

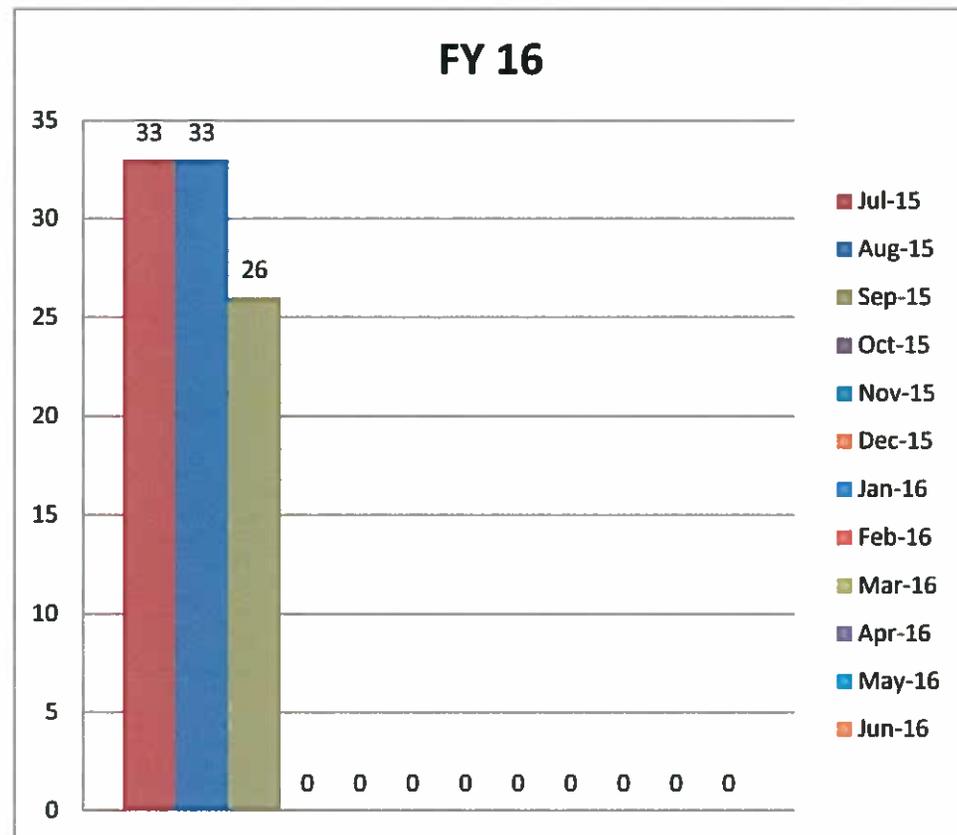
**NEVADA REAL ESTATE DIVISION  
COMMON-INTEREST COMMUNITY AND CONDOMINIUM HOTELS  
OMBUDSMAN'S OFFICE  
REPORTING PERIOD FY 7/1/15 - 9/30/15**

**Intervention**

**FISCAL YEAR 16**

**Total Intervention Affidavit's Received**

Jul-15	33
Aug-15	33
Sep-15	26
Oct-15	0
Nov-15	0
Dec-15	0
Jan-16	0
Feb-16	0
Mar-16	0
Apr-16	0
May-16	0
Jun-16	0
<b>Total</b>	<b>92</b>



## Informal Conference

### CALENDAR YEAR JANUARY - DECEMBER 2015

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Total Conferences Offered	7	20	15	22	10	12
Total Conferences Held	13	22	14	20	6	12
Total Affidavits Resolved by Conference	12	22	14	17	5	7
Total Affidavits Forwarded to Compliance	12	6	4	0	4	10
Total Affidavits Closed Referred to ADR	13	3	14	5	2	5
Total Affidavits Closed - Other	10	4	6	3	5	10

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Total
Total Conferences Offered	16	14	8				102
Total Conferences Held	12	13	8				99
Total Affidavits Resolved by Conference	12	8	5				89
Total Affidavits Forwarded to Compliance	23	20	10				59
Total Affidavits Closed Referred to ADR	1	0	2				43
Total Affidavits Closed - Other	5	4	4				43

Informal Conference Resolution Rate YTD = **90%**

Informal Conference Resolution Rate since inception 1/1/2014 = **81%**

## Alternative Dispute Resolution (ADR)

### FISCAL YEAR 16

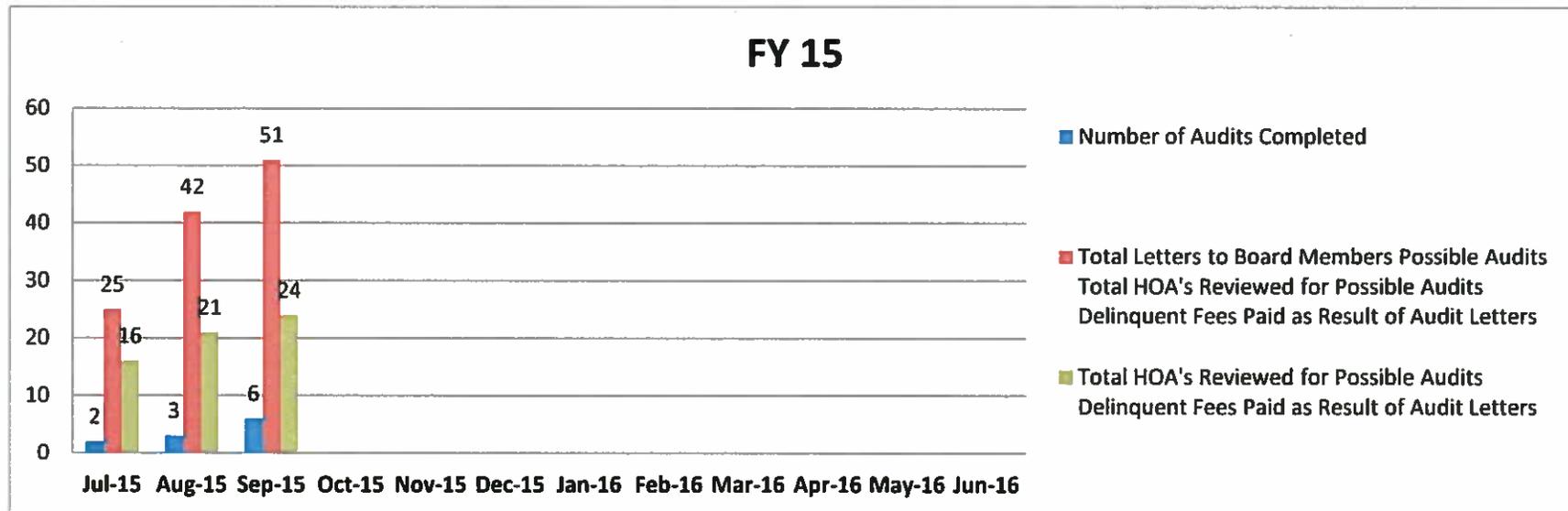
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Number of requests for Mediation	52	84	151				
Number of requests for Mediation-Bank/Mortgage Holder	44	68	146				
Number of requests for Mediation-Non Bank/Mortgage	9	20	6				
Number of request for Referee	1	4	1				
Total ADR's Closed	2	7	13				
Number of Subsidy's Applications received	5	4	6				
Number of Subsidy's Payments submitted for payment	3	0	5				
Amount of Subsidy Payments requested to be paid	\$1,250.00	\$0.00	\$1,500.00				

	Feb-16	Mar-16	Apr-16	May-16	Jun-16		FY Total
Number of requests for Mediation							287
Number of requests for Mediation-Bank/Mortgage Holder							258
Number of requests for Mediation-Non Bank/Mortgage							35
Number of request for Referee							6
Total ADR's Closed							22
Number of Subsidy's Applications received							15
Number of Subsidy's Payments submitted for payment							8
Amount of Subsidy Payments requested to be paid							\$2,750.00

### Auditor FISCAL YEAR 16

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Number of Audits Completed	2	3	6				
Total Letters to Board Members Possible Audits	25	42	51				
Total HOA's Reviewed for Possible Audits	16	21	24				
Delinquent Fees Paid as Result of Audit Letters	\$3,207.21	\$3,471.70	\$3,518.80				

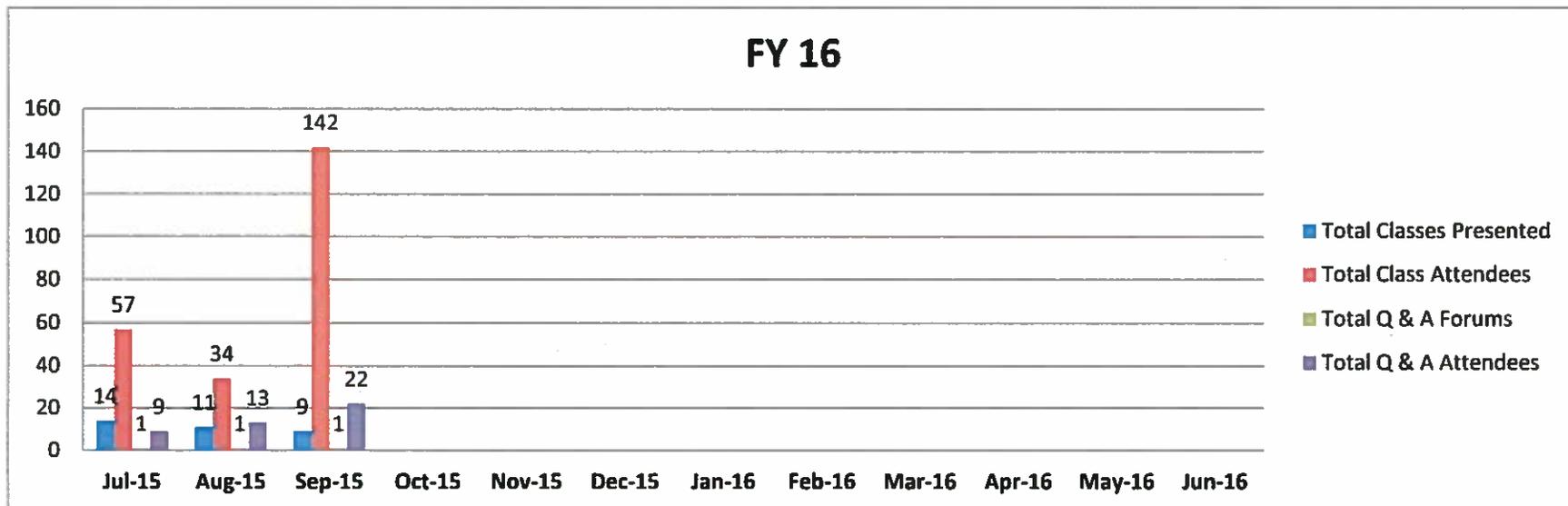
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total
Number of Audits Completed						11
Total Letters to Board Members Possible Audits						118
Total HOA's Reviewed for Possible Audits						61
Delinquent Fees Paid as Result of Audit Letters						\$10,197.71



## Training/Classes

### FISCAL YEAR 16

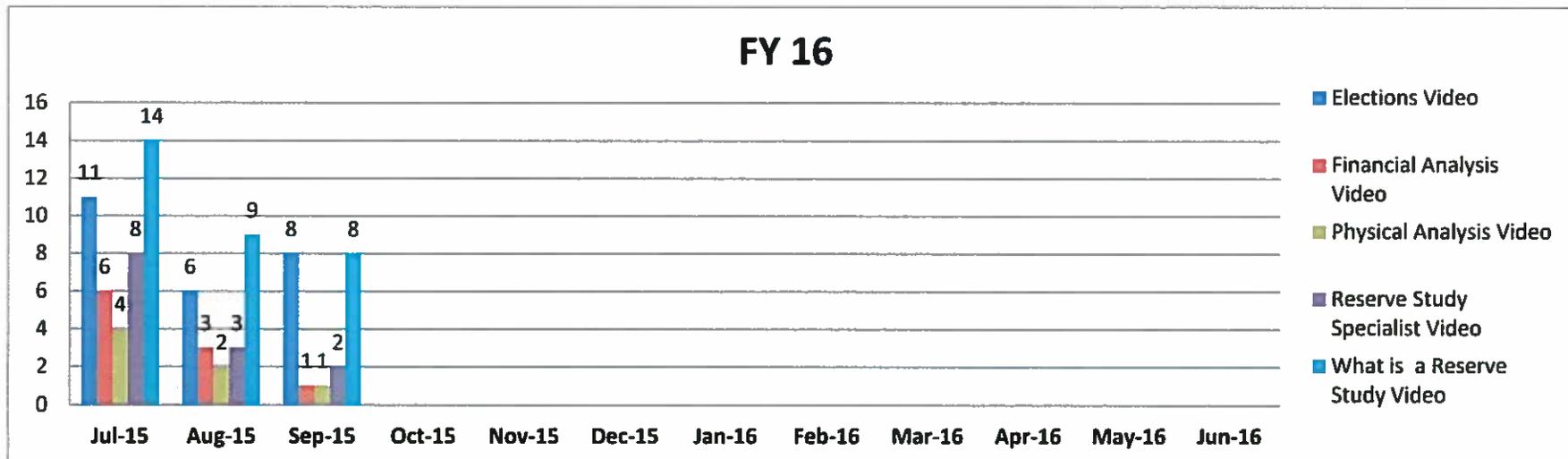
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Total Classes Presented	14	11	9				
Total Class Attendees	57	34	142				
Total Q & A Forums	1	1	1				
Total Q & A Attendees	9	13	22				
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total	
Total Classes Presented						34	
Total Class Attendees						233	
Total Q & A Forums						3	
Total Q & A Attendees						44	



## Video Views

### FISCAL YEAR 16

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Elections Video	11	6	8				
Financial Analysis Video	6	3	1				
Physical Analysis Video	4	2	1				
Reserve Study Specialist Video	8	3	2				
What is a Reserve Study Video	14	9	8				
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total	
Elections Video						25	
Financial Analysis Video						10	
Physical Analysis Video						7	
Reserve Study Specialist Video						13	
What is a Reserve Study Video						31	



## Registration

### FISCAL YEAR 16

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Total Associations Registered	3,093	3,098	3,097			
Total Units in all Registered Associations	513,809	514,289	514,768			
Total of New Associaitons Registered	3	0	0			
Total of New Units	314	480	479			

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Total Associations Registered						
Total Units in all Registered Associations						
Total of New Associaitons Registered						
Total of New Units						

**INFORMAL CONFERENCE SURVEY REPORT**  
Time Period: **SEPTEMBER 2015**

<b>RATE THE PROCESS</b>	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>YES</b>	<b>NO</b>
(1) How would you rate your satisfaction with the facilitation process?	5	3	1			
(2) Would you recommend the facilitation process to others?					9	
(3) Was this the first time you were involved in the facilitation process?					4	5
(4) Did the informal conference lead to a resolution of the dispute?					7	1
(5) I feel the other party understands my view better as a result of the informal conference.					7	2
(6) I understand the other parties view better as a result of the informal conference?					8	1
(7) I felt the informal conference was fair?					9	
(8) I would use informal conferencing again?					9	

<b># Of people that answered question</b>
9
9
9
8
9
9
9
9

<b># Of people that did not answered question</b>
1

<b>RATE THE FACILITATOR</b>	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>	<b>YES</b>	<b>NO</b>
(1) The facilitator clearly explained what was going to happen?					9	
(2) Rate the facilitator's fairness and impartiality.	7	2				
(3) Grade the facilitator's ability to understand the parties concerns.	8	1				
(4) Score the facilitator's commitment to listening and getting the facts.	6	2	1			
(5) Evaluate the facilitator's ability to keep the discussion objective and rational.	6	2	1			
(6) Rate the facilitator's ability to help everyone listen, communicate and stay focused.	8	1				

<b># Of people that answered question</b>
9
9
9
9
9
9

<b># Of people that did not answered question</b>