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**TO:** Commission for Common-Interest Communities and Condominium Hotels  
**FROM:** Jennifer Oerding, Education and Information Officer  
**SUBJECT:** Education Summary – March 3-5, 2015

**DISCUSSION AGENDA EDUCATION COURSES**

**NEW COMMUNITY MANAGER CONTINUING EDUCATION COURSES**

1. Seacoast Commerce Bank  
“HOA Banking - Hollywood Squares Style”

**Request:** 3 Hours General Classroom

**Recommendation:** Approve – 3 hours – General – Classroom. The course content meets NAC 116 standards for general education credit.

**Instructors:** Ken Carteron

**Objective:** This course will help community managers to understand many of the ins and outs of banking policy, procedures and payment processing. It also will provides the opportunity for them to learn additional helpful hints related to banking in this industry as a whole and how it pertains to the financial health of their associations.

**Standards:** NAC 116A.232

- 1(a) Contains current information on the management of a common-interest community or an association of a condominium hotel that will improve the professional knowledge of a community manager and enable a community manager to give better service to his or her clients
- 2(b) Contains information that relates to pertinent Nevada laws and regulations
- 2(q) Enforcement of financial obligations.

**Content:** **Minutes**

Meet the banker	2
Meet your “HOA Banking Squares”	3
Game summary and game rules	5
I. Game #1 – Investments – 9 Questions True or False	
1. In accordance with NRS: an association can deposit or invest funds of the Association at a financial institution which is in Oregon	3
2. An association can invest its reserve funds in Bank Stock	3

3. What is the difference between a Money Market Reserve Account - MMA and a Certificate of Deposit	3
4. What is CEDARS	3
5. Besides FDIC Insurance, association funds can be insured by NCUSIF (National Credit Share Insurance Fund) and/or SPIC (Securities Investors Protection Insurance)	3
6. If a Reserve Account is kept at a separate bank from the Association's operating account the Association can have \$250,000.00 on deposit at each	3
7. What is the mission of the Financial Institutions Division	3
8. What is the formula for interest earned on an account	3
9. Can associations invest in Government backed securities	3
The winner is	3
II. Game #2 – NPI/CIP & The US Patriot Act	
1. What does CIP stand for and	3
2. All banks have identical CIP programs – why some banks ask for more information than others	3
3. What is a banks CIP policy designated to do	3
4. What does NPI stand for and why is it important	3
5. What is considered to be Non- Public Personal Information	3
6. Does every board member need to sign and complete the signature card	3
7. Why does the bank need a copy of my driver's license	3
8. You are mailing me a signature card and it requires me to fill in my personal information and send it to my neighbor. I don't want Joe the new homeowner on the board to see my personal information. I don't know him and he is so new in our community. I don't even know his last name. Can I just call the bank with the information	3
9. Your bank will share your NPI with telemarketing companies	3
The winner is	3
III. Game #3 – General Banking	
1. What does the Ach acronym stand for and what type of payments are processed using this system	3
2. When and why was the ACH system established	3
3. On-line bill pay is always processes as an electronic transaction	3
4. The US Patriot Act was passed as a response to what event in time	3
5. Can your bank process a postdated check	3
6. A bank is obligated to process a check even if it is 7 months old	3
7. Paying bills on-line means there is no monitoring on my end	3
8. What are e-check payments	3
9. A community manager can set up an ACH for a homeowners association assessment payment, without the homeowners permission, if there assessment have been late for 3 months in a row	3
The winner is	3
IV. Game #4 – Lockbox and Other Payments	
1. Will most homeowners be charged a late fee every month if they set up their monthly assessment on auto-pay to process on the last day of every month	3
2. Why is there a fee to process my payment electronically using my credit card	3
3. List 4 options a homeowner has when paying electronically	3
4. An ACH payment may be set up to come from your savings account	3
5. Is there a difference in mailing my association payment check to Las Vegas,	3

Reno, Sacramento CA, or Phoenix AZ.	
6. A payment will be posted the same day if a home owner makes the payment online using the credit card feature	3
7. Can I pick the day that I want my ACH to be taken from my account	3
8. May I still send my payments to Lockbox if I am in collection status	3
9. What is the most preferred payment processing method	3
Winners is	3
V. Questions and Additional Helpful Banking Tips.	20
<b>TOTAL: 150 min ÷ 50 class hr = 3 Hours</b>	<b>150</b>

2. Gomez Consulting Group  
 “Basics of Common-Interest Community Infrastructure Management for Community Managers”

**Request:** 4 Hours General Classroom

**Recommendation:** Approve – 4 Hours – General – Classroom. The course content meets NAC 116 standards for general education credit.

**Instructors:** Manuel (Manny) Gomez, P.E., AFF. M. ASCE, LEED Green Associates, RSS

**Objective:** Participants to develop an understanding of basic maintenance requirements for site improvements.

**Standards:** NAC 116A.232

- 1(a) Contains current information on the management of a common-interest community or an association of a condominium hotel that will improve the professional knowledge of a community manager and enable a community manager to give better service to his or her clients
- 2(d) Reserve studies
- 2(h) Inspecting a common-interest community or condominium hotel for the purposes of maintenance, planning or enforcing the governing documents
- 2(j) Health and safety issues in common-interest communities and condominium hotel
- 2(m) The disclosures required in a transaction involving a unit in a common-interest community or condominium hotel
- 2(p) Contracts, including, without limitation, the preparation of requests for proposals and the obtaining of bids

**Content:**

I. Introduction, Course Objectives, Overview	10
II. A/C Pavement	
1. What is asphalt pavement	5
2. How is it used and how does it work	5
3. What are the strength and weaknesses of this material	5
4. How is the pavement in CIC’s different from that used in public places	5
5. Why do we need to take care of it	5
6. What are the symptoms of pavement that need repair	5
7. What can pavement condition tell you about other issues on the site	5
8. Why every CIC needs a pavement management program and an association manager that understands pavement	10

III.	PCC Improvements	
	1. What is Portland Cement Concrete	5
	2. Where is it used and how does it work	5
	3. What are the strengths and weaknesses of this material	5
	4. How is the PCC pavement in CIC's different than that used in public applications	5
	5. Why do we need to take care of it	5
	6. What are the symptoms of PCC sidewalks, surfaces and pavement	5
	7. What general PCC conditions can tell you about other issues on the site	5
	8. Why every CIC needs a PCC/sidewalk management program and an association manager that understands PCC pavement	10
IV.	Special Site Features Worthy of Discussion	
	1. Water features, pools, pumps, and spas	5
	2. Private sewers and storm drains	5
	3. Private potable water supply fixtures and features	5
	4. Irrigation supply fixtures and features	5
	5. Why every CIC needs an association manager that understands these systems	10
V.	On-Site Lighting with a Brief Introduction to Energy Conservation and Sustainability	
	1. On-site lighting; safety vs. appearance	5
	2. Demonstration; energy savings with lighting retrofit	10
	3. Discussion; energy savings opportunities	5
	4. Renewable energy sources	5
	5. Pumps and fountains	5
	6. Pools and spas	5
	7. Guardhouses, clubhouses and other auxiliary buildings	3
	8. Plug loads	2
	9. Why every CIC needs an association manager that understands sustainability concepts and is willing to help apply them to save association resources and improve their respective neighborhoods	10
VI.	Questions	20
<b>TOTAL: 200 min ÷ 50 class hr = 4 Hours</b>		<b>200</b>

3. Leach Johnson Song & Gruchow  
 “How to Define and Understand Common Elements and Limited Common Elements”

**Request:** 3 Hours General Classroom

**Recommendation:** Approve – 3 hours – General – Classroom. The course content meets NAC 116 standards for general education credit.

**Instructors:** John Leach, Esq., Donna Zanetti, Esq., Cheri Glassick, Esq., Sara Barry, CMCA, PCAM.

**Objective:** Students will learn about Exclusive Common Elements, Limited Common Elements and Common Elements. They will also learn where to look to determine ownership and responsibility for maintenance of the same.

**Standards:****NAC 116.232**

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- 2(h) Inspecting a common-interest community or condominium hotel for the purposes of maintenance, planning or enforcing the governing documents
- 2(k) Issues pertaining to declarants and developers of common-interest communities and condominium hotels.

**Content:**

I.	Introduction and purpose of the class	5
II.	Participants will learn how to search applicable documents for clarification	5
III.	Experts and conflicting information	5
IV.	Definitions and explanations	
A.	Common Elements or General Common Elements NRS. 116.06005 (declaration must contain) Statute in effect 1991	5
B.	Limited Common Elements NRS 116.059	5
C.	Exclusive Common Elements	5
D.	Major Components of the Common Elements	
V.	Hierarchy of Documents and Statutes	5
VI.	What documents are to be consulted	
A.	CCR'S	5
B.	Plat Maps – NRS 116.2109	5
C.	Public Offering Statement	5
D.	Condo Map or Plan	5
E.	Other Governing Documents	5
F.	Reserve Study – Funding for limited common elements reimbursements - potential for “double dipping”	5 5
VII.	Review and Examples of the Above Documents	20
VIII.	Determining Limited, Exclusive, and Normal Common Elements	5
IX.	Structural Issues – “Landings and Walls” – CCRs & NRS Definition “benefiting less than all units”	5
X.	Inner Wall Space and the Determination should be Established	5
XI.	Developer Records and the Transition Records	5
XII.	Statement of Responsibilities	10
XIII.	Legal Opinions	5
XIV.	Requesting “Developer Intent”	5
XV.	Insurance Ramifications and Pitfalls	10
A.	Unit Owners Personal Property	
B.	Community Protection	
XVI.	Questions	5
<b>TOTAL: 150 min ÷ 50 class hr = 3 Hours</b>		<b>150</b>

4. Leach Johnson Song & Gruchow  
“HOA Committees”

**Request:**                      3 Hours                      General                      Classroom

**Recommendation:** Approve – 3 hours – General – Classroom. The course content meets NAC 116 standards for general education credit.

**Instructors:** Sara Barry, CMCA, PCAM. John Leach, Esq., Donna Zanetti, Esq., Cherie Glassick, Esq,

**Objective:** Students will learn how to help directors recruit new committee members, use committees effectively and how to help keep volunteers through recognition, defining goals, strong leadership and defined mission statements.

**Standards:** NAC 116.232

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- 2(b) Legislative issues concerning community managers and the management of a common interest community or the association of a condominium hotel, including, without limitation, pending and recent legislation

**Content:**

I.	Introduction	5
II.	NRS 82 Requirements	5
III.	NRS 116 Requirements	5
IV.	Definitions of a Committee	5
V.	Bylaws Should State Requirements, Duties and Authority	5
VI.	Creation and Adoption of Committee Charters and Job Descriptions	20
	1. Review Exhibits	
	a. Committee and Delegate Charters	
	b. Architectural Committee Charter	
	c. Block Captain Committee Charter	
	d. Commercial Development Committee Charter	
	e. Newsletter and Communication Committee Charter	
	f. Community Relations (Compliance) Committee Charter	
	g. Delegate Interaction and Responsibilities	
	h. Finance Committee Charter	
	i. Landscape Committee Charter	
	j. Policy and Communication Committee Charter	
	k. Recreational/Social Committee Charter	
	2. Discussion of Exhibits	
VII.	Committees as a Training Ground for Future Board Members	10
VIII.	Potential Liabilities	15
	1. Insurance Increases	
	2. Architectural Committee issues among the top 10 D & O claims	
IX.	Getting Volunteers	20
	1. Owners with Particular Interests and Expertise	
	2. Members as a Solution to Problems	
	3. Good Standing	
	4. Time Estimates	
X.	Common Hurdles	10

1. Getting Members	
XI. Training After Appointment	20
1. Purpose, Structure, Authority, Spending Authority, Meeting Requirements and Reporting Responsibilities Before and After a Meeting	
2. Formal Organization	
3. Notice Requirements	
XII. Keeping Volunteers	10
1. Boundaries of Power and Responsibilities	
2. Committee Training	
3. Recognition	
4. Proactively Addressing Issues	
XIII. Key Reasons Committees Fail	10
1. Lack of member Commitment	
2. Ill-defined Goals	
3. Weak Leadership	
4. Lack of Clear Mission Statement and Goals	
XIV. Management Involvement. Committee Inclusion in the management Agreement	5
XV. Questions	5
<b>TOTAL: 150 min ÷ 50 class hr = 3 Hours</b>	<b>150</b>

5. Community Association Solutions  
“2013 Legislative Update – The Facts”

**Request:** 3 Hours Law & Legislative Update Classroom

**Recommendation:** Approve – 3 hours – General – Classroom. The course content meets NAC 116 standards for general education credit.

**Instructors:** John Leach, Esq., Donna Zanetti, Esq., Cherie Glassick, Esq., Sara Barry, CMCA, PCAM.

**Objective:** Students will learn about the changes in the 2013 legislation, regulations and NRED advisory opinions when applicable.

**Standards:** NAC 116.232

- 2(b) Legislative issues concerning community managers and the management of a Common-interest community or the association of a condominium hotel, including, without limitation, pending and recent legislation

**Content:**

I. Introduction	5
II. Course Objectives and Outline	5
III. State of Nevada Ombudsman Presentation	15
IV. Officers, Directors and Resident Agents	15
A. Enforcement of dangerous dog Breeds AB 110 – NRS 202.500	
B. NRS 116.31031 Section 5-7 Power of the Executive Board to Impose Fines and Other Sanctions for Violations of Governing Documents; Limitations; Procedural Requirements; Continuing Violations; Collection of Past Due Fines;	

Statement of Balance Owed [Effective January 1, 2014]	
C. Registered Agents/ Filing and Certificates NRS 81 and NRS 82	
V. Board Meetings and Unit Owner Meetings	15
A. Executive Session – NRS 116.31031 – section 4 – SB 130	
B. Bullying – NRS116.31184	
VI. Arbitration and Mediation – NRS 38.219, NRS 38.300, NRS 38.320	15
A. NRS 38.219	
B. NRS 38.300	
C. NRS 38.320	
VII. Collection and Foreclosure	20
A. NRED Advisory Opinion	
B. Certificates of Mediation	
C. Recording of Deeds	
D. Repairs – Payments by Lenders	
E. Escrow of Assessments	
VIII. Placement of Garbage Containers – NRS 116.332	15
IX. Re-sales and Disclosures	15
A. Process and Responsibilities	
X. Resale Packages	20
A. Demand Statement NRS 116.4109 \$150.00 Max - \$100 for expediting	
B. Certificate - NAC 116.465 \$160.00 max - \$125 for expediting	
C. Fee for Electronic Transmission \$ 20.00	
XI. Questions	10
<b>TOTAL: 150 min ÷ 50 class hr = 3 Hours</b>	<b>150</b>