

**NEVADA REAL ESTATE DIVISION
COMMON-INTEREST COMMUNITY AND CONDOMINIUM HOTELS
OMBUDSMAN'S OFFICE
REPORTING PERIOD FY 7/1/14 - 6/30/15**

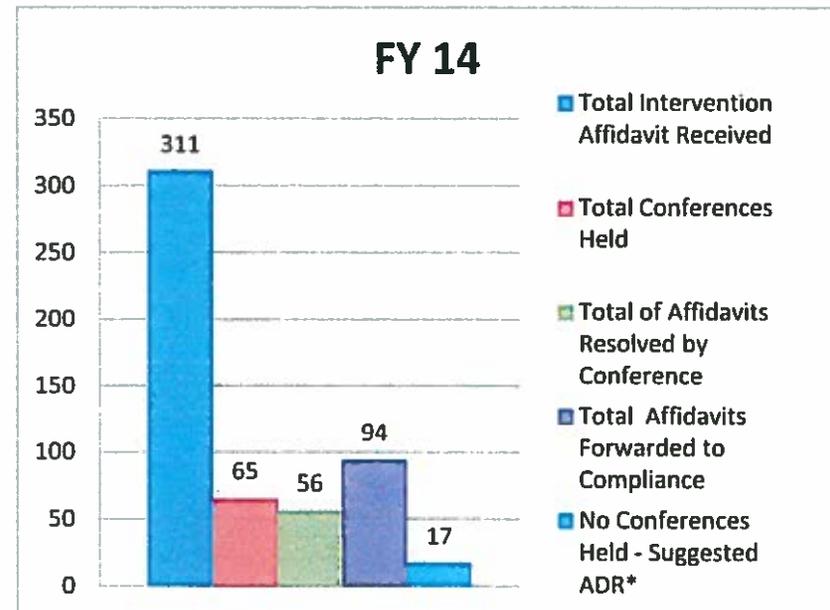
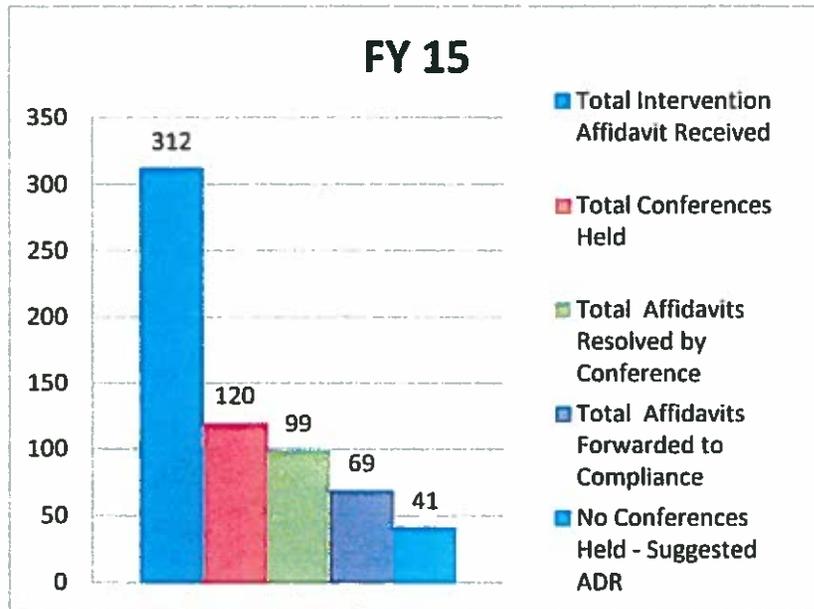
INTERVENTION

FISCAL YEAR 15

Total Intervention Affidavit Received	312
Total Conferences Held	120
Total Affidavits Resolved by Conference	99
Total Affidavits Forwarded to Compliance	69
No Conferences Held - Suggested ADR	41

FISCAL YEAR 14

Total Intervention Affidavit Received	311
Total Conferences Held	65
Total of Affidavits Resolved by Conference	56
Total Affidavits Forwarded to Compliance	94
No Conferences Held - Suggested ADR*	17



* numbers reflected for FY14 are low due to the utilization of the pilot referee program.
numbers reflected for FY15 are due to no conferences held.

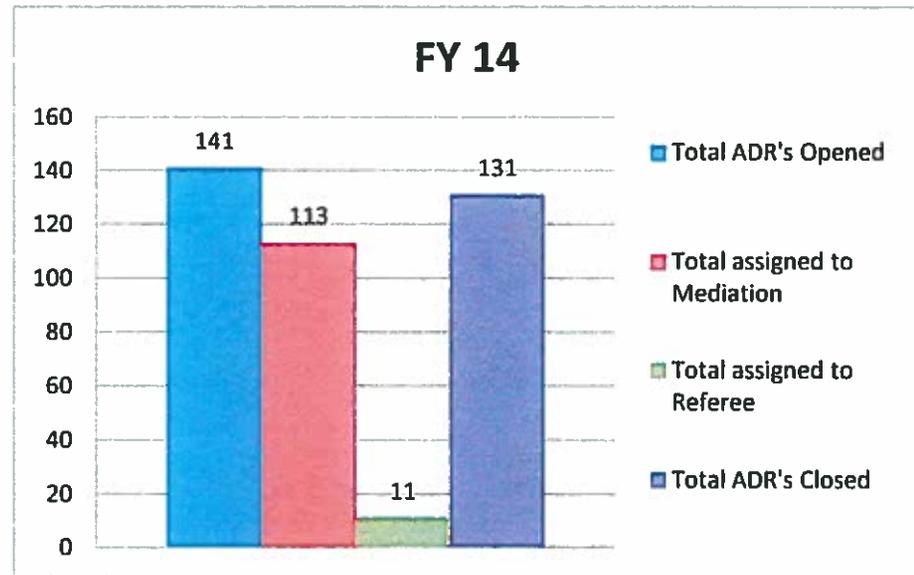
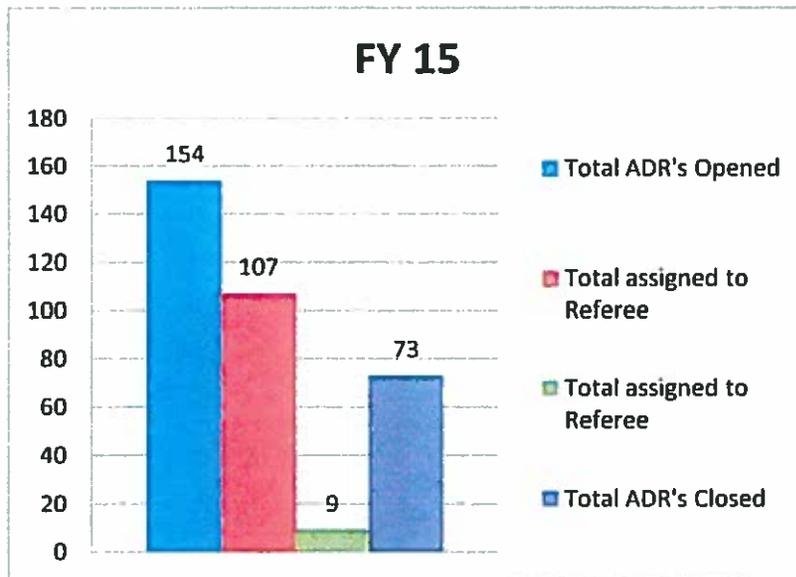
Alternative Dispute Resolution (ADR)

FISCAL YEAR 15

FISCAL YEAR 14

Total ADR's Opened	154
Total assigned to Mediation	107
Total assigned to Referee	9
Total Claims Pending	38
Total ADR's Closed	73

Total ADR's Opened	141
Total assigned to Mediation	113
Total assigned to Referee	11
Total assigned to Arbitration	17
Total ADR's Closed	131



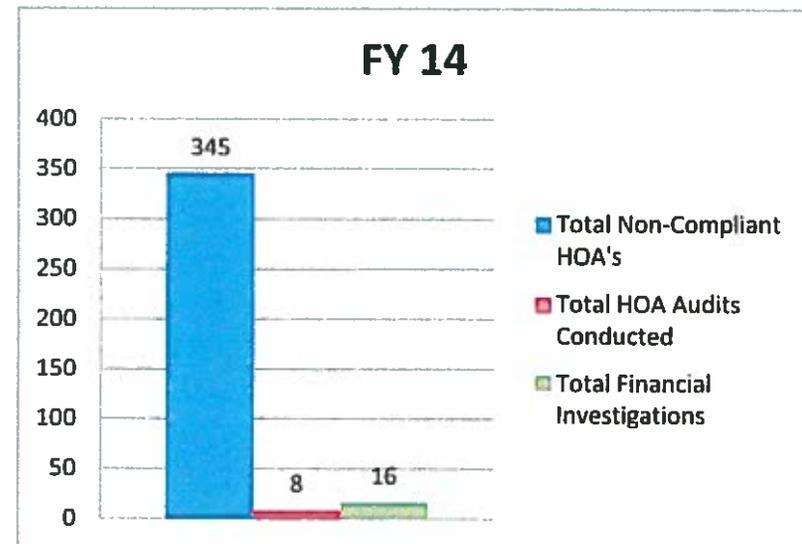
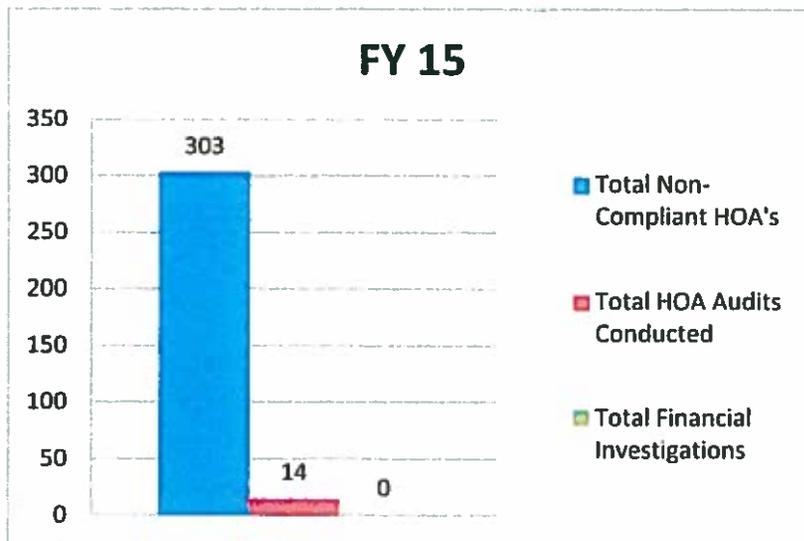
Auditor

FISCAL YEAR 15

FISCAL YEAR 14

Total Non-Compliant HOA's	303
Total HOA Audits Conducted	14
Total Financial Investigations	0

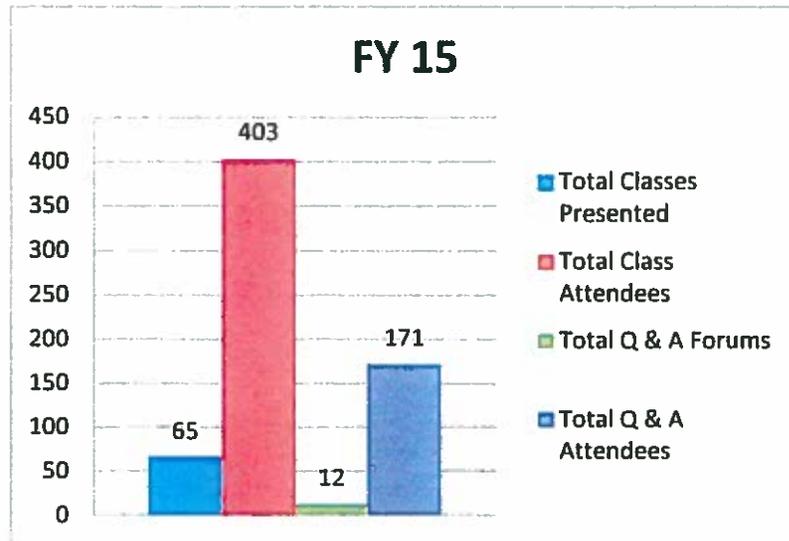
Total Non-Compliant HOA's	345
Total HOA Audits Conducted	8
Total Financial Investigations	16



Training/Classes

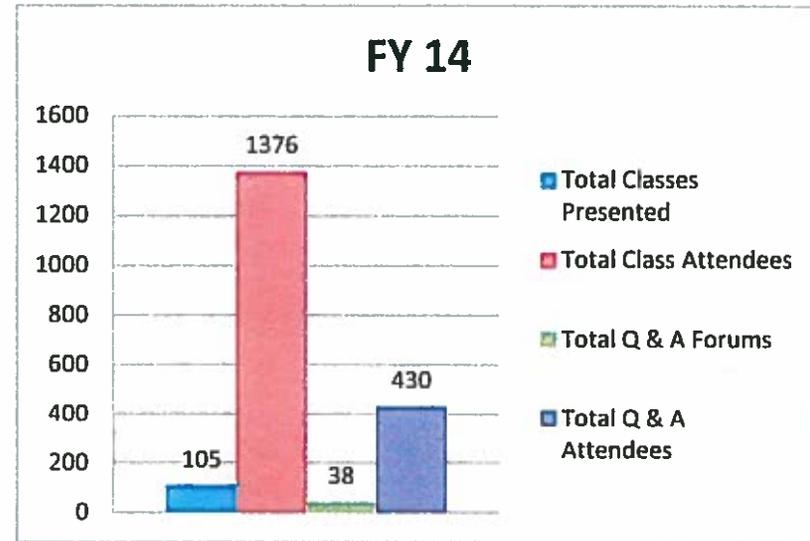
FISCAL YEAR 15

Total Classes Presented	65
Total Class Attendees	403
Total Q & A Forums	12
Total Q & A Attendees	171



FISCAL YEAR 14

Total Classes Presented	105
Total Class Attendees	1376
Total Q & A Forums	38
Total Q & A Attendees	430

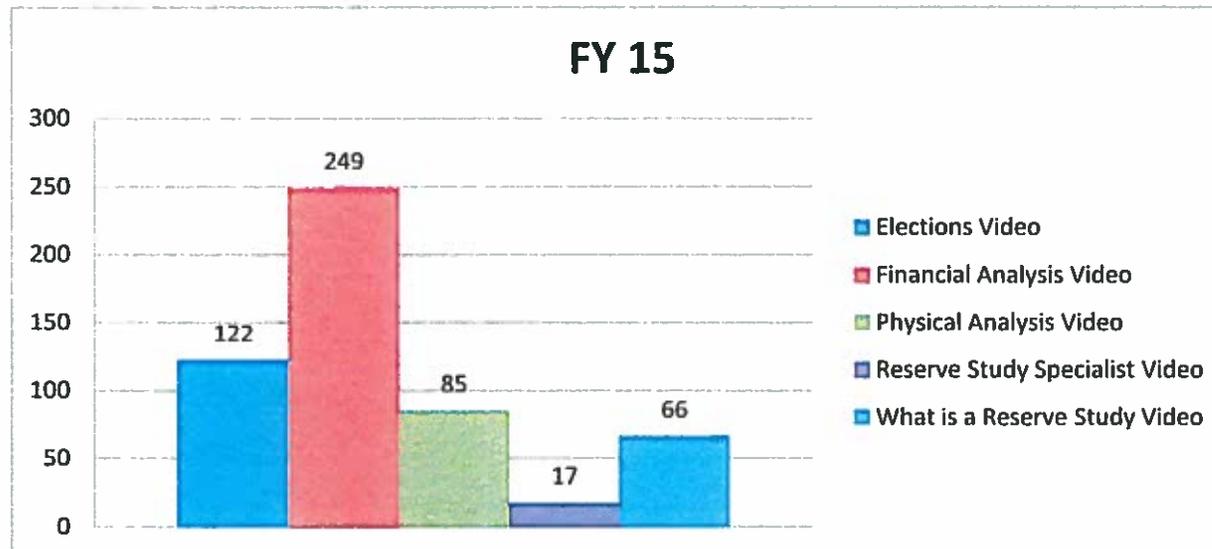


Training officer's position was vacant from August 2014 - October 2014, classes resumed in December 2014.

Video Views

FISCAL YEAR 15 TOTALS

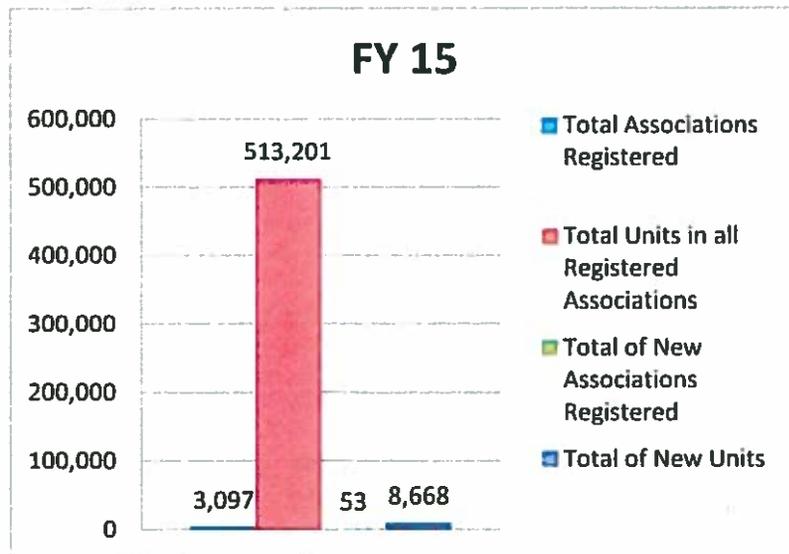
	FY TOTAL
Elections Video	122
Financial Analysis Video	249
Physical Analysis Video	85
Reserve Study Specialist Video	17
What is a Reserve Study Video	66



Registration

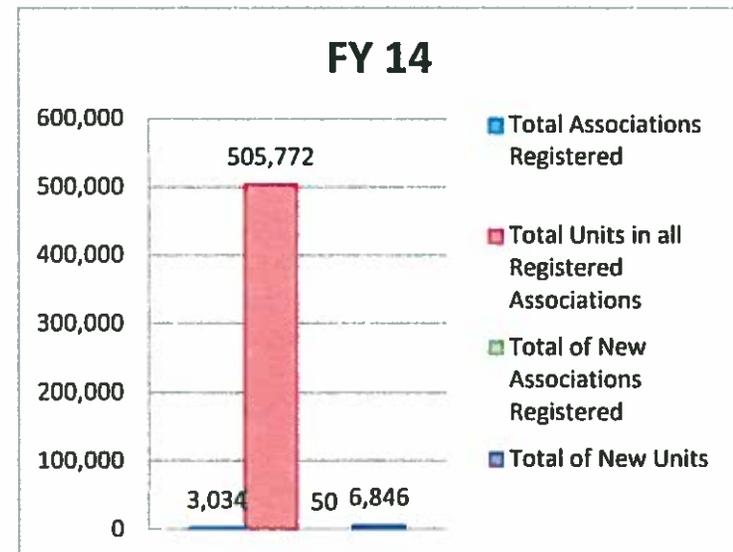
FISCAL YEAR 15

Total Associations Registered	3,097
Total Units in all Registered Associations	513,201
Total of New Associations Registered	53
Total of New Units	8,668



FISCAL YEAR 14

Total Associations Registered	3,034
Total Units in all Registered Associations	505,772
Total of New Associations Registered	50
Total of New Units	6,846



Informal Conference

Calendar Year January - December 2014

	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	Total
Total Conferences Offered	32	42	27	17	350
Total Conferences Held	7	9	2	3	77
Total Affidavits Resolved by Conference	3	7	0	2	55
Total Affidavits Forwarded to Compliance	11	7	6	0	89
Total Affidavits Closed Referred to ADR	2	4	20	5	53
Total Affidavits Closed - Other	12	4	7	2	47
Pending board approval of conference agreement					16

Informal Conference Resolution Rate Calendar Year 2014 = 71%

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						102
Total Conferences Held	12						99
Total Affidavits Resolved by Conference	12						89
Total Affidavits Forwarded to Compliance	23						59
Total Affidavits Closed Referred to ADR	1						43
Total Affidavits Closed - Other	5						43

Informal Conference Resolution Rate YTD = 90%

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

INFORMAL CONFERENCE SURVEY REPORT
 Time Period: January 2015 - June 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
115	60	9			
				168	6
				129	55
				163	32
				139	25
				142	49
				166	18
				171	9

Of people that answered question
184
174
184
195
164
191
184
180

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
				170	2
147	19	3	2		
156	22	2	2		
150	15	3	2		
141	33	6	2		
155	21	3	12		

Of people that answered question
172
171
182
170
182
191