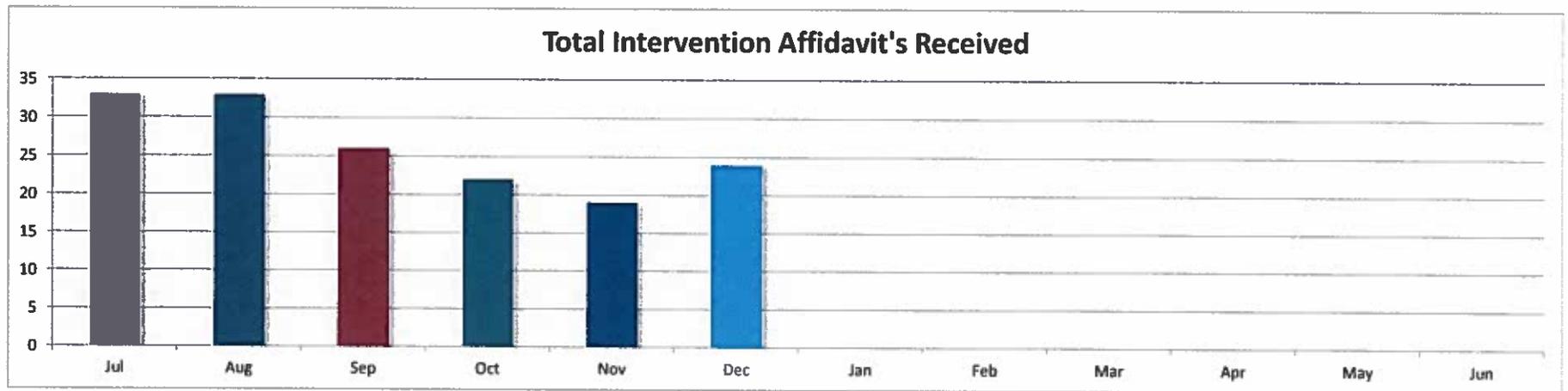


**Intervention**

**Fiscal Year 16**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Total Intervention Affidavit's Received	33	33	26	22	19	24	0	0	0	0	0	0	157



## INFORMAL CONFERENCE SURVEY REPORT

### FISCAL YEAR 2016

RATE THE PROCESS							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
How would you rate your satisfaction with the facilitation process?	75	49	10	1			135
Would you recommend the facilitation process to others?					126	5	131
Was this the first time you were involved in the facilitation process?					92	41	133
Did the informal conference lead to a resolution of the dispute?					84	28	112
I feel the other party understands my view better as a result of the informal conference.					95	30	125
I understand the other parties view better as a result of the informal conference?					101	28	129
I felt the informal conference was fair?					129	3	132
I would use informal conferencing again?					124	6	130
RATE THE FACILITATOR							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
The facilitator clearly explained what was going to happen?					130	2	132
Rate the facilitator's fairness and impartiality.	108	22	5	0			135
Grade the facilitator's ability to understand the parties concerns.	104	29	3	0			136
Score the facilitator's commitment to listening and getting the facts.	110	21	4	0			135
Evaluate the facilitator's ability to keep the discussion objective and rational.	109	21	4	0			134
Rate the facilitator's ability to help everyone listen, communicate and stay focused.	107	21	6	0			134

**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 YTD = 83%**

**Informal Conference Resolution Rate since inception 1/1/2014 = 79%**

**Alternative Dispute Resolution (ADR)**

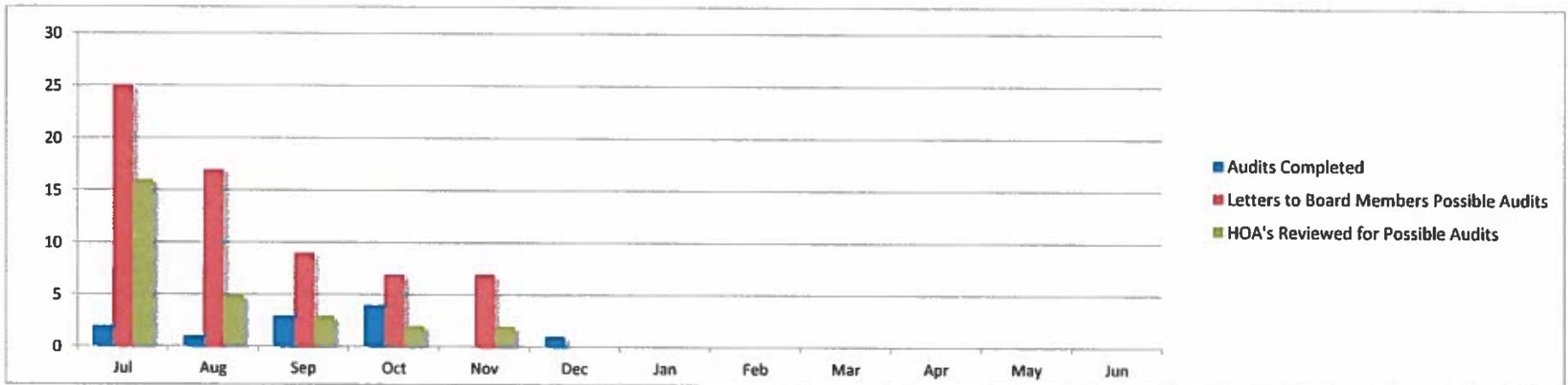
**FISCAL YEAR 16**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Requests for Mediation	52	84	151	199	234	77							797
Requests for Mediation-Bank/Mortgage Holder	44	68	146	194	228	15							695
Requests for Mediation-Non Bank/Mortgage	9	20	6	9	6	3							53
Request for Referee	1	4	1	4	0	1							11
Total ADR's Closed	2	7	13	15	9	3							49
Subsidy Applications received	5	4	6	7	15	3							40
Subsidy Payments submitted for payment	3	0	5	5	5	1							19
Amount of Subsidy Payments requested to be paid	\$1,250.00	\$0.00	\$1,500.00	\$2,425.00	\$2,000.00	\$500.00							\$7,675.00

**Auditor**

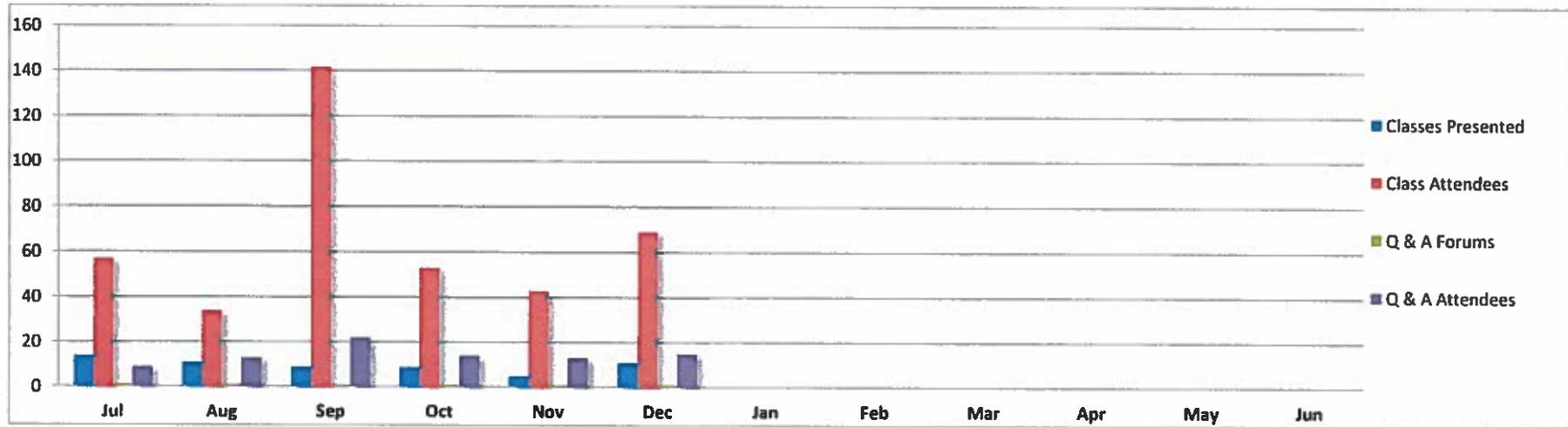
**FISCAL YEAR 16**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Audits Completed	2	1	3	4	0	1							11
Letters to Board Members Possible Audits	25	17	9	7	7	0							65
HOA's Reviewed for Possible Audits	16	5	3	2	2	0							28
Delinquent Fees Paid as Result of Audit Letters	\$3,207.21	\$264.49	\$47.10	\$864.19	\$180.36	\$2,820.66							\$7,384.01



**Training/Classes**  
**FISCAL YEAR 16**

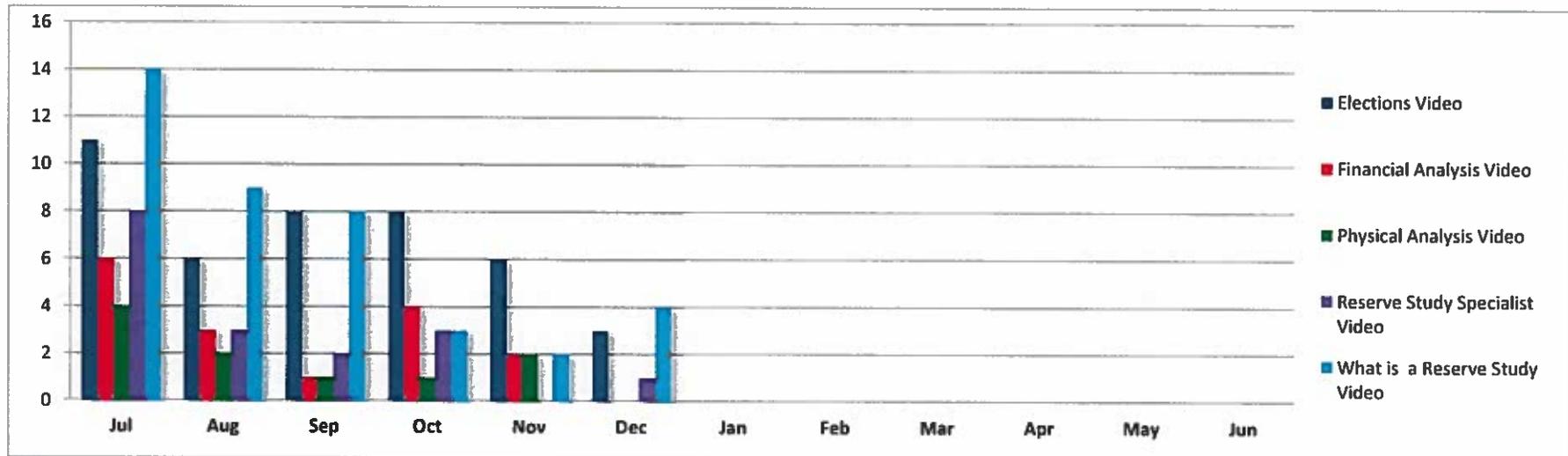
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Presented	14	11	9	9	5	11							59
Class Attendees	57	34	142	53	43	69							398
Q & A Forums	1	1	1	1	1	1							6
Q & A Attendees	9	13	22	14	13	15							86



## Video Views

### FISCAL YEAR 16

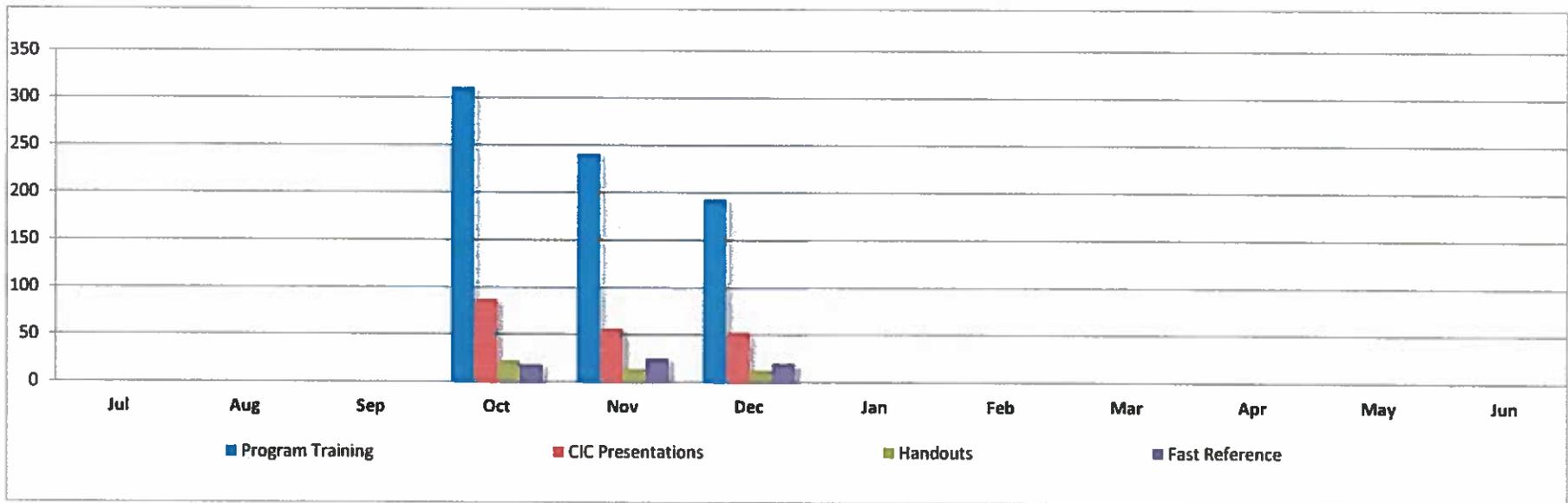
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	11	6	8	8	6	3							42
Financial Analysis Video	6	3	1	4	2	0							16
Physical Analysis Video	4	2	1	1	2	0							10
Reserve Study Specialist Video	8	3	2	3	0	1							17
What is a Reserve Study Video	14	9	8	3	2	4							40



### Website Page Views

### FISCAL YEAR 16

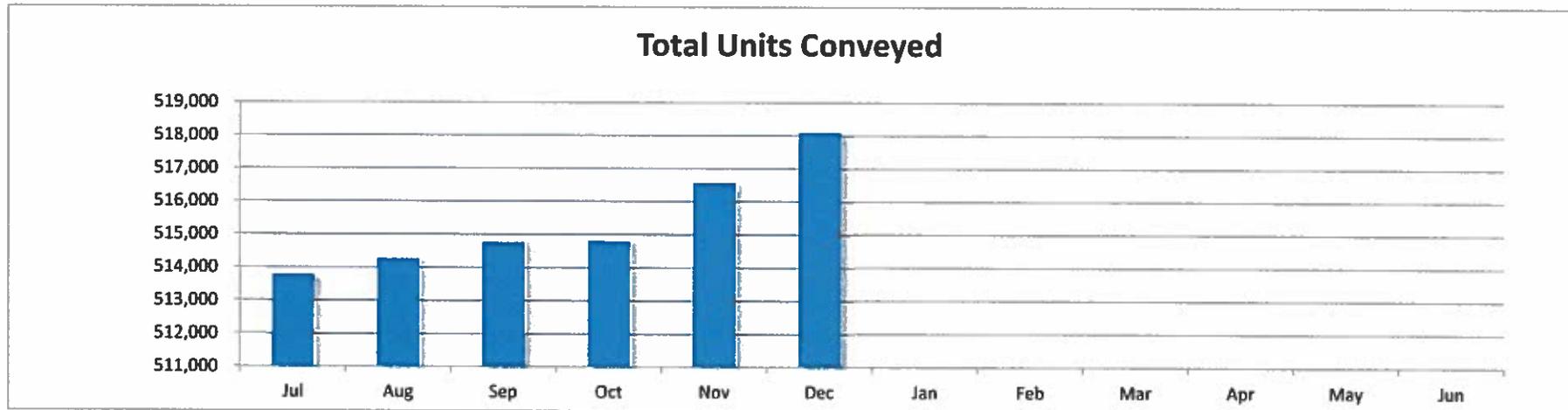
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	0	0	0	311	241	193							745
CIC Presentations	0	0	0	88	57	53							198
Handouts	0	0	0	23	14	13							50
Fast Reference	0	0	0	19	25	20							64



### Registration

### FISCAL YEAR 16

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,093	3,098	3,097	3,091	3,100	3,100						
Total Units in all Registered Associations	513,809	514,289	514,768	514,811	516,580	518,115						
Total of New Associaitons Registered	5	1	2	5	0	0						
Total of New Units	314	480	479	43	1,769	1,535						



**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							70
BOD Cases Opened	14	5	2	13	3	17							54

