

**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

**OMBUDSMAN'S OFFICE**

**COMPARISON REPORT FOR FY 14-15 AND FY 15-16**

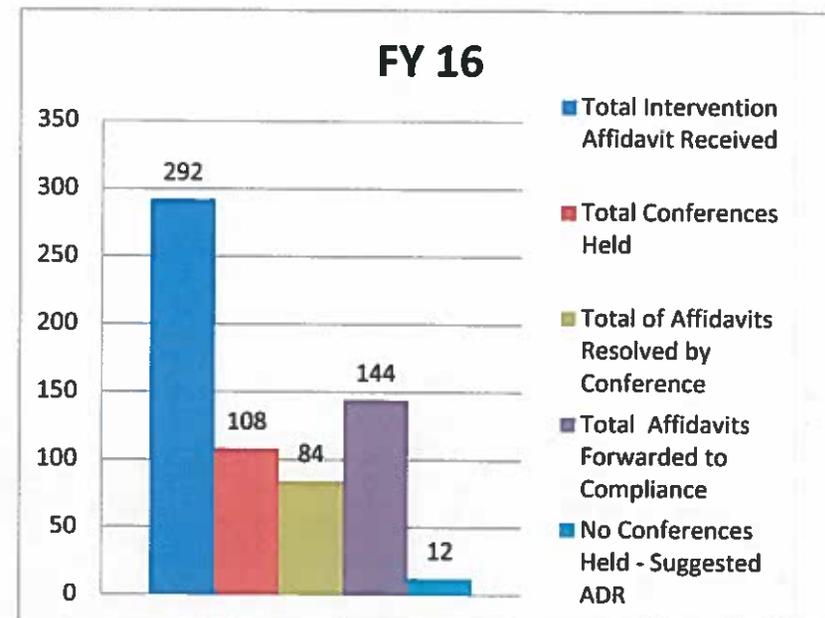
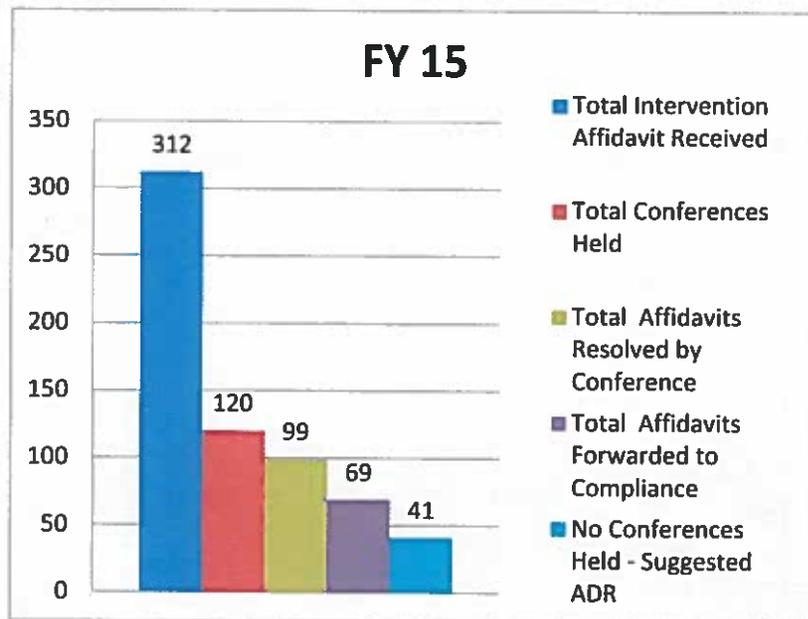
## INTERVENTION

### 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 16

Total Intervention Affidavit Received	292
Total Conferences Held	108
Total of Affidavits Resolved by Conference	84
Total Affidavits Forwarded to Compliance	144
No Conferences Held - Suggested ADR	12



**Informal Conferences**

**Calendar Year January - December 2015**

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	7	20	15	22	10	12	16	14	8	10	5	1	140
Conferences Held	13	22	18	20	6	12	12	13	8	10	5	1	140
Affidavits Resolved by Conference	12	22	14	17	5	7	12	8	5	10	3	1	116
Affidavits Forwarded to Compliance	12	6	4	0	4	10	23	20	10	15	5	18	127
Affidavits Closed Referred to ADR	13	3	14	5	2	5	1	0	2	1	1	1	48
Affidavits Closed - Other	10	4	6	3	5	10	5	4	4	0	5	1	57

**Informal Conference Resolution Rate 2015 = 83%**

**Informal Conference Resolution Rate since inception 1/1/2014 = 78%**

**Calendar Year January - December 2016**

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	7	6	24	8	9	8	0	0	0	0	0	0	62
Conferences Held	7	4	23	8	9	8	0	0	0	0	0	0	59
Affidavits Resolved by Conference	5	3	17	8	7	5	0	0	0	0	0	0	45
Affidavits Forwarded to Compliance	12	9	13	12	7	0	0	0	0	0	0	0	53
Affidavits Closed Referred to ADR	0	1	2	1	1	0	0	0	0	0	0	0	5
Affidavits Closed - Other	2	4	2	1	2	4	0	0	0	0	0	0	15

**Informal Conference Resolution Rate 2016 YTD = 76%**

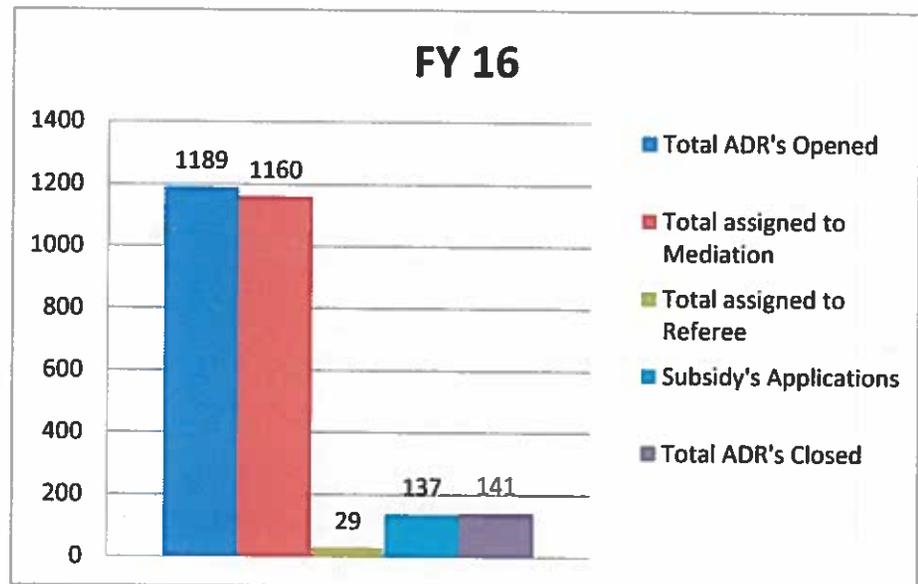
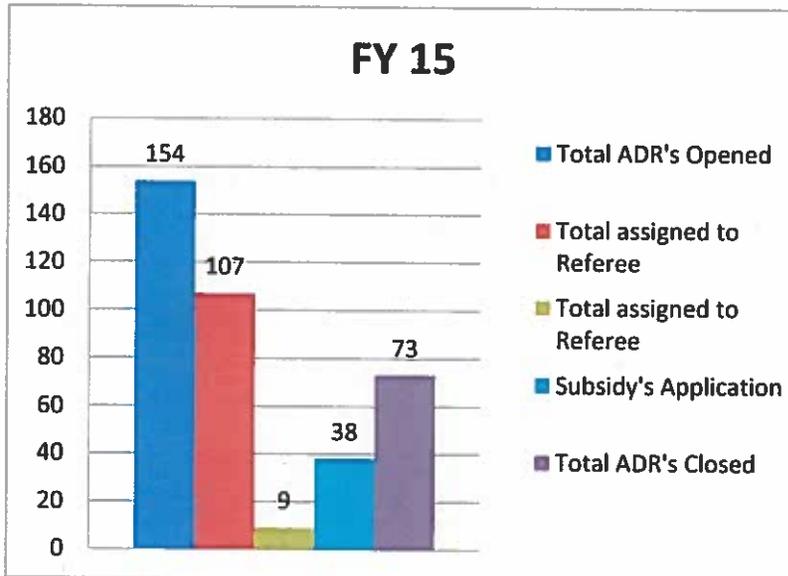
### Alternative Dispute Resolution (ADR)

#### FISCAL YEAR 15

#### FISCAL YEAR 16

Total ADR's Opened	154
Total assigned to Mediation	107
Total assigned to Referee	9
Subsidy's Application	38
Total ADR's Closed	73

Total ADR's Opened	1189
Total assigned to Mediation	1160
Total assigned to Referee	29
Subsidy's Applications	137
Total ADR's Closed	141



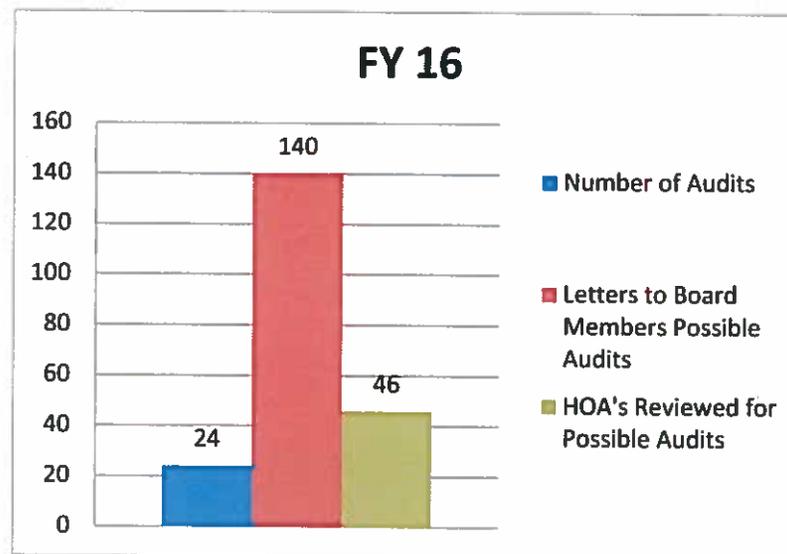
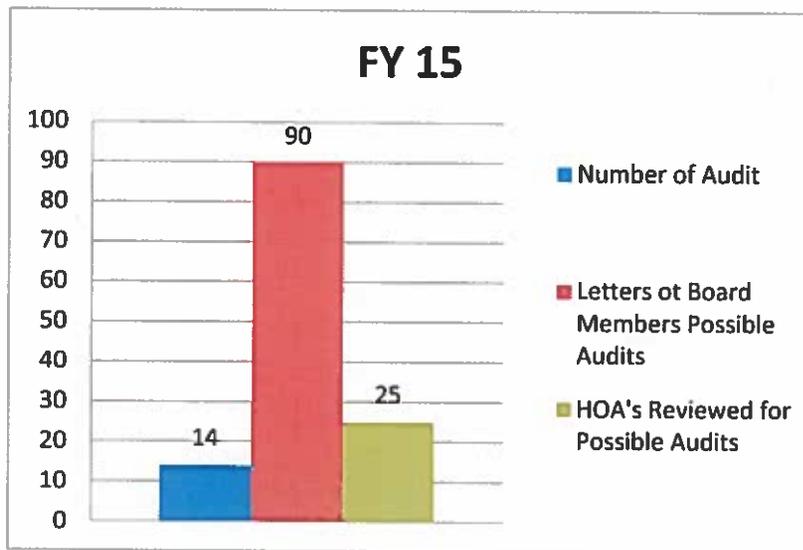
## Auditor

### FISCAL YEAR 15

### FISCAL YEAR 16

Number of Audit	14
Letters ot Board Members Possible Audits	90
HOA's Reviewed for Possible Audits	25

Number of Audits	24
Letters to Board Members Possible Audits	140
HOA's Reviewed for Possible Audits	46



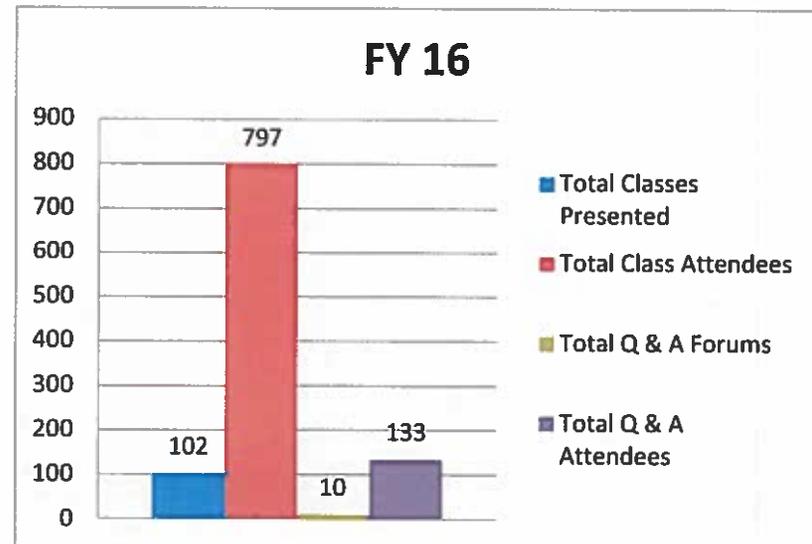
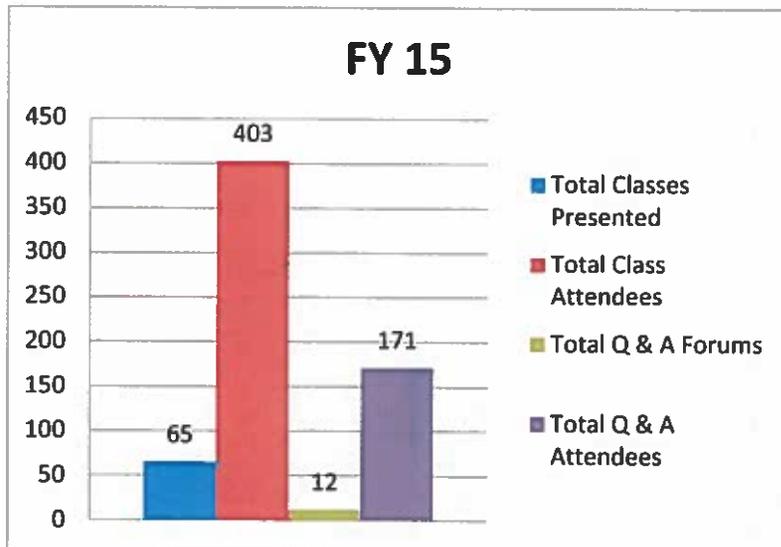
### Training/Classes

#### FISCAL YEAR 15

#### FISCAL YEAR 16

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

Total Classes Presented	102
Total Class Attendees	797
Total Q & A Forums	10
Total Q & A Attendees	133



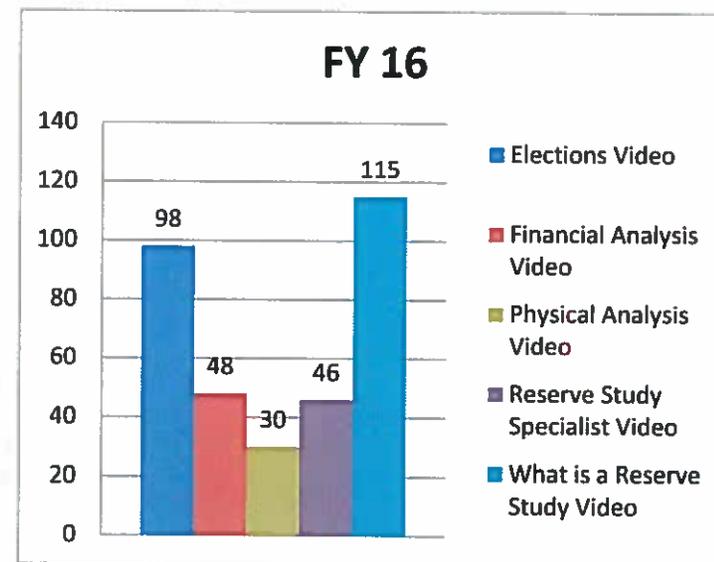
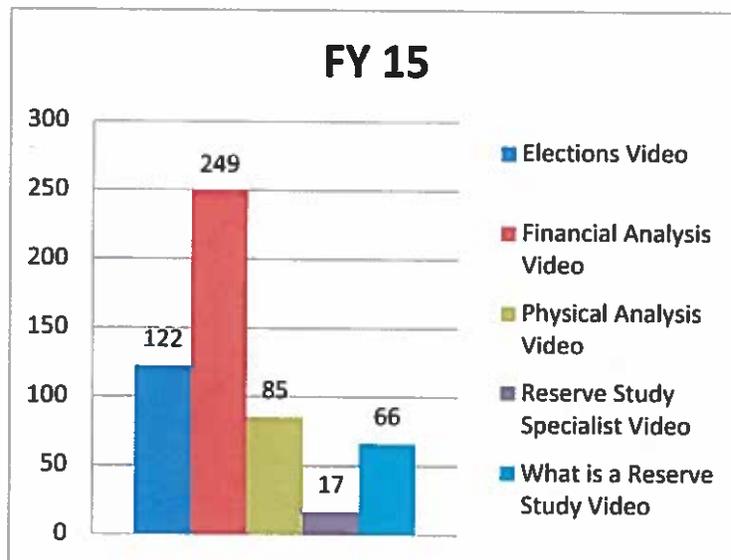
### Video Views

#### FISCAL YEAR 15

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

#### FISCAL YEAR 16

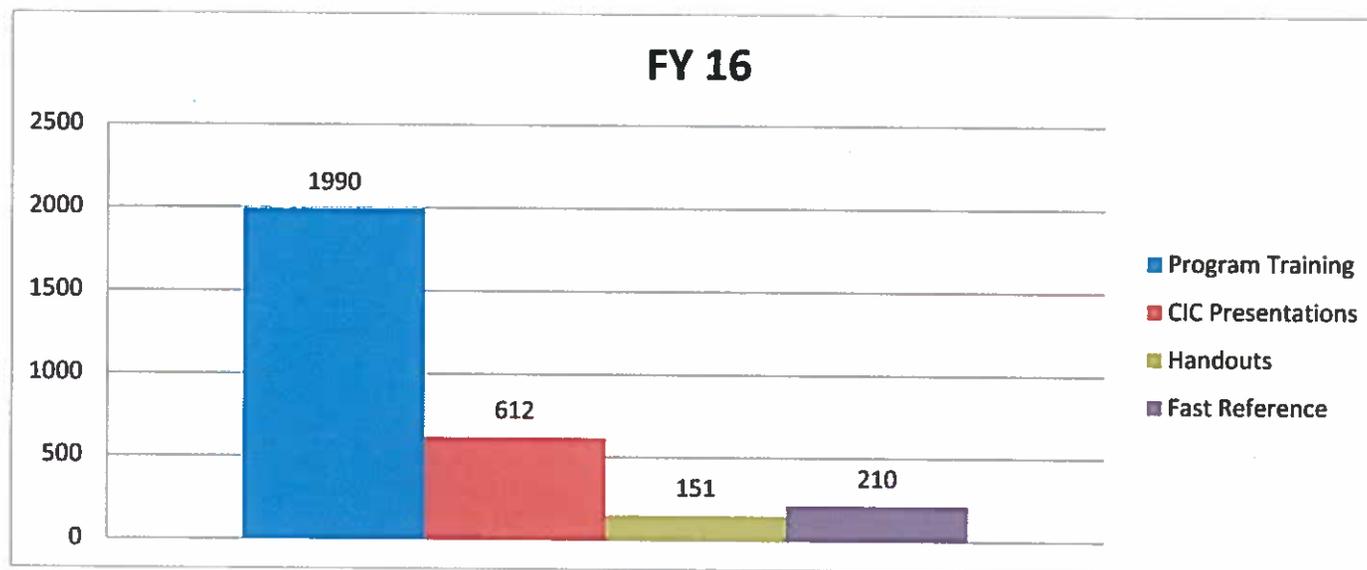
Elections Video	98
Financial Analysis Video	48
Physical Analysis Video	30
Reserve Study Specialist Video	46
What is a Reserve Study Video	115



### Web Site Page Views\*

### FISCAL YEAR 16

Program Training	1990
CIC Presentations	612
Handouts	151
Fast Reference	210



\* Web Site Page Views are from October 2015 - June 2016 FY 15-16, No comparison available, first time reporting

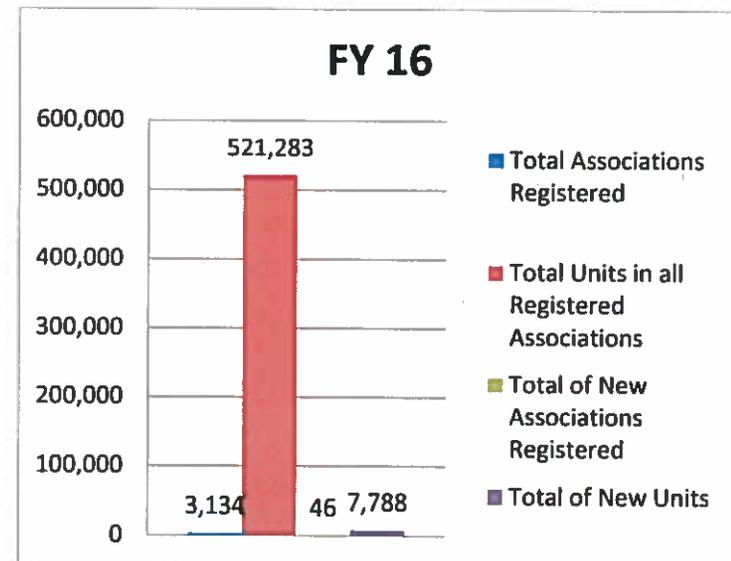
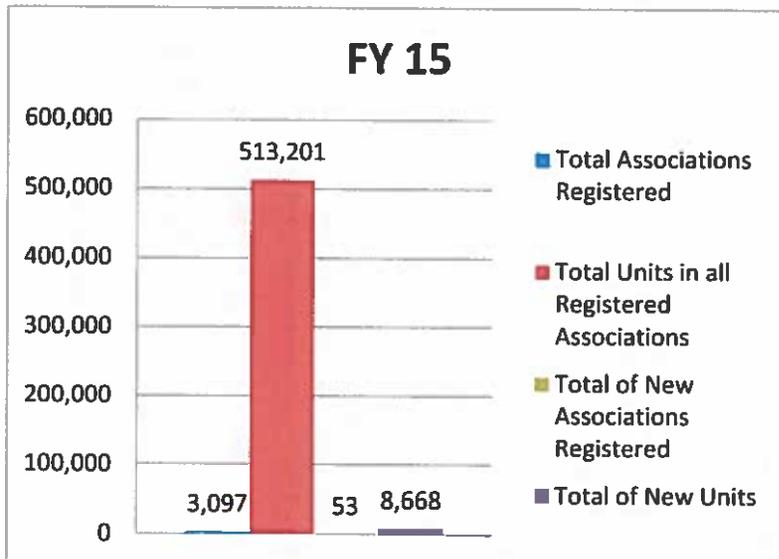
## Registration

### 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 16

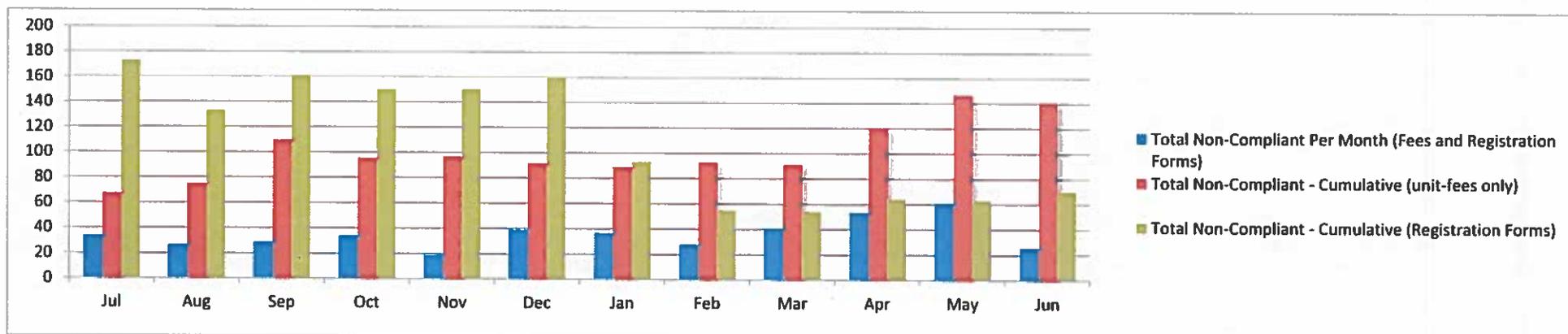
Total Associations Registered	3,134
Total Units in all Registered Associations	521,283
Total of New Associations Registered	46
Total of New Units	7,788



### Association Penalty Report\*

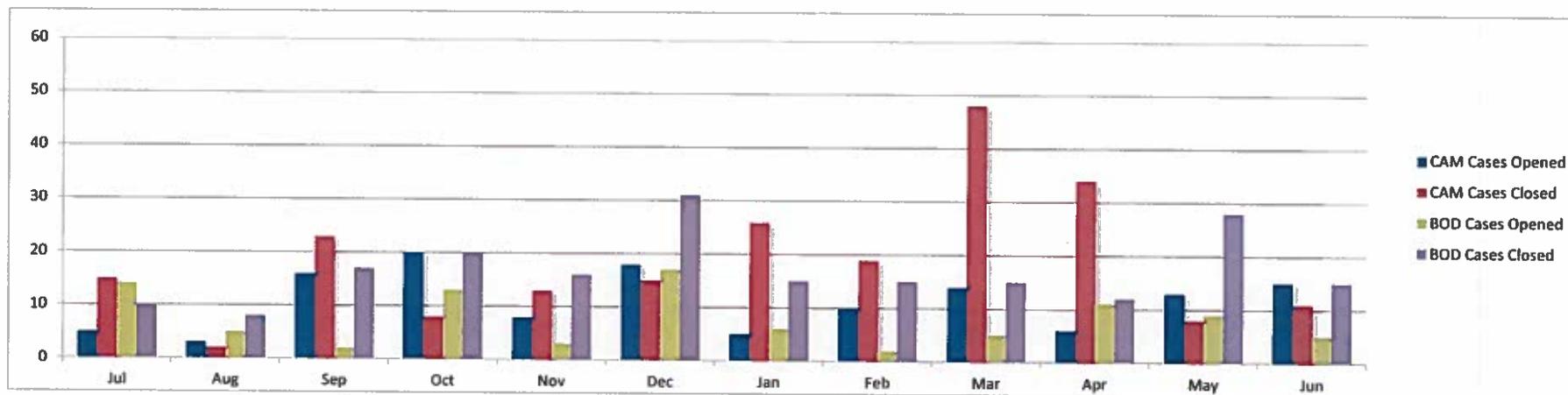
#### FISCAL YEAR 16

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	34	27	29	34	19	39	37	28	41	54	61	26	429
Total Non-Compliant - Cumulative (unit-fees only)	68	75	110	96	97	92	89	93	91	120	147	141	1,219
Total Non-Compliant - Cumulative (Registration Forms)	173	133	161	150	150	160	93	55	54	64	63	70	1,326
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,004	\$686	\$879	\$1,863	\$614	\$710	\$1,021	\$886	\$2,124	\$1,369	\$2,662	\$1,079	\$14,897
Penalty Collected per month	\$620	\$646	\$837	\$757	\$1,485	\$1,588	\$1,061	\$485	\$804	\$ 910	\$ 501	\$ 2,134	\$11,828



**Compliance\***  
**FISCAL YEAR 16**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM Cases Opened	5	3	16	20	8	18	5	10	14	6	13	15	133
CAM Cases Closed	15	2	23	8	13	15	26	19	48	34	8	11	222
BOD Cases Opened	14	5	2	13	3	17	6	2	5	11	9	5	92
BOD Cases Closed	10	8	17	20	16	31	15	15	15	12	28	15	202

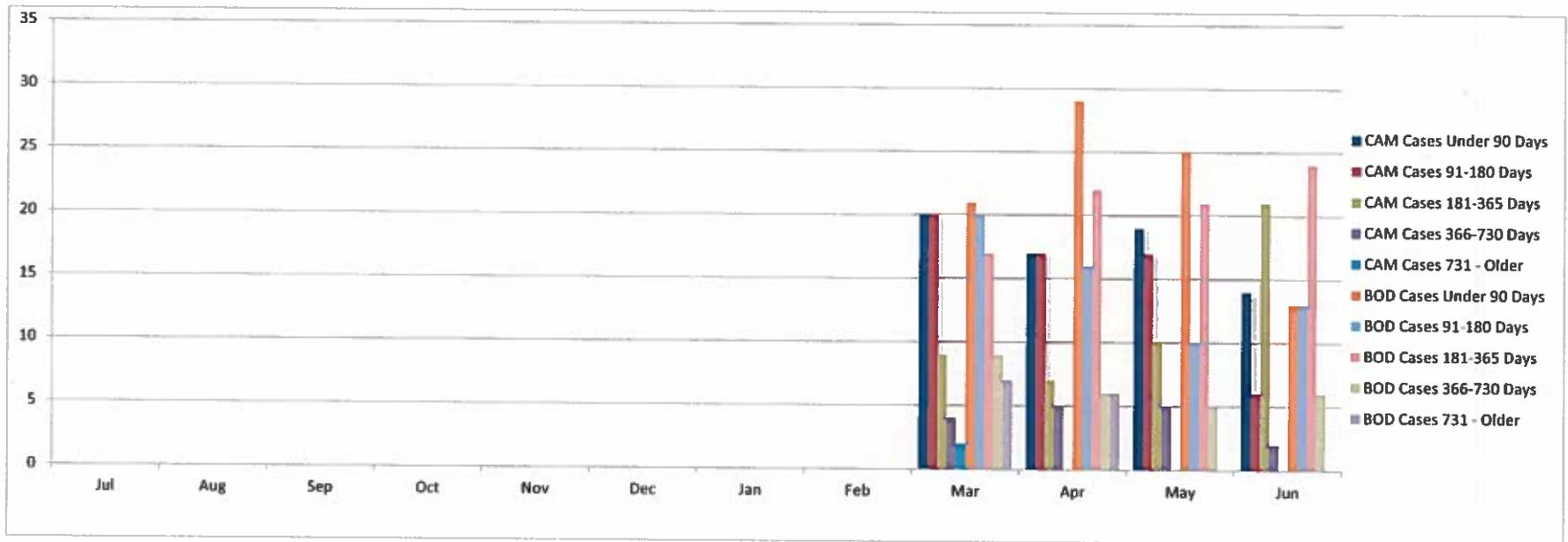


\* No comparison available, first time on report

### Compliance Aging\*

#### FISCAL YEAR 16

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM Cases Under 90 Days	0	0	0	0	0	0	0	0	20	17	19	14	70
CAM Cases 91-180 Days	0	0	0	0	0	0	0	0	20	17	17	6	60
CAM Cases 181-365 Days	0	0	0	0	0	0	0	0	9	7	10	21	47
CAM Cases 366-730 Days	0	0	0	0	0	0	0	0	4	5	5	2	16
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	2	0	0	0	2
BOD Cases Under 90 Days	0	0	0	0	0	0	0	0	21	29	25	13	88
BOD Cases 91-180 Days	0	0	0	0	0	0	0	0	20	16	10	13	59
BOD Cases 181-365 Days	0	0	0	0	0	0	0	0	17	22	21	24	84
BOD Cases 366-730 Days	0	0	0	0	0	0	0	0	9	6	5	6	26
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	7	6	0	0	13



\* no comparison available, first time on report