

NEVADA REAL ESTATE DIVISION
 COMMON-INTEREST COMMUNITY AND CONDOMINIUM HOTELS
 OMBUDSMAN'S OFFICE
 REPORTING PERIOD FY 7/1/14 - 4/30/15

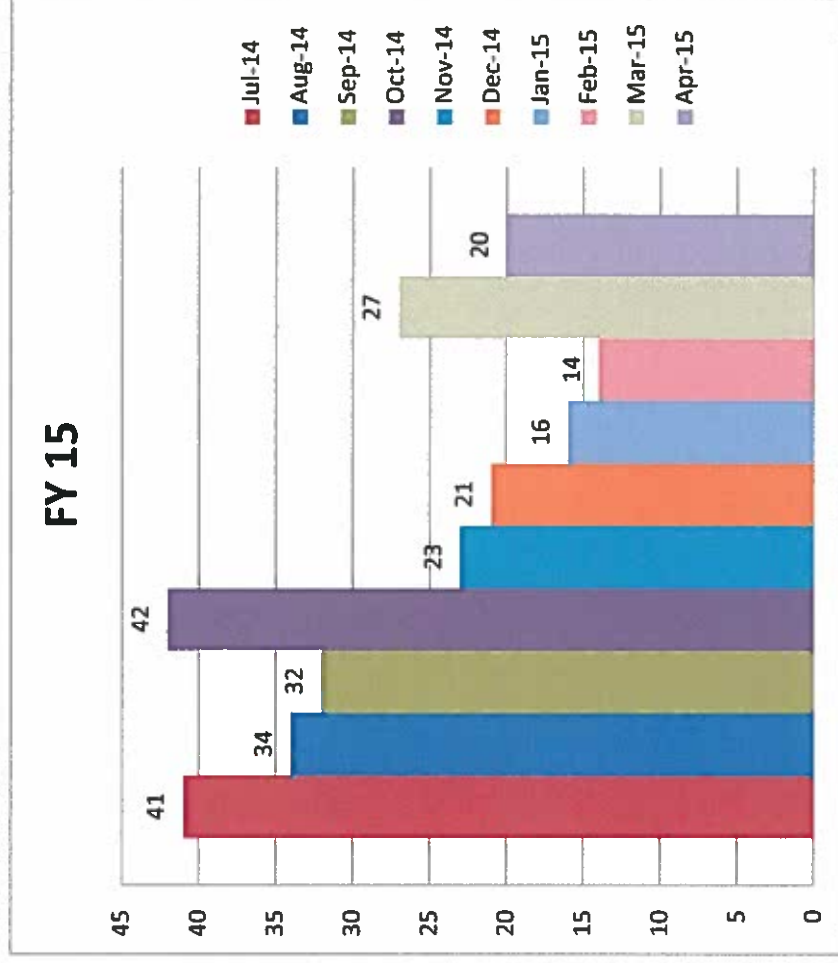
Intervention

FISCAL YEAR 15

Total Intervention Affidavit's Received

Jul-14	41
Aug-14	34
Sep-14	32
Oct-14	42
Nov-14	23
Dec-14	21
Jan-15	16
Feb-15	14
Mar-15	27
Apr-15	20

Total	270
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Informal Conference

Calendar Year January - December 2015

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	July-14	Aug-14
Total Conferences Offered	37	21	33	24	12	34	39	32
Total Conferences Held	4	2	8	16	6	8	8	4
Total Affidavits Resolved by Conference	2	3	8	9	5	6	7	3
Total Affidavits Forwarded to Compliance	1	1	9	9	13	7	13	12
Total Affidavits Closed Referred to ADR	0	2	1	3	2	5	8	1
Total Affidavits Closed - Other	1	0	1	3	5	3	4	5

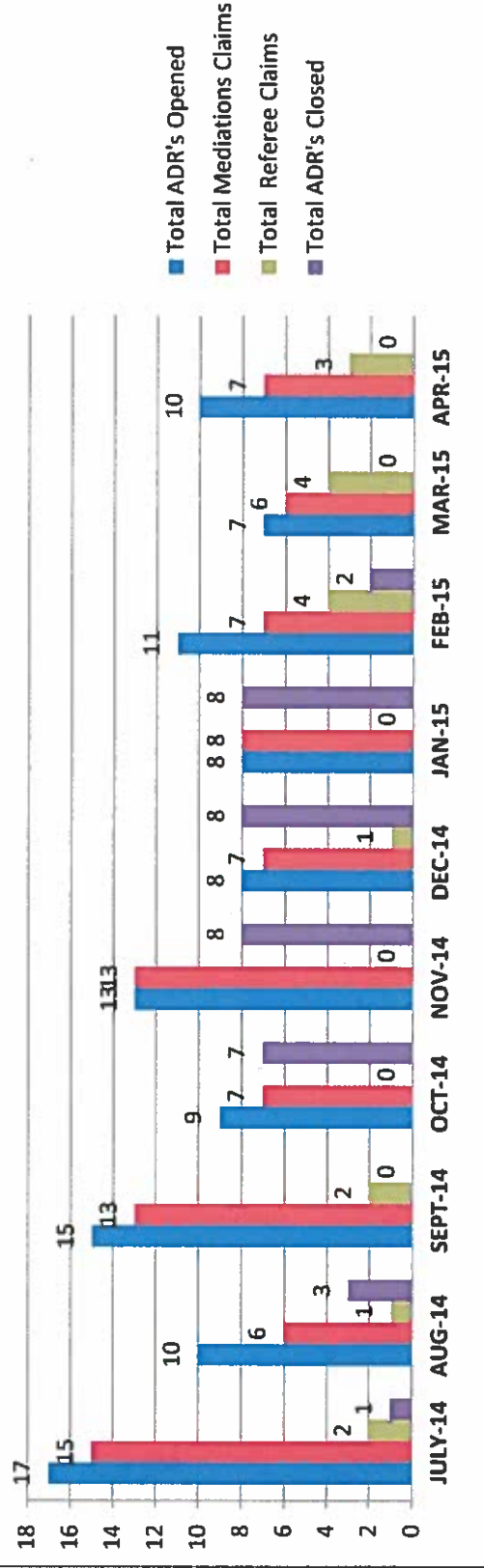
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	Total
Total Conferences Offered	32	42	27	17	7	20	15	22	414
Total Conferences Held	7	9	2	3	13	22	14	20	146
Total Affidavits Resolved by Conference	3	7	0	2	12	22	14	17	120
Total Affidavits Forwarded to Compliance	11	7	6	0	12	6	4	0	111
Total Affidavits Closed Referred to ADR	2	4	20	5	13	3	14	5	88
Total Affidavits Closed - Other	12	4	7	2	10	4	6	3	70
Total Affidavits Closed - Other									16

Informal Conference Resolution Rate of 82%

Alternative Dispute Resolution (ADR) FISCAL YEAR 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15
Total ADR's Opened	17	10	15	9	13	8	8
Total Mediations Claims	15	6	13	7	13	7	8
Total Referee Claims	2	1	2	0	0	1	0
Total ADR's Closed	1	3	0	7	8	8	8
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	FY Total
Total ADR's Opened	11	7	10				108
Total Mediations Claims	7	6	7				89
Total Referee Claims	4	4	3				17
Total ADR's Closed	2	0	0				37

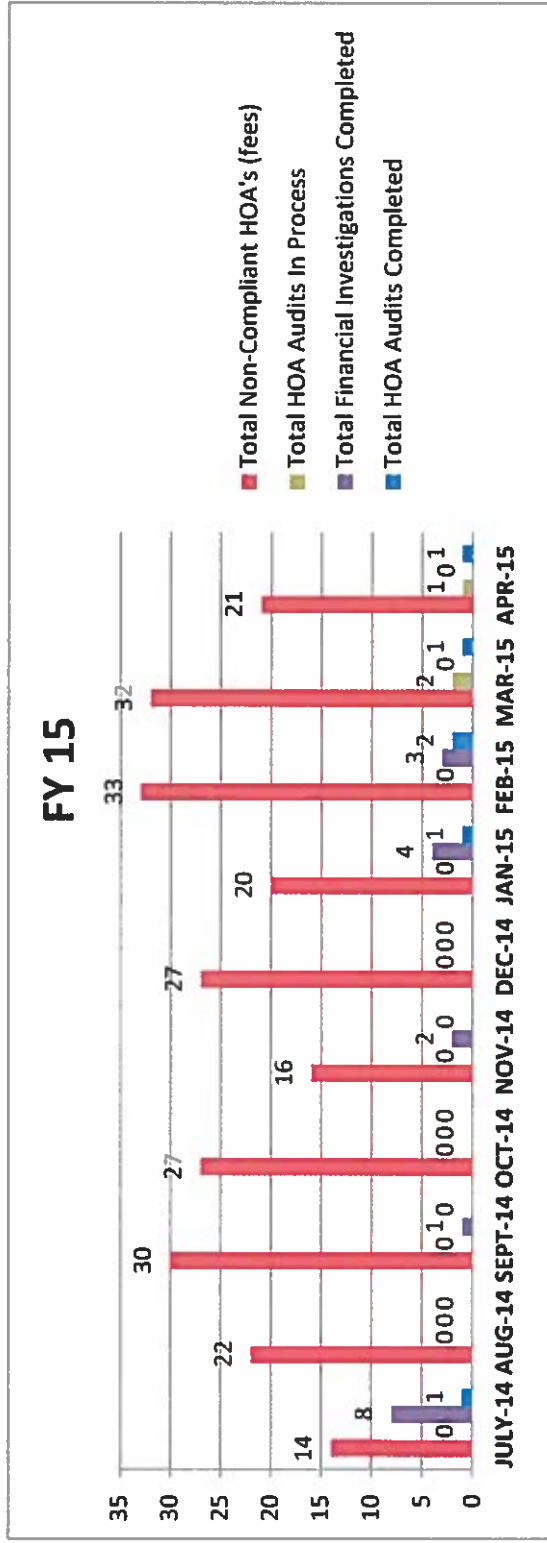
FY 15



Auditor

FISCAL YEAR 15

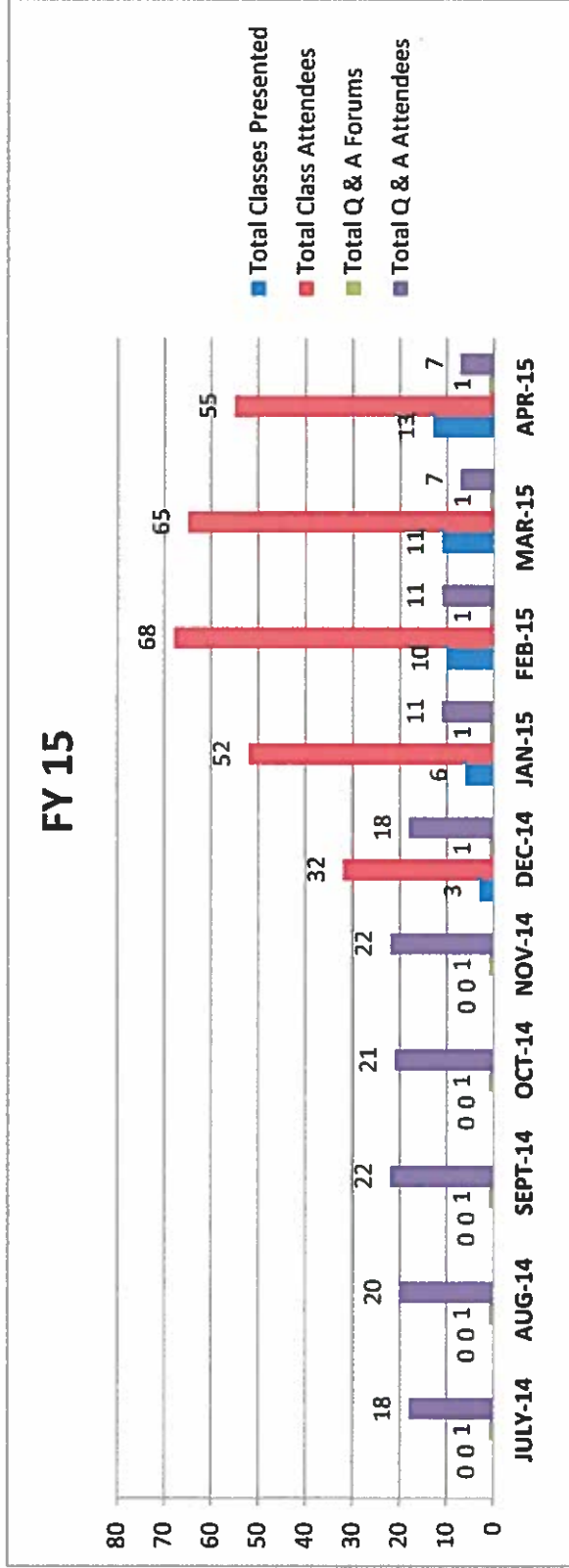
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Total Non-Compliant HOA's (fees)	14	22	30	27	16	27	20	33	32	21
Total HOA Audits In Process	0	0	0	0	0	0	0	0	2	1
Total Financial Investigations Complete	8	0	1	0	2	0	4	3	0	0
Total HOA Audits Completed	1	0	0	0	0	0	1	2	1	1



Training/Classes

FISCAL YEAR 15

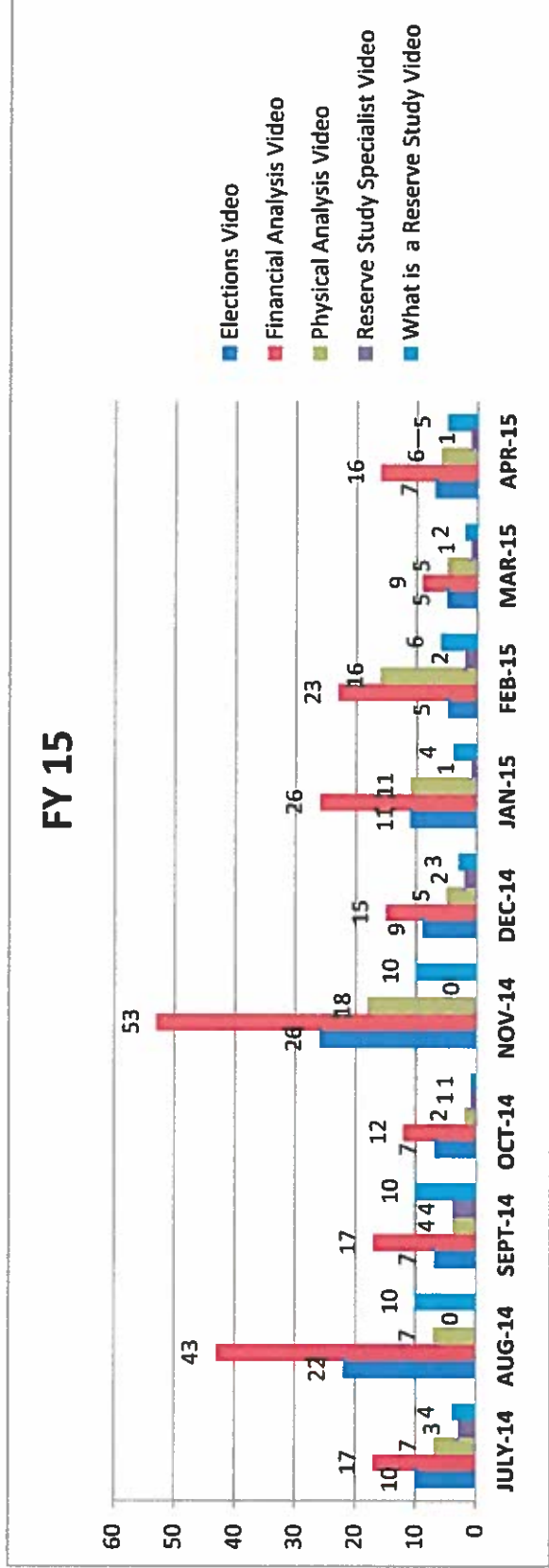
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Total Classes Presented	0	0	0	0	0	3	6	10	11	13
Total Class Attendees	0	0	0	0	0	32	52	68	65	55
Total Q & A Forums	1	1	1	1	1	1	1	1	1	1
Total Q & A Attendees	18	20	22	21	22	18	11	11	7	7



Video Views

FISCAL YEAR 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Elections Video	10	22	7	7	26	9	11	5	5	7
Financial Analysis Video	17	43	17	12	53	15	26	23	9	16
Physical Analysis Video	7	7	4	2	18	5	11	16	5	6
Reserve Study Specialist Video	3	0	4	1	0	2	1	2	1	1
What is a Reserve Study Video	4	10	10	1	10	3	4	6	2	5



Registration

FISCAL YEAR 15

	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Total Associations Registered	3,040	3,041	3,045	3,050	3,052	3,054	3,061	3,066
Total Units in all Registered Associations	506,202	506,630	506,998	507,314	507,454	508,480	508,098	509,645
Total of New Associations Registered	6	1	4	5	2	2	7	5
Total of New Units	430	428	368	316	140	1,026	1225	1,547

	Mar-15	Apr-15
Total Associations Registered	3,071	3,078
Total Units in all Registered Associations	509,953	511,743
Total of New Associations Registered	5	7
Total of New Units	1,547	1,790

INFORMAL CONFERENCE EVALUATION REPORT
 Time Period: January 2015 - April 30, 2015

RATE THE PROCESS

How would you rate your satisfaction with the facilitation process?

Would you recommend the facilitation process to others?

Was this the first time you were involved in the facilitation process?

Did the informal conference lead to a resolution of the dispute?

I feel the other party understands my view better as a result of the informal conference.

I understand the other parties view better as a result of the informal conference?

I felt the informal conference was fair?

I would use informal conferencing again?

EXCELLENT	GOOD	FAIR	POOR	YES	NO
93	49	9			
				137	3
				103	47
				139	23
				113	18
				115	43
				134	16
				141	5

of people that answered question
151
140
150
162
131
158
150
146

RATE THE FACILITATOR

The facilitator clearly explained what was going to happen?

Rate the facilitator's fairness and impartiality.

Grade the facilitator's ability to understand the parties concerns.

Score the facilitator's commitment to listening and getting the facts.

Evaluate the facilitator's ability to keep the discussion objective and rational.

Rate the facilitator's ability to help everyone listen, communicate and stay focused.

EXCELLENT	GOOD	FAIR	POOR	YES	NO
				137	1
119	15	2	1		
127	19	1	1		
121	12	2	1		
112	30	8	1		
127	17	2	1		

of people that answered question
138
137
148
136
151
147