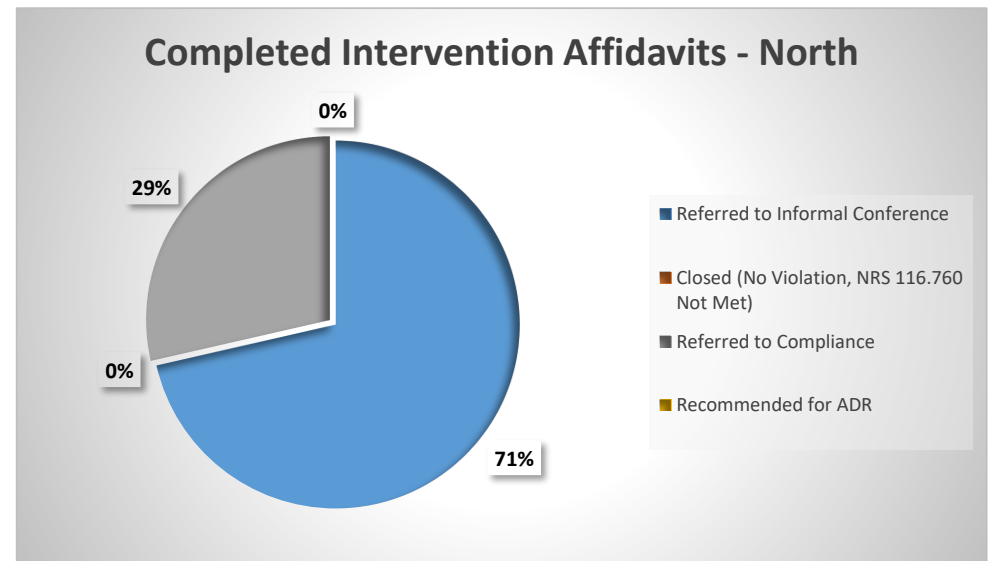
**FISCAL YEAR 2020**

# Intervention Affidavit Report

<b>AFFIDAVITS - SOUTH</b>	<b>YTD Total</b>
Affidavits Received	72
Referred to Informal Conference	44
Closed (No Violation, NRS 116.760 Not Met)	1
Referral to Compliance	26
Recommended for ADR	2

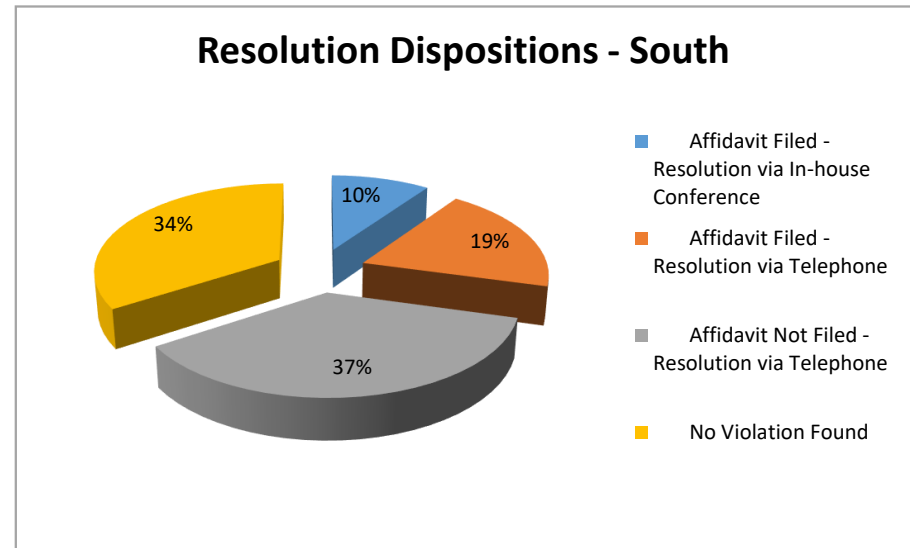


<b>AFFIDAVITS - NORTH</b>	<b>YTD Total</b>
Affidavits Received	14
Referred to Informal Conference	10
Closed (No Violation, NRS 116.760 Not Met)	0
Referral to Compliance	4
Recommended for ADR	0

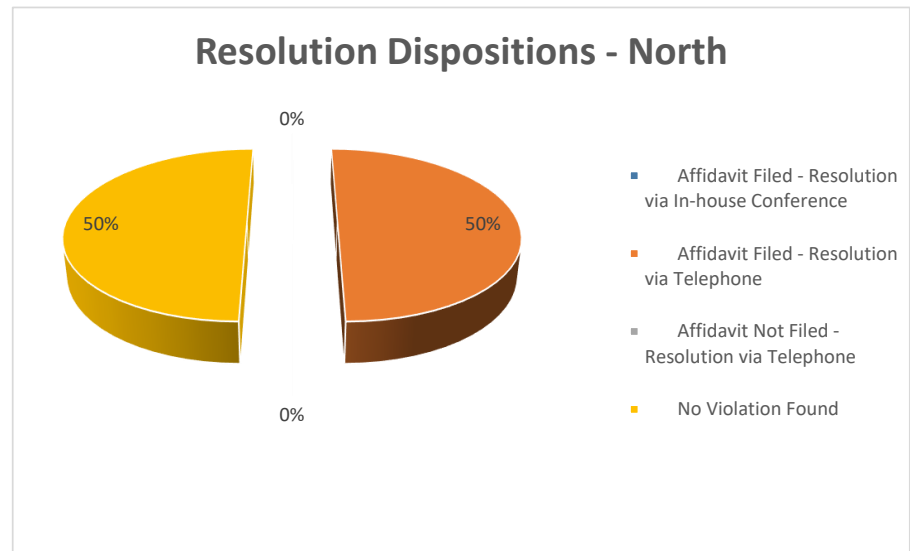


## Informal Conference/Mediation Report

DISPOSITION OF COMPLAINTS - SOUTH	
<b>Affidavit Filed - Resolution</b>	<b>27</b>
Affidavit Filed - Resolution via In-house Conference	4
Affidavit Filed - Resolution via Telephone	8
Affidavit Not Filed - Resolution via Telephone	15
<b>No Violation Found</b>	<b>14</b>
<b>Affidavit Filed - No Resolution</b>	<b>11</b>
Issue Not Resolved - No Further Action Warranted	2
Provided ADR Information to the Parties	9
Recommended Referral to Compliance	0



DISPOSITION OF COMPLAINTS - NORTH	
<b>Affidavit Filed - Resolution</b>	<b>1</b>
Affidavit Filed - Resolution via In-house Conference	0
Affidavit Filed - Resolution via Telephone	1
Affidavit Not Filed - Resolution via Telephone	0
<b>No Violation Found</b>	<b>1</b>
<b>Affidavit Filed - No Resolution</b>	<b>2</b>
Issue Not Resolved - No Further Action Warranted	0
Provided ADR Information to the Parties	2
Recommended Referral to Compliance	0



**\*Informal conference assistance may be performed by filing of an Intervention Affidavit, phone call or walk in.**

**Informal Conference Program - Intervention Affidavit Issues****SOUTHERN CASES**

<b>ALLEGED ISSUES</b>	
HOA GOV DOCS - ARC	1
HOA GOV DOCS - BYLAWS	3
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	4
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	7
HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS	2
HOA GOV DOCS - RULES & REGULATIONS	4
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	8
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.2117 - AMENDMENT OF DECLARATION	1
NRS 116.3102 - HOA/POWERS	1
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	11
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	3
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	1
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	3
NRS 116.31036 - EXECUTIVE BOARD/ MEMBER REMOVAL	1
NRS 116.31065 - RULES	3
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	9
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	8
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	3
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	3
NRS 116.31107 - VOTING BY UNITS' OWNERS	2
NRS 116.31135 - INSURANCE/ REPAIR & REPLACEMENT OF DAMAGED COMMON ELEMENT	1
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.3115 - ASSESSMENTS/ COMMON EXPENSES	1
NRS 116.31175 - HOA BOOKS, RECORDS	4
NRS 116.31183 - RETALIATORY ACTION	2
NRS 116.31184 - THREATS & HARASSMENT	2
NRS 116.31189 - BRIBERY OF COMMUNITY MANAGER	1
NRS 116.345 - ASSOCIATION PROHIBITED FROM CERTAIN ACTION	1
NRS 116.4109 - RE SALE OF UNITS	1

<b>FOUND ISSUES</b>	
HOA GOV DOCS - ARC	1
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	2
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	2
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	2
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	3
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	2
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	1
NRS 116.31065 - RULES	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	3
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	3
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	1
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.31175 - HOA BOOKS, RECORDS	1

## ***Informal Conference Program - Intervention Affidavit Issues***

### **NORTHERN CASES**

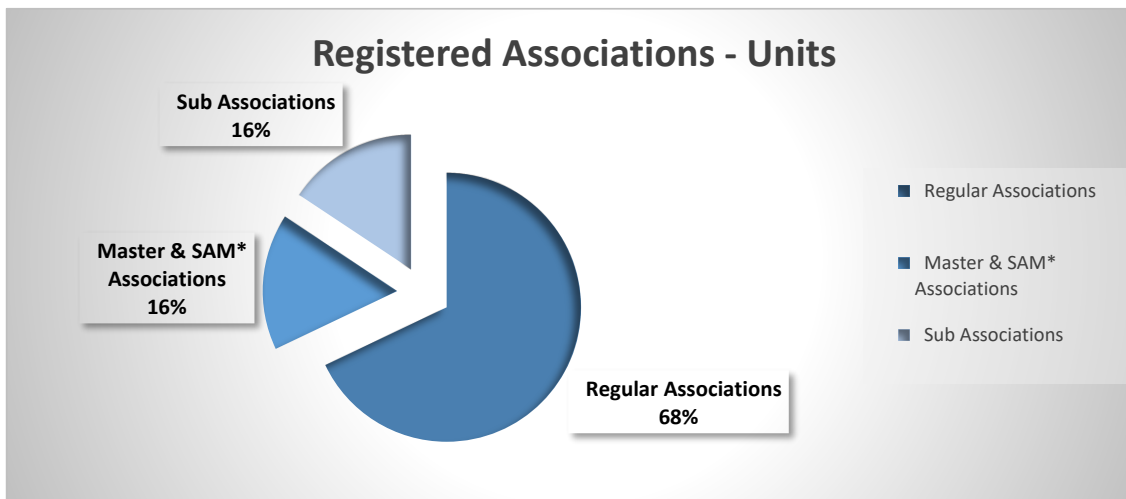
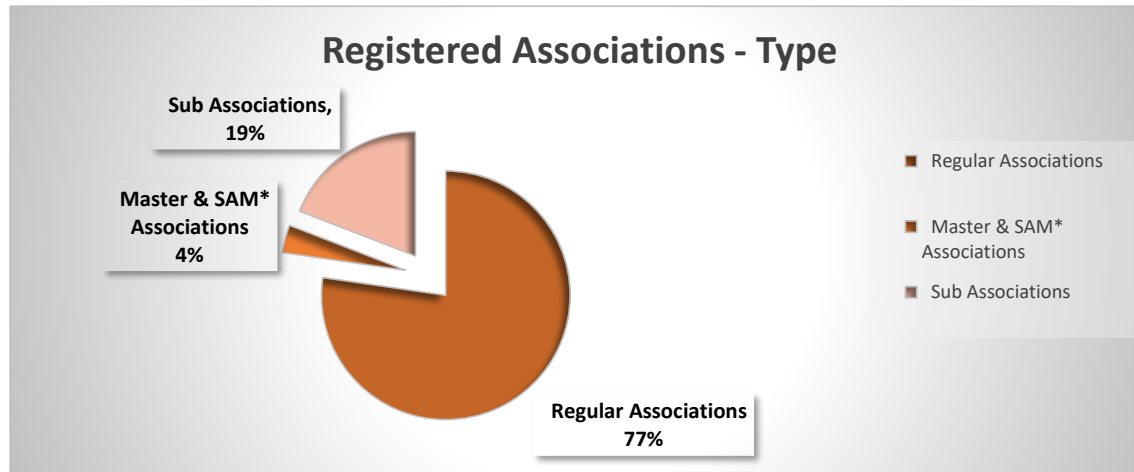
<b><i>ALLEGED ISSUES</i></b>	
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENTS	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS	2
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	3
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1

<b><i>FOUND ISSUES</i></b>	
HOA GOV DOCS - NON-COMPLIANCE OF GOV. DOCS	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	1

## Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,618	384,286
Master & SAM* Associations	122	92,775
Sub Associations	<u>648</u>	<u>88,664</u>
<b>Total</b>	<b><u>3,388</u></b>	<b><u>565,725</u></b>

\*SAM = uses same board as master



## Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	4		437	22	3		3	4		200	673
CONDO/HOTEL			9							1	10
COOP			5						1	2	8
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	2		22	3						5	32
PLANNED COMMUNITY - M/H		1	12		1			3	1		18
PLANNED COMMUNITY - UNDEFINED											-
PLANNED COMMUNITY - SFD	15	1	1,942	27	7	2	12	10	2	240	2,258
PLANNED COMMUNITY - SFD/CONDO			14	1						3	18
PLANNED COMMUNITY - SFD/CONDO/TH			10	1						2	13
PLANNED COMMUNITY - SFD/MH			1	1						1	3
PLANNED COMMUNITY - SFD/TH			22	3	1					2	28
PLANNED COMMUNITY - SFD/TH/MH			1								1
PLANNED COMMUNITY - TWNHSE		7	242	15	2	-				51	317
MASTER - NO UNITS										1	1
<b>TOTAL</b>	<b>21</b>	<b>9</b>	<b>2,724</b>	<b>73</b>	<b>14</b>	<b>2</b>	<b>15</b>	<b>17</b>	<b>4</b>	<b>509</b>	<b>3,388</b>

### KEY

TWNHSE/TH TOWNHOUSE  
M/H MANUFACTURED HOUSE  
SFD SINGLE-FAMILY DEWELLING

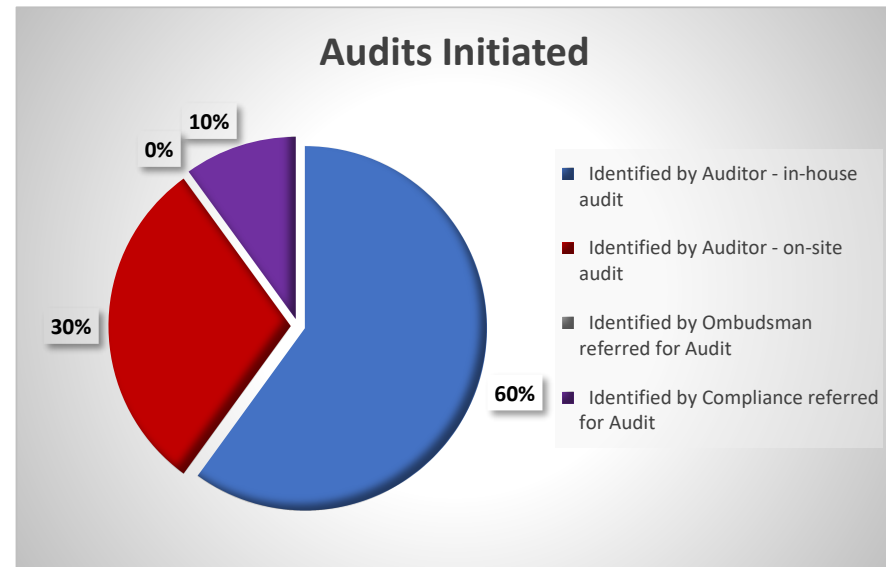
## Auditor Report

<b>Carryover from FY 19</b>	<b><u>5</u></b>
<b><u>Audits Conducted</u></b>	
Identified by Auditor - in-house audit	6
Identified by Auditor - on-site audit	3
Identified by Ombudsman referred for Audit	0
Identified by Compliance referred for Audit	1
<b>Total Audits Initiated</b>	<b><u>15</u></b>

\* Includes carryover audits included from previous year

<b><u>Disposition of Audits</u></b>	
Completed audits - compliance gained by Auditor	2
Completed audits referred to Compliance	6
<b>Total Audits Completed*</b>	<b><u>8</u></b>

<b><u>Special Projects</u></b>	
Financial Review - Association	0
Special Projects - Other	6
<b>Total Special Projects</b>	<b><u>6</u></b>



The Auditor analyzes association information submitted on forms submitted to the Division, determines areas of deficiency and subsequently engages the association in an audit. However, an audit may be initiated at the request of the Ombudsman, administrative staff, or investigator. The audit includes a review and analysis of the association’s governing documents, financial records, and other records requested, to identify areas of non-compliance. In addition to association audits, the Auditor may also assist the Ombudsman or Compliance section with association financial statement reviews and recommendations based on financial reviews on an as-needed basis.



## Alternative Dispute Resolution Report

New Claims Initiated	
Claims Filed	136

Responses Received	
Responses Received	95
Number of Filings(CLM & RSP)	231
Filing Fees Received	\$11,350.00

Mediation Requests	
Requests for Mediation	<b>187</b>
Bank/Mortgage Holder	2
Non-Bank/Mortgage Holder	185

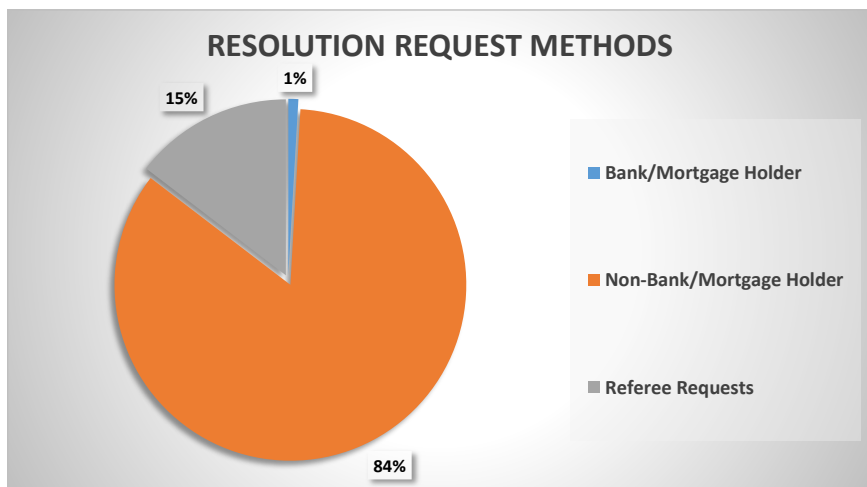
Referee Requests	
Referee Requests	32

Assigned Claims	
Mediation Assignments	88
Referee Assignments	2
FY18 Assigned Claims / Pending Mediation	52

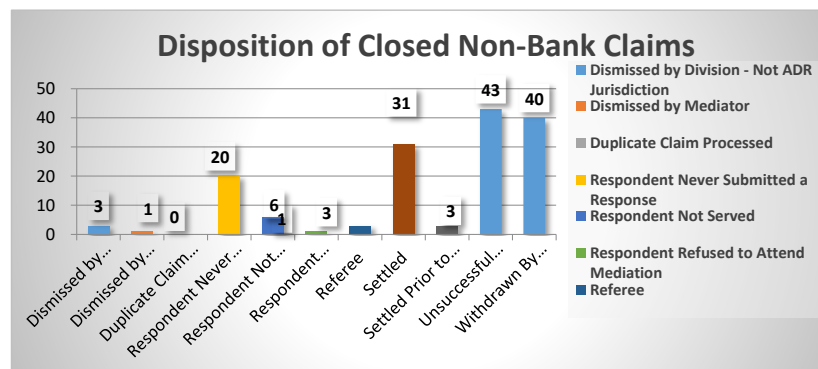
Closed Claims	
<b>Disposition of Closed Claims</b>	<b>151</b>
Dismissed by Division - Not ADR Jurisdiction	3
Dismissed by Mediator	1
Duplicate Claim Processed	0
Respondent Never Submitted a Response	20
Respondent Not Served	6
Respondent Refused to Attend Mediation	1
Referee	3
Settled	31
Settled Prior to Mediation	3
Unsuccessful Mediations	43
Withdrawn By Claimant	40

Bank Closed Claims	
<b>Bank Claims Closed</b>	<b>19</b>
Dismissed by Division - Not ADR Jurisdiction	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	2
Respondent Not Served	1
Respondent Refused to Attend Mediation	1
Settled	0
Settled Prior to Mediation	1
Unsuccessful Mediation	2
Withdrawn By Claimant	12

Subsidy	
Applications Received	117
Invoices Approved for Payment	58
Invoices Paid	<b>\$24,792.83</b>



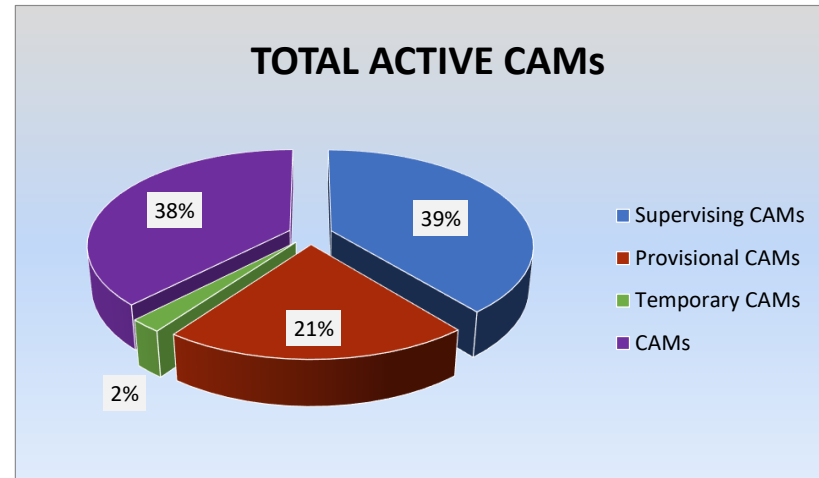
\* Amount reflected due to internal decision.



## Education and Training Report

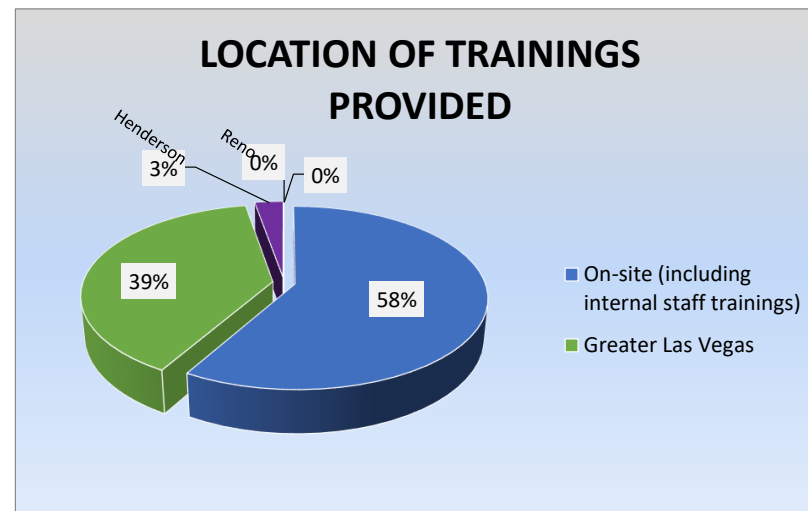
### EDUCATION OFFICER

<b>TOTAL ACTIVE CAMs</b>	<b>760</b>
Supervising CAMs	297
Provisional CAMs	159
Temporary CAMs	17
CAMs	287
<b>TOTAL ACTIVE CE COURSES</b>	<b>133</b>
Approved for General Credit	109
Approved for Law Credit	24
Newly Approved Courses	20
Renewed Courses	38
Course Offerings*	128
Audits Conducted by Division	4
Educational Materials Created/Published on Website**	19
Website Views (CIC pages)	<b>5313</b>



### TRAINING OFFICER

Training Topics Available	23
<b>TRAININGS PROVIDED</b>	<b>36</b>
On-site (including internal staff trainings)	21
Off-site (to associations upon request)	
Greater Las Vegas	14
Henderson	1
Pahrump	0
Northern Nevada	0
<b>Increase from FY 19</b>	<b>44%</b>
<b>ATTENDEES</b>	<b>590</b>
<b>Increase from FY 19</b>	<b>12%</b>



\*Courses can be presented more than once. Division applies credits to each licensed attendee and tracks course evaluations.

\*\*Newsletters, flowcharts, handouts, brochures, manuals, slide shows, etc.



**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

**OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION**

**REPORTING PERIOD JULY 1, 2019 - DECEMBER 31, 2019**

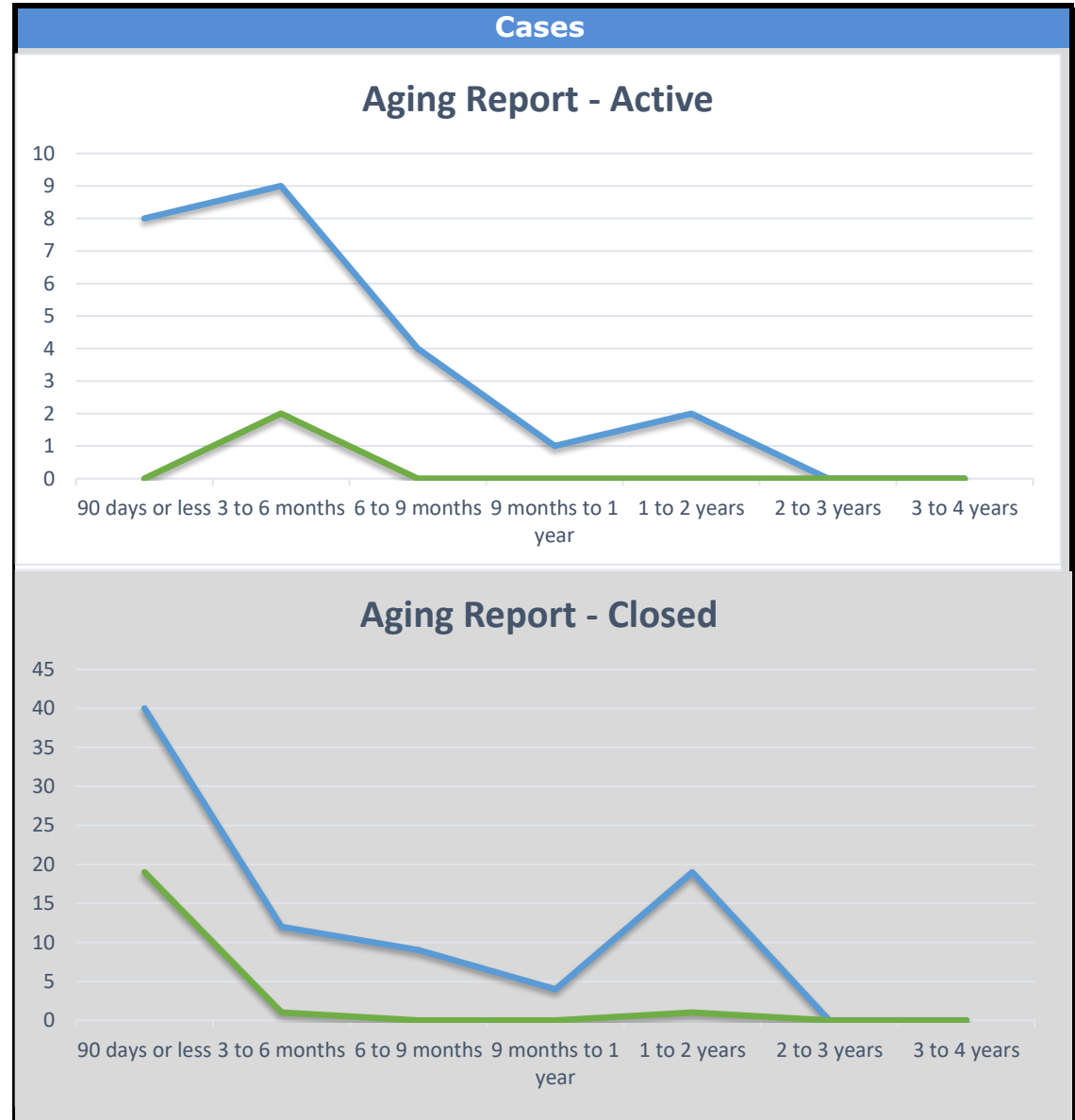
**FISCAL YEAR 2020**

## INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	49	17
Total # of Active Cases	24	2
Total # of Cases Closed YTD	84	21

Aging Report - Active	South	North
90 days or less	8	0
3 to 6 months	9	2
6 to 9 months	4	0
9 months to 1 year	1	0
1 to 2 years	2	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>24</b>	<b>2</b>

Aging Report - Closed	South	North
90 days or less	40	19
3 to 6 months	12	1
6 to 9 months	9	0
9 months to 1 year	4	0
1 to 2 years	19	1
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>84</b>	<b>21</b>



**DEMOGRAPHICS**

Active Cases South	
Henderson	1
Las Vegas	21
Laughlin	1
Mesquite	0
North Las Vegas	1
Pahrump	0
<b>Total</b>	<b>24</b>

Active Cases North	
Gardenerville	1
Incline Village	0
Reno	1
Sparks	0
Virginia City	0
Zephyr Cove	0
<b>Total</b>	<b>2</b>

Closed Cases South	
Boulder City	0
Henderson	5
Las Vegas	71
Laughlin	2
Mesquite	2
Mt. Charleston	0
North Las Vegas	3
Pahrump	1
<b>Total</b>	<b>84</b>

Closed Cases North	
Carson City	1
Gardenerville	1
Glenbrook	0
Incline Village	3
Reno	12
Sparks	1
Spring Creek	1
Virginia City	1
Zephyr Cove	1
<b>Total</b>	<b>21</b>

Outcome of Closed Cases	South	North
CLOSED AT CLAIMANT'S REQUEST	2	1
COMPLIANCE DEMAND LETTER	1	0
CONSOLIDATE W/CICC CASES	4	1
DIVISION RESOLVED ALLEGATIONS	13	3
DIVISION TERMINATED INVESTIGATION	2	0
DUPLICATE CASE	2	2
GOVERNING DOCS ISSUES	1	0
INSUFFICIENT EVIDENCE	1	0
LETTER OF INSTRUCTION	29	6
NONJURISDICTIONAL	0	3
NO VIOLATION	11	0
RECOMMENDATION FOR HEARING - CIC	7	0
RESOLVED PRIOR TO COMPL. OF INVEST.	3	1
TERMINATED INVESTIGATION	0	0
UNSUBSTANTIATED ALLEGATIONS	8	4
<b>Total</b>	<b>84</b>	<b>21</b>

**Intervention II Affidavit Issues****Southern Cases**

<b>NRS/NAC ISSUES</b>	<b>ALLEGED</b>	<b>FOUND</b>
HOA GOV DOCS - BYLAWS	2	0
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1	0
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	1	13
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	1
NAC 116.425 - RESERVE STUDY; CONTENT	1	0
NAC 116.435 - RESERVE STUDY: DISSEMINATION OF SUMMARY OF RESULTS	1	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	1
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	2	0
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1	0
NRS 116.12065 - NOTICE OF CHANGES TO GOVERNING DOCUMENTS	1	0
NRS 116.2117 - AMENDMENT OF DECLARATION	1	0
NRS 116.3101 - HOA / ORGANIZATION	0	1
NRS 116.3102 - HOA / POWERS	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	13	17
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	4	3
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	4	11
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	0	1
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	0	1
NRS 116.3106 - BYLAWS	0	1
NRS 116.31065 - RULES	0	1
NRS 116.31068 - NOTICE TO UNIT OWNERS	0	1
NRS 116.3107 - CIC / UPKEEP	2	3
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	5
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	0	5
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	0	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	2
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2	1
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	0	2
NRS 116.3112 - DECLARANT / CONVEYANCE OR ENCUMBRANCE TO HOA OF COMMON ELEMENTS	1	0

NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1	0
NRS 116.31133 - INSURANCE / POLICIES	1	0
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMENTS	2	0
NRS 116.3114 - SURPLUS FUNDS	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	2	2
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	6	3
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	4	3
NRS 116.31152 - STUDY OF RESERVE	4	2
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	9
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	3	4
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	1	2
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1	0
NRS 116.31184 - THREATS & HARRASSMENT	1	0
NRS 116.31185 - PROHIBITION / CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	1	0
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	1
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	1	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	3	0
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1	1

### Northern Cases

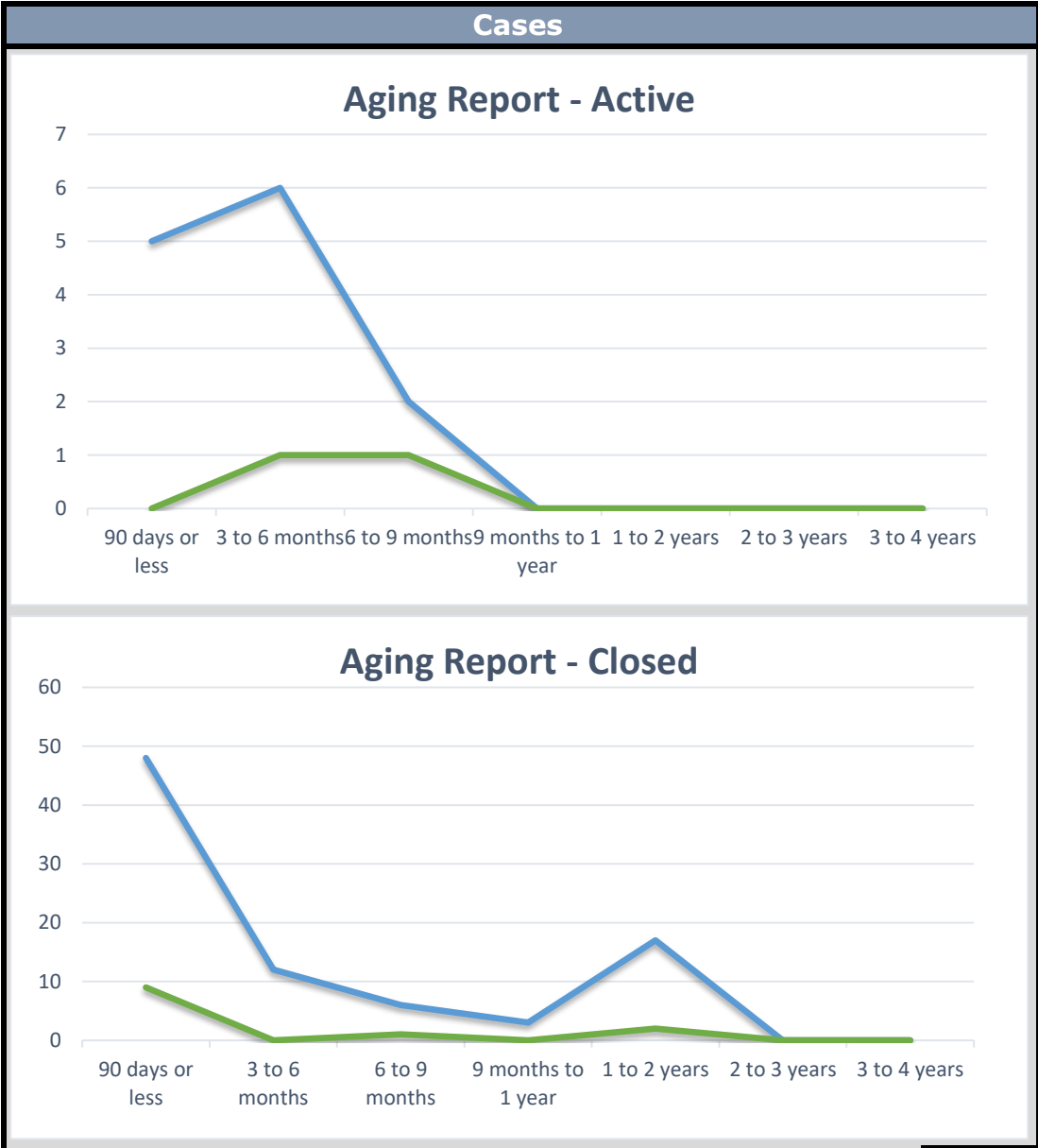
NRS/NAC ISSUES	ALLEDGED	FOUND
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	2
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0
NAC 116A.345 - PROHIBITED ACTS	1	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	1	2
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	1	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0
NRS 116.31152 - STUDY OF RESERVE	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1	0
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	1	0

**Statement of Fact**

Cases	South	North
Cases Opened YTD	53	10
Total # of Active Cases	13	2
Total # of Cases Closed YTD	86	12

Aging Report - Active	South	North
90 days or less	5	0
3 to 6 months	6	1
6 to 9 months	2	1
9 months to 1 year	0	0
1 to 2 years	0	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>13</b>	<b>2</b>

Aging Report - Closed	South	North
90 days or less	48	9
3 to 6 months	12	0
6 to 9 months	6	1
9 months to 1 year	3	0
1 to 2 years	17	2
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>86</b>	<b>12</b>





**DEMOGRAPHICS**

Active Cases South	
Boulder City	0
Henderson	2
Las Vegas	8
Laughlin	2
North Las Vegas	1
<b>Total</b>	<b>13</b>

Active Cases North	
Carson City	0
Incline Village	1
Reno	1
Sparks	0
Virginia City	0
Zephyr Cove	0
<b>Total</b>	<b>2</b>

Closed Cases South	
Boulder City	0
Henderson	8
Las Vegas	74
Laughlin	0
North Las Vegas	4
Pahrump	0
<b>Total</b>	<b>86</b>

Closed Cases North	
Carson City	0
Incline Village	1
Reno	9
Silver Springs	0
Sparks	2
Zephyr Cove	0
<b>Total</b>	<b>12</b>

Outcome of Closed Cases	South	North
CLOSED ADMIN. SANCTION	2	2
CLOSED AT CLAIMANT'S REQUEST	1	0
CLOSED DUPLICATE CASE	7	2
CLOSED UNSUBSTANTIATED ALLEGATIONS	0	0
DIVISION RESOLVED ALLEGATIONS	1	1
DIVISION TERMINATED INVESTIGATION	30	2
FORWARDED TO DISCIPLINE (LAO) FOR HEARING	10	0
INSUFFICIENT EVIDENCE	0	0
LETTER OF INSTRUCTION	10	1
NO JURISDICTION LETTER	5	2
NO VIOLATION	7	1
PENDING HOA COMPL PREP OF CASE FILE FOR LEGAL	0	0
SUBMITTED FOR HEARING CICCH	2	0
UNSUBSTANTIATED LETTER	6	1
UNKNOWN	0	0
RESOLVED PRIOR TO COMPLETE INVEST.	5	0
<b>Total</b>	<b>86</b>	<b>12</b>

## Statement of Fact Issues

### Southern Cases

NRS/NAC ISSUES	ALLEDGED	FOUND
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	3
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	0	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	0	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	1
NRS 116.31152 - STUDY OF RESERVE	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	2	7
NRS 116.31158 - HOA / REGISTRATION W/ OMB	0	1
NRS 116.31166 - FORECLOSURE OF LIENS / EFFECTS OF RECITALS IN DEED	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	1	6
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	0	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	0
NRS 116.4109 - RESALE OF UNITS	0	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	0	3
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1	4
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	5	22
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	2

### Northern Cases

NRS/NAC ISSUES	ALLEDGED	FOUND
NAC 116.480 - RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE BOARDS AND OFFICERS OF ASSOCIATION	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	0	2
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	1	0