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TO: Commission for Common-Interest Communities and Condominium Hotels
FROM: Stacey Spoerl, Education and Information Officer
SUBJECT: Education Summary – June 7-9, 2016

DISCUSSION AGENDA EDUCATION COURSES

COMMUNITY MANAGER PRE-CERTIFICATION COURSES

Note: The following 20 classes are all part of the same 60 hour pre-certification course and are submitted as one entire program

- 1. **University of Nevada, Las Vegas: Division of Education Outreach, Continuing Education “60-Hour Association Manager Pre-Certification Course”**

Request: 60 Hours Classroom 40 Hours in subjects listed in NAC 116A.120(1)(b), 18 Hours NRS 116 and NAC 116 and 2 Hours Federal Law pertaining to CICs. All applicable tracks have been modified to integrate changes from 2015 legislative session

Recommendation: Approve.

Instructors: Ken Richardson, Lauren Scheer, Bruce Jenkins, Esq., Robert Forney, Rosemary Lato, CPA., Tony Lonardo, Linda Rheinburger, Barbara Westoff, Katherine Wolfe

Objective: Upon completion of this course, graduates will possess the basic knowledge and skills necessary to obtain entry-level employment as a Provisional Community Manager. Graduates will be eligible to take and successfully pass the state examination for community managers.

Justification: This course was approved at the June, 2015 CICCH meeting for Precertification Education PL.06100-CAM- requesting renewal approval

Course Overview			
Session	Title	NAC 116A.120	Minutes
1	Introduction	1(a), 1(a)(1)	150

2	The Executive Board, Elections and Removals	1(a)(2)	150
3	HOA Meetings and Parliamentary Procedures	1(a)(2)	150
4	Homeowner Rights and Responsibilities	1(a)(2)	150
5	Record Keeping and Reporting	1(a)(2)	150
6	Declarant Transition and Resales	1(b)(13)	150
7	Financial Management – Part 1	1(a)(2), 1(b)(3)	150
8	Financial Management – Part 2	1(a)(2), 1(b)(3)	150
9	Insurance for the CIC/HOA	1(b)(8)(9) (17)(18)	150
10	Facilities Management	1(b)(2)(4)(7)	150
MIDTERM EXAM			
11	Reserve Studies – Part 1	1(a)(2)	150
12	Reserve Studies – Part 2	1(a)(2)	150
13	NRS 116/NAC 116 Overview	1(a)(2), 1(b)(1)	150
14	NRS 116A/NAC 116A Overview	1(a)(2), 1(b)(1)	150
15	Administration and Enforcement	1(b)(15)	150
16	State and Federal Laws – Part 1	1(a),1(a)(1) 1(b)(10)(11)(12)(14)(16)	150
17	State and Federal Laws – Part 2	1(a),1(a)(1) 1(b)(10)(11)(12)(14)(16)	150
18	Human Resources, Communications and Conflict Resolution	1(b)(6)	150
19	Fair Housing, HOPA, and ADA	1(a)(1), 1(b)(11)(18)	150
20	Ethics and HOAs	1(b)(19)	150
FINAL EXAM			
Session 1.0 - Introduction & Course Overview			Minutes
1.1 Course Overview			2
1.1.1 Learning Objectives			2
1.1.2 Attendance Requirements			2
1.1.3 Textbook and Handouts			2
1.1.4 Classes & Testing			2
1.1.5 Faculty			2
1.2 The Structure and Function of CICs/HOAs			
1.2.1 HOAs in Nevada			3

1.2.2 HOA – Purpose and Goals	5
1.2.2 Organization of CIC's/HOAs	5
1.2.2.1 Key Statutes & Regulations	2
1.2.2.2 NRS 116, 116A	2
1.2.2.3 NAC 116, 116A	2
1.2.2.4 NRS 116B	2
1.2.2.5 Governing Documents	
1.2.2.6 Declaration	2
1.2.2.7 Articles of Incorporation	2
1.2.2.8 Bylaws	2
1.2.2.9 Rules, Policies and procedures	2
1.2.2.10 Legal Foundations	5
1.2.2.11 Federal	
1.2.2.12 State & Local	
1.2.2.13 Hierarchy of Laws	
1.2.2.14 Key Stakeholders	
1.3 The Role of the Community Manager	
1.3.1 Duties	8
1.3.1.1 Administrative	
1.3.1.2 Financial	
1.3.1.3 Maintenance	
1.3.2 Training and Continuing Education	5
1.3.3 Certificate Types	4
1.3.3.1 Employment Models	4
1.3.3.2 NRS/NAC	4
1.3.3.3 Unlicensed Staff	4
1.3.4 Key HOA Providers	3
1.3.4.1 Attorneys	3
1.3.4.2 Accountants	3
1.3.4.3 Reserve Study Specialists	3
1.3.4.4 Insurance Agents and Brokers	3

1.3.4.5 Expert Consultants	3
1.3.4.6 Landscaping	3
1.3.4.7 Pool & Spa	3
1.3.4.8 General Maintenance	3
1.4 The Real Estate Division	
1.4.1 Department of Business and Industry	5
1.4.1.1 NRED Advisory Opinions	5
1.4.2 Office of the Ombudsman	5
1.4.2.1 Forms	5
1.4.3 Compliance	5
1.4.3.1 The Commission	5
1.4.4 Navigating the NRED Web Site	13
1.5 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 2.0 - The Executive Board, Elections and Removals	Minutes
2.1 Introduction	2
2.1.1 Learning Objectives	2
2.1.2 The Business Model	2
2.1.3 HOA Variation	2
2.1.4 The Board's Primary Goals	2
2.2 Board Responsibilities	5
2.2.1 Preserve, Protect, and Enhance the Common Elements	5
2.2.2 Manage the Business of the Association	5
2.2.3 Business Beyond the Money	5
2.3 Board Actions	3
2.3.1 Compliance Enforcement	3
2.3.2 Fiduciary Duty	3
2.3.3 Business Judgment Rule	3
2.3.4 Duty of Care	3
2.3.5 Prohibited Acts	5
2.4 Board Officers	3
2.4.1 NRS and Bylaws Requirements	3
2.4.2 President	2

2.4.3 Secretary	2
2.4.4 Treasurer	2
2.4.5 Other Officers	2
2.4.6 NRED Reporting Requirements	5
2.5 Elections and Removal Elections	
2.5.1 Introduction and Overview	5
2.5.2 Election Management	
2.5.3 The Role of the Community Manager	
2.6 The Election Process	3
2.6.1 Declarant Transition	3
2.6.2 Election Rules	4
2.6.3 NRS 116 /NRS 82 Requirements	4
2.6.4 Governing Documents Requirements	3
2.6.5 Nominations and Elections Committee	3
2.6.6 Outside Consultants	3
2.6.7 Acclamation	3
2.6.8 Cumulative Voting	3
2.7 Election Cycle	9
2.7.1 Eligibility	
2.7.2 Candidate Disclosure and Information Statements	
2.7.3 Board Officers	
2.8 Election Mechanics	10
2.8.1 Campaigning	
2.8.2 Publications	
2.8.3 The Three-Envelope System	
2.8.4 Second Chance Nominations	
2.8.5 Election Meetings	
2.8.6 Quorum requirements and counting votes	
2.8.7 Filling Vacancies – Governing Documents Requirements	
2.8.8 Filling Vacancies – NRS Requirements	
2.8.9 Organizational Meeting	
2.8.10 Executive Board Orientation	
2.9 Recall/Removal Elections	10
2.9.1 NRS Requirements	
2.9.2 Owner’s Petition	
2.9.3 Scheduling	
2.9.4 Removal Mathematics	
2.9.5 What’s Next?	

2.10 Other Election Issues	8
2.10.1 Election Fraud	
2.10.2 NRED Reporting Requirements	
2.10.3 The Board Member's Job Description	
2.11 Summary/Q&A	10
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 3.0 - HOA Meetings and Parliamentary Procedures	Minutes
3.1 Introduction	5
3.1.1 Learning Objectives	
3.1.2 Conducting HOA Business	3
3.1.3 NRS and Governing Documents Requirements	3
3.2 Unit Owner Meetings	
3.2.1 The Meeting Notice and Agenda	3
3.2.2 The Conduct of the Meeting	3
3.2.2.1 Quorum Requirements	4
3.2.2.2 Proxies and Voting	4
3.2.2.3 Recording the Meeting	4
3.2.3 The Annual Meeting	4
3.2.4 Special Meetings	
3.2.4.1 Budget Ratification	4
3.2.4.1.1 Mailings to Homeowners	
3.2.4.2 Capital Improvements	4
3.2.4.3 Civil Legal Action	4
3.2.4.4 Removal Elections	4
3.2.4.5 Emergency Meetings	3
3.2.5 Meeting Minutes	3
3.3 Executive Board Meetings	
3.3.1 The Meeting Notice and Agenda (Monthly vs. Quarterly)	3
3.3.2 The Conduct of the Meeting	3
3.3.2.1 Quorum Requirements	3
3.3.2.2 Voting	3

3.3.2.3 Recording the Meeting	3
3.3.3 Regular Meetings	3
3.3.4 Executive Session	5
3.3.5 Emergency Meetings	3
3.3.6 Action without a Meeting	3
3.3.7 Meeting Minutes	5
3.4 Committee Meetings	
3.4.1 NRS/Bylaws Requirements	3
3.4.2 Committee Structure and Purpose (Charter)	3
3.4.3 Ad Hoc vs. Standing	3
3.4.4 Compliance Committee and the ARC	4
3.4.5 Meetings – Open or Closed?	4
3.4.6 Minutes and Reporting	4
3.5 Parliamentary Procedures	
3.5.1 NRS Requirements	5
3.5.2 Robert’s Rules of Order	5
3.5.3 Other Parliamentary Systems	5
3.5.4 Motions and Procedures	5
3.5.5 Custom Procedures	5
3.5.6 Meeting Management	5
3.5.7 Disrupting a Meeting – NRS Provisions	5
3.6 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 4.0 - Homeowner Rights and Responsibilities	Minutes
4.1 Introduction	5
4.1.1 Learning Objectives	
4.1.2 HOA Living	
4.1.3 HOA’s in Nevada	
4.2 Why live in an HOA?	8
4.2.1 What’s an owner?	

4.2.2 Protection of purchasers	
4.2.3 New developments	
4.2.4 The Resale package	
4.3 Compliance with the Governing Documents	
4.3.1 Access & use	3
4.3.2 Alteration of units	3
4.3.4 Tenants & guests	3
4.3.5 Transient commercial use	3
4.3.6 Display of US/Nevada flag	3
4.3.7 Political signs	3
4.3.8 Drought-tolerant landscaping	3
4.3.9 Trash & recyclable containers	3
4.3.10 Master Associations	3
4.4 Participatory Governance	
4.4.1 Association powers	3
4.4.2 NRS 116.3102	3
4.4.3 NRS 82.121 – NRS 82.136	3
4.4.4 Meeting attendance	3
4.4.5 Meeting participation	3
4.4.6 Elections	3
4.4.7 Removal elections	3
4.4.8 Governing documents	3
4.5 Access to records	
4.5.1 What records?	3
4.5.2 Common HOA/CIC records	5
4.5.3 Financial records	5
4.6 Owner rights - Meetings	5
4.6.1 Owner meetings	5
4.6.2 Executive Board meetings	5
4.6.3 Executive Session	5
4.6.4 Emergency and special meetings	5

4.6.5 Committee meetings	5
4.7 Governing Document Compliance	
4.7.1 Assessments vs. fines, penalties, collection costs and sanctions	3
4.7.2 Governing documents violation procedures	3
4.7.3 Hearings – Open vs. closed	3
4.7.4 Board discretion	3
4.7.5 Protections	3
4.7.6 Dispute resolution	5
4.8 Modifying the governing documents	
4.8.1 Bylaws	3
4.8.2 Declaration	3
4.8.3 Court order	3
4.9 Terminating the CIC	
4.9.1 General requirements	3
4.9.2 Disasters	3
4.9.3 Third-party rights	3
4.10 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 5.0 - Record Keeping and Reporting	Minutes
5.1 Introduction	5
5.1.1 Learning Objectives	
5.1.2 The HOA Calendar	
5.1.3 The simple efficiency of a checklist	
5.2 Reporting	5
5.2.1 Secretary of State	
5.2.1.1 Officers & Directors	
5.2.1.2 Business License	
5.2.2 NRED-Ombudsman	10
5.2.2.1 Initial registration (603)	
5.2.2.2 Annual Registration (562)	
5.2.2.3 Addendum (623)	
5.2.2.4 Election Results (602)	
5.2.2.5 Reserve Study (609)	

5.2.2.5 Master Association (620)	
5.2.3 IRS-1120H	5
5.3 Record Keeping	
5.3.1 How long must records be maintained?	3
5.3.1.1 Electronic vs. Paper Records	3
5.3.1.2 Location/Storage of Records	3
5.3.1.3 Custodian of Records	3
5.3.1.4 Access to Records	3
5.3.1.5 Transferring Records	3
5.3.2 Compliance	
5.3.2.1 Resale documents	3
5.3.3 Operational Records	
5.3.3.1 Insurance	3
5.3.3.2 Vendor Records	3
5.3.3.3 Maintenance Records	3
5.3.3.4 Warranties	3
5.3.3.5 Contracts	3
5.3.3.6 Correspondence	3
5.3.3.7 Owner records	3
5.3.3.8 Confidential records	3
5.4 Meeting Minutes	
5.4.1 Draft Minutes	3
5.4.2 Annual Meeting	3
5.4.3 Election	3
5.4.4 Executive Board Meetings – Regular Session	3
5.4.5 Executive Board – Closed Sessions	3
5.5 Governing Documents	
5.5.1 Original and Amended Documents	3
5.6 Financial records	
5.6.1 Budgets/Audits	3
5.6.2 Interim financial statements	3
5.6.3 Bank statements/checks/register	3
5.6.4 Purchas orders/invoices	3
5.6.5 Payroll/employee records	3
5.7 Policies, Procedures and Resolutions	
5.7.1 What’s the Difference?	3
5.7.2 Operational vs. Governance Procedures	3
5.7.3 Common Types	

5.7.3.1 Parliamentary Procedures	3
5.7.3.2 Collections	3
5.7.3.3 Investments	3
5.7.3.4 Elections	3
5.7.3.5 Fines and Foreclosure	3
5.7.3.6 Committees – Membership and Charter	3
5.7.3.7 Soliciting Bids/RFPs	3
5.7.3.8 Financial Policies	3
5.7.3.9 Record retention	3
5.7 Manager Records	
5.7.1 Educational Records	3
5.7.2 Hours (Provisional Status)	3
5.7.3 Supervising Community Managers	3
5.8 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 6.0 - Declarant Transition and Resales	Minutes
6.1 Introduction	5
6.1.1 Learning Objectives	
6.2 The HOA model	2
6.3 Creation of the CIC	10
6.3.1 The declaration	
6.3.2 Plats	
6.4 The Declarant	10
6.4.1 Special Declarant Rights	
6.5 Contents of the Declaration	10
6.5.1 Declarant rights	
6.5.2 Use, occupancy	
6.6 Transition to Homeowners	
6.6.1 Declarant Control Ends	2
6.6.2 Declarant Turnover of Property	2
6.6.2.1 Governing Documents & Records	2
6.6.2.2 Accounting, accounts, audit	2
6.6.2.3 Reserve Study	2

6.6.2.4 Tangible Personal Property	2
6.6.2.5 Insurance policies, certificates	2
6.6.2.6 Inventory	2
6.6.2.7 Contracts & warranties	2
6.6.2.8 Certificates of Occupancy	2
6.6.2.9 Roster of owners	2
6.6.2.10 Other documents	2
6.7 Transition Committee	
6.7.1 Composition	2
6.7.2 Check list	3
6.8 Public Offering Statement	10
6.8.1 Required Contents	
6.8.2 Option to cancel	
6.9 Promotional Material	10
6.9.1 NRS 116.4118	
6.9.2 NRS 116.4119	
6.10 Common Declarant Issues	7
6.11 Amending the Declaration	10
6.11.1 NRS 116.2117	
6.11.2 NRS 116.21175 – Supermajority	
6.12 Terminating the CIC	7
6.13 Resale of Existing Units	
6.13.1 Seller’s Obligation	5
6.13.2 Purchaser’s Obligation	5
6.13.3 Resale Package	5
6.13.4 The Demand	5
6.13.5 Corrections	5
6.13.6 Disclosure Information	5
6.14 Summary/Q&A	10
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 7.0 - Financial Management, Part 1	Minutes
7.1 Introduction	2
7.1.1 Learning Objectives	
7.2 Key Terms-definitions	
7.2.1 Revenue	2
7.2.2 Reconciliation	2
7.2.3 Interim financial statements	2
7.2.4 GAAP	2
7.2.5 Accrual and fund accounting	2
7.3 NAC 116.451	3
7.4 NRS 116.31083	3
7.4 NAC 116.453	1
7.5 Parts of the financial statement	4
7.6 Other reports	3
7.7 The balance sheet	
7.7.1 Assets	4
7.7.2 Liabilities	4
7.7.3 Equity/fund balance	4
7.8 Statement of revenue and expenses	
7.8.1 Revenue – classifying and recording	4
7.8.2 Expenses – classifying and recording	4
7.8.3 Net income	4
7.9 Budget comparison	5
7.10 Changes in fund balances	2
7.11 General ledger	3
7.12 Reconciliation	2
7.13 Cash disbursement report	1
7.14 Aging report	1
7.15 Accrual vs. cash accounting	
7.15.1 What is accrual accounting?	3
7.15.2 Why use accrual accounting?	3
7.15.3 What is cash-based accounting?	3
7.16 Building an accrual accounting statement	
7.16.1 Monthly billing	3
7.16.2 Owner makes a payment	3
7.16.3 Pay a bill – current month	3
7.16.4 Pay a bill already accrued	3
7.16.5 Owner pre-pays	3

7.16.6 Accrue an invoice	3
7.16.7 Reserve allocation	3
7.16.8 End of month financials	6
7.17 Reviewing financial statements	
7.17.1 The bank statement	4
7.17.2 Account numbers	2
7.17.3 Check sequence	2
7.17.4 Check cashing	2
7.17.5 Deposits	2
7.17.6 Reconciled balance vs. the balance sheet	3
7.17.7 Unpaid invoices	2
7.17.8 Actual assessments vs. budget	2
7.17.9 Current and YTD variances	2
7.17.10 Check distribution report	2
7.17.11 Outstanding assessments	3
7.17.12 Check balances and general journal	4
7.18 Policies and resolutions	
7.18.1 Collection policy	3
7.18.2 Accounts payable policy	2
7.18.3 Accounts receivable policy	2
7.18.4 Compliance policy (fines)	4
7.18.5 Insurance deductible policy	2
7.18.6 Document retention policy	2
7.19 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 8.0 - Financial Management, Part 2	Minutes
8.1 Introduction	1
8.1.1 Learning Objectives	
8.2 Types of assessments	2
8.2.1 Annual assessments	9
8.2.2 Special assessments	5
8.2.3 Reserve assessments	5
8.3 Budgeting	3
8.3.1 Operating budget	10
8.3.2 Annual budget mailing	8
8.3.3 Mailing timeline	3

8.3.4 Ratification meeting	2
8.3.5 Monitoring the budget	2
8.4 Accounts payable	
8.4.1 Paying vendors	2
8.4.2 Contract vs. proposal	2
8.4.3 Payment schedule options	2
8.4.4 Insurance options	2
8.4.5 Work orders	2
8.4.6 Accounts payable policy	1
8.4.7 Segregation of duties	2
8.5 AP Signatures	7
8.5.1 NRS 116.31153	
8.5.2 Electronic Transfers	
8.5.3 Electronic Signatures	
8.6 Accounts Receivable	10
8.6.1 Regular & pre-paid assessments	
8.6.2 Lockbox, cash, and checks	
8.6.3 Aging & allowances	
8.6.4 NRS 116.31031(11)	
8.7 Delinquencies & Liens	
8.7.1 NRS 116.3116	2
8.7.2 Assessments as liens	2
8.7.3 Penalties, fees, charges, late charges, fines and interest	2
8.7.4 Notice of delinquent assessment	2
8.7.5 Letter of intent	2
8.7.6 Timing – not less than 60 days past due	2
8.7.7 Allowable fees	2
8.7.8 Right to a hearing	2
8.7.9 Repayment plans	2
8.7.10 NAC 116.470(2)-related procedures	2
8.8 Collections	
8.8.1 Role of the collection company	2
8.8.2 Liens	2
8.8.3 Notice of default	2
8.8.4 Notice of sale	2
8.8.5 The Super-priority	2
8.8.6 Lender vs. HOA Foreclosure	3
8.9 Bankruptcies	7

8.9.1 Types of bankruptcies	
8.9.2 Implications for the CIC/HOA	
8.9.3 Understanding bankruptcy documents	
8.9.4 Accounting for bankruptcies	
8.10 Fair Debt Collections Practices Act	3
8.10.1 NRS 649	2
8.11 Audits	
8.11.1 Types	2
8.11.2 Governing Document Requirements	2
8.11.3 NRS 116.31144	2
8.11.4 Petitions by homeowners	2
8.11.5 NAC 116.457	2
8.11.6 Qualified vs. unqualified	2
8.11.7 Manager & management company involvement	2
8.12 IRS Reporting	3
8.13 Investments	3
8.14 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 9.0 - Insurance for the CIC/HOA	Minutes
9.1 Introduction	5
9.1.1 Learning Objectives	
9.2 Insurance Vocabulary	10
9.2.1 Broker vs. Captive Agent	
9.2.2 Insurance designations	
9.3 Insurance types and issues- introduction	
9.3.1 Risk management	5
9.3.2 Property damage	5
9.3.3 General liability	5
9.3.4 Crime/Fidelity Bond	5
9.3.5 Directors and officers liability	5
9.4 Risk Management - detail	
9.4.1 General and specific risk	5
9.4.2 Loss control and the insurance program	5

9.4.3 Human behavior and motivation	5
9.4.4 Identifying potential loss and risks	5
9.4.5 The disaster management plan	5
9.4.6 Common D&O claims	5
9.5 Notice of circumstances vs. claim	5
9.6 Occurrence or claims made?	5
9.7 Certificate of insurance	2
9.7.1 Contents	3
9.8 Commercial Property Insurance	2
9.8.1 Single family development	5
9.8.2 Condominiums	5
9.8.3 Walls-in vs. All-in	5
9.8.4 Payments, deductibles, and consequential insurance	5
9.8.5 NRS 116.31135	3
9.9 General Liability Insurance	3
9.9.1 Umbrella coverage	
9.10 Other coverage	2
9.10.1 Medical	3
9.10.2 Hired & non-owned vehicles	3
9.11 Directors & Officers Liability	3
9.11.1 Occurrence vs. claims made	3
9.11.2 Payments/non-covered actions	3
9.12 Crime Insurance	5
9.12.1 Who is covered?	
9.12.2 Determining coverage limits	
9.13 Workers Compensation	5
9.14 Use of Proceeds	
9.14.1 NRS 116.31133	
9.15 Homeowner Insurance	3
9.16 Annual review	3
9.17 Summary/Q&A	5

TOTAL 150 min ÷ 50 class hr = 3 Hours	150
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Session 10.0 -Facilities Management	Minutes
10.1 Introduction	1
10.1.1 Learning Objectives	
10.2 Types of Maintenance	2
10.2.1 Routine Maintenance	2
10.2.2 Preventative Maintenance	2
10.2.3 Corrective Maintenance	2
10.2.4 Scheduled Maintenance	2
10.2.5 Emergency Maintenance	2
10.3 NRS 116.3108	3
10.4 Maintenance Responsibilities	3
10.4.1 Declaration & plat Map	
10.4.2 Definitions	
10.4.3 Association Responsibilities	
10.4.4 Homeowner Responsibilities	
10.4.5 Insurance Deductibles	
10.5 Maintenance Manual	5
10.5.1 Organization	
10.5.2 Reserve Study	
10.5.3 Emergencies	
10.5.4 Getting Started	
10.5.5 Keeping it updated	
10.6 Maintenance Calendar	4
10.6.1 Importance	
10.6.2 Reminders	
10.7 Budgeting for Maintenance	3
10.7.1 Operating and Reserves	
10.7.2 Other – Special Assessments, Capital Projects	
10.8 NRS 116.31135	4

10.8.1 Cost of repair	
10.8.2 Use of Insurance	
10.8.3 When to rebuild/not rebuild	
10.9 Perimeter Walls	2
10.10 Bids	8
10.10.1 NRS 116.31086	
10.10.2 Association projects	
10.10.3 NAC 116.405	
10.10.4 Solicitations	
10.10.5 Opening bids	
10.11 When do you need a contractor?	5
10.11.1 Licenses Required	5
10.11.2 State Requirements	5
10.11.3 Local Licenses & Building Permits	3
10.11.4 Handyman	2
10.12 Contractor's Insurance	5
10.13 Request for Proposal	3
10.13.1 When do you need an RFP?	3
10.13.2 Using professionals to create the RFP	2
10.13.3 Items to include in the RFP	2
10.13.4 List of contractors to receive the RFP	2
10.13.5 Pre-bid meeting	3
10.14 Opening bids/selecting a provider	2
10.14.1 Statutory requirements	2
10.14.2 Selecting a provider	2
10.14.3 Comparing bids	2
10.14.4 Using spreadsheets for bid comparison	2
10.15 Contracts	3
10.16 Payment options	2
10.17 Planning with the Contractor	5
10.17.1 Notifying winning bidder	

10.17.2 Pre construction meeting (contractor, subs, manager, board)	
10.18 The pre-construction meeting	
10.18.1 Project manager/point of contact	1
10.18.2 Construction schedule	2
10.18.3 Association/contractor responsibilities	2
10.18.4 Traffic control	2
10.18.5 Communication with residents	2
10.18.6 Liquidate damages	2
10.18.7 Contract days, project hours	2
10.18.8 Detailed logistics	2
10.19 Construction Critical Path	
10.19.1 Ordering tasks	3
10.19.2 Changing schedules	3
10.19.3 Change orders	2
10.19.4 Construction – mobilization, demolition, start	3
10.19.5 Clean up	2
10.19.6 Final payment	2
10.20 Inspection	
10.20.1 Use of experts	3
10.20.2 Release of retention	2
10.21 Red Flags	3
10.22 When something goes wrong	2
10.23 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 11.0 - Reserve Studies- The Community Association Manager	Minutes
11.1 Introduction	5
11.1.1 Learning Objectives	
11.2 The need for a reserve study	
11.2.1 Legal requirements	4
11.2.2 Fiduciary obligation	4

11.2.3 Planning	4
11.3 Components	
11.3.1 What to include	4
11.3.2 Components defined	4
11.3.3 Common elements	4
11.3.4 Limited common elements	4
11.3.5 Common examples	4
11.3.6 Often overlooked	4
11.3.7 Special considerations	4
11.4 Planning	
11.4.1 Board resolution, RFP	6
11.4.2 Bids	4
11.4.2.1 NRS/NAC requirements	4
11.4.2.2 Variables other than price	4
11.4.2.3 Bid decision matrix	5
11.5 Documents needed	4
11.6 Reserve Studies	
11.6.1 Types	4
11.6.2 RSS Training and experience requirements	4
11.6.3 When an RSS is not required	4
11.6.4 Some questions to ask	5
11.7 Special Topics	
11.7.1 Accounting	4
11.7.2 Investments	4
11.7.3 Banking	3
11.7.3.1 Signature requirements	2
11.7.4 Surplus funds	3
11.7.5 Inflation and interest rates	5
11.7.6 Regular Assessments	3
11.7.7 Special Assessments	3
11.8 Post study activities	

11.8.1 Board action	5
11.8.2 Reports	4
11.8.3 Budgets	4
11.8.4 Adequate reserves defined	4
11.8.5 Board authority	4
11.8.6 Planning for replacement	4
11.8.7 Additional resources	4
11.9 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 12.0 - Reserve Studies - The Reserve Study Specialist	Minutes
12.1 Introduction	
12.1.1 What is a reserve study?	5
12.1.2 Why get a reserve study?	5
12.1.3 Who needs a reserve study?	5
12.2 The Reserve Study	
12.2.1 Physical analysis	3
12.2.1.1 The 4-point test	3
12.2.1.2 Life and cost estimates	4
12.3.1 Financial analysis	
12.3.1.1 Fully funded balance	5
12.3.1.2 Percent funded	5
12.3.1.3 Recommended reserve contribution	5
12.3.1.4 Funding principles	5
12.3.1.5 Funding goals	5
12.4 NRS requirements	
12.4.1 Adequate reserves	3
12.4.2 Onsite Study requirements	3
12.4.3 What must be included?	9
12.4.4 NRED Reporting requirements	3
12.4.5 Annual distribution of financials	3

12.4.6 NAC 116.415	3
12.5 Audit and review	1
12.6 Other regulations	5
12.7 Using the reserve study	
12.7.1 Developer transition	3
12.7.2 Account reconciliation	3
12.7.3 Annual review	3
12.7.4 Recordkeeping	3
12.7.5 Key concepts	3
12.8 Acquiring and implementing the study – tasks and timeline	
12.8.1 6 months before the FYE	3
12.8.2 5 months before the FYE	3
12.8.3 3-4 months before the FYE	3
12.8.4 2-3 months before the FYE	3
12.8.5 1-2 months before the FYE	3
12.9 Practical applications	
12.9.1 Project planning	5
12.9.2 Maintenance	
12.9.2.1 Maintenance vs. reserve expense	5
12.9.2.2 Maintenance planning	5
12.9.3 Reserve policies	5
12.10 Annual review	
12.10.1 Listing reserve projects and costs	5
12.10.2 Reserve study review and comparisons	5
12.11 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 13.0 - NRS 116/NAC 116 Overview	Minutes
13.1 Learning Objectives	5
13.2 Statutes vs. Regulations	5
13.2.1 NRS 116 and NRS 116A	
13.2.2 NAC 116 and NAC 116A	

13.2.3 NRS 116B	
13.3 Key Definitions	10
13.4 General Provisions	5
13.5 Applicability	5
13.6 Creation, Alteration, and Termination	10
13.6.1 Creating a CIC	
13.6.2 Alteration of a CIC	
13.6.3 Termination of a CIC	
13.7 Management of CICs	
13.7.1 General Provisions	5
13.7.2 Meetings & Voting	10
13.7.3 Liabilities, Insurance & Fiscal Affairs	5
13.7.4 Liens	5
13.7.5 Books, Records, Other Documents	7
13.7.6 Misc. Rights, Duties, and Restrictions	8
13.8 Protection of Purchasers	
13.8.1 Resale of Units	6
13.8.2 Public Offerings	5
13.9 Administration & Enforcement	
13.9.1 The Commission	5
13.9.2 The Division	5
13.9.3 The Office of the Ombudsman	5
13.10 NAC 116	
13.10.1 Introduction	5
13.10.2 Additional Definitions	5
13.11 NAC 116.405	10
13.12 Accounting/Financial Statements	6
13.13 Reserve Studies	6
13.14 Fees & Gifts	6
13.15 Summary/Q&A	6
TOTAL 150 min ÷ 50 class hr = 3 Hours	150
Session 14.0 - NRS 116A/NAC 116A Overview	Minutes
14.1 Introduction	5
14.1.1 Learning Objectives	
14.2 NRS 116A Roadmap/Navigation	5
14.3 Administration & Enforcement	10
14.3.1 The Division	
14.3.1.1 Administration of Chapter	
14.3.2 NRED Staff – Responsibilities & Authority	

14.4 Certificates and Registration	10
14.4.1 Acting without a Certificate	
14.4.2 Temporary Certificates	
14.4.3 Renewal	
14.4.4 Grounds for Denial	
14.5 Reserve Study Specialists	
14.5.1 Experience and Training Requirements	5
14.5.2 Role in the CIC	5
14.6 Duties, Management Agreements	
14.6.1 Notifying the Division – Felonies, Moral Turpitude	5
14.6.2 Disclosure	5
14.6.3 Agreement Contents	5
14.7 Functions, Fiduciary Obligations, Prohibited Acts	
14.7.1 Standards of Practice	10
14.7.2 Prohibited Acts	10
14.8 Required Disclosures, Allegations of Misconduct	
14.8.1 Conflicts of Interest	5
14.8.2 Professional Conduct	5
14.8.3 Grounds for Disciplinary Action	5
14.8.2 Form 514a	5
14.8.3 Remedies & Penalties	5
14.9 NAC 116A	
14.9.1 More Definitions	5
14.9.2 Certification	5
14.9.3 Education	5
14.9.4 Practice	5
14.10 Reserve Study Specialists	5
14.11 Administration & Enforcement	5
14.12 Summary/Q&A	10
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 15.0 - Administration and Enforcement	Minutes
15.1 Introduction	5
15.1.1 Learning Objectives	
15.2 Governing Documents Enforcement	
15.2.1 Declaration	3

15.2.2 Rules	3
15.2.3 Bylaws	3
15.2.4 Notice	3
15.2.5 Fines	3
15.2.6 Exclusions-NRS 116.31031	3
15.2.7 Open vs. Closed Hearing	5
15.2.8 Non-Monetary Sanctions	3
15.2.9 Minutes – Documentation vs. Confidentiality	5
15.2.10 Board Discretion- NRS 116.3012(3)	5
15.3 NRED/Office of the Ombudsman	
15.3.1 Department of Business & Industry	3
15.3.2 Real Estate Division	3
15.3.3 Office of the Ombudsman	3
15.3.3.1 General Functions	3
15.3.3.2 Data Collection & Reporting	5
15.3.3.3 NRS/NAC 116, 116A	3
15.4 Complaints	
15.4.1 The Intervention Affidavit (Forms 530, 530a)	5
15.4.2 Alternative Dispute Resolution –NRS 38	5
15.4.2.1 The Referee Program	3
15.4.2.2 Mediation	3
15.4.2.3 Arbitration	3
15.4.2.4 Court	3
15.5 Complaints Against CAMs/RSS	3
15.5.1 Form 514a	3
15.6. The Commission	
15.6.1 Composition	3
15.6.2 Meetings	3
15.6.3 Authority	3
15.6.4 Potential Actions	3
15.7 Case Review	

15.7.1 Joseph Bitsky - #IS10-2194	8
15.7.2 Pueblo Santa Fe - #IS13-2668	8
15.7.3 Judith Fenner - #CIS-11-01-57-207	8
15.7.4 Richard Willer - #2013-3730	8
15.8 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 16.0 -State and Federal Laws, Part 1	Minutes
16.1 Introduction	5
16.1.1 Learning Objectives	
16.2 US Constitution	10
16.3 Nevada Constitution	10
16.4 Hierarchy of Laws	10
16.5 NRS 78 – Corporations	6
16.6 NRS 81 – Miscellaneous Organizations	6
16.7 NRS 82 – Nonprofit Corporations	6
16.7.1 Powers & Records	6
16.7.2 Members & Directors	6
16.7.3 Meetings	6
16.8 NRS 116B – Condominium Hotels Introduction	6
16.8.1 Definition	5
16.8.2 Association Powers	6
16.8.3 Meetings	6
16.9 NRS 117 – Condominiums Introduction	6
16.9.1 Overview	5
16.9.2 Definitions	5
16.9.3 Key Points	5
16.10 NRS 118A – Landlord/Tenant Law	
16.10.1 Summary	5
16.10.2 Non-payment, lease violations	5
16.10.3 Procedural Defenses, Right to Cure,	5

16.10.4 Retaliation/Discrimination	5
16.11 Labor Laws	5
16.12 OSHA	5
16.13 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 17.0 - State and Federal Laws, Part 2	Minutes
17.1 Introduction	5
17.1.1 Learning Objectives	
17.2 NRS 38 – Mediation	10
17.2.1 Alternative Dispute Resolution	
17.3 NRS 278 – Planning and Zoning	10
17.3.1 Applicability to CICs	
17.4 NRS 487 – Towing Vehicles	10
17.4.1 CIC Requirements	
17.5 Federal Fair Debt Collections Practices Act	10
17.5.1 Implications for CICs	
17.6 NRS 649 – Collection Companies	10
17.6.1 Overview, Role of the Community Manager	
17.7 NRS 40 – Construction Defect Overview	6
17.7.1 Developer’s right to cure	6
17.7.2 2015 Legislative Changes (AB 125)	6
17.7.3 Implications for homeowners and CICs	6
17.7 Federal – OTARD	6
17.8 Federal – Virginia Graeme Baker Act	5
17.9 Bankruptcy Laws	5
17.9.1 Personal Liability	5
17.9.2 Chapter 7 vs. Chapter 13	5
17.9.3 Lien Rights	5
17.10 Handyman vs. Contractors	10

17.11 Local Ordinances and Code Enforcement	10
17.12 Current Cases and Issues	10
17.12 Summary/Q&A	10
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 18.0 - Human Resources, Communications and Conflict Resolution	Minutes
18.1 Introduction	5
18.1.1 Learning Objectives	
18.2 Human Resources in the HOA	4
18.2.1 Organizational function/responsibilities	5
18.3 Employment Models and Human Resources	4
18.3.1 Management Company	4
18.3.2 Independent Provider	4
18.3.3 Employment by the HOA	4
18.4 Hiring Process	
18.4.1 NRS and FLSA Requirements	5
18.4.2 Non-Exempt Positions	5
18.4.3 Protected Classes	5
18.4.4 Interviewing	5
18.4.5 Independent Contractors vs. Employees	5
18.4.6 Tasks an Unlicensed Employee Can Perform	5
18.5 Effective Communications	
18.5.1 Components	
18.5.1.1 Message	3
18.5.1.2 Active Listening	3
18.5.1.3 Verbal and Non-verbal Communications	3
18.5.1.4 Written Communications / E-Mail	3
18.5.1.5 Environmental Issues	3
18.6 Class Participation	10
18.6.1 Identify ways to open communications in an HOA	
18.7 Building the Community	

18.7.1 Strategic Planning	3
18.7.2 Newsletters	3
18.7.3 Bulletin Boards	3
18.7.4 Websites	3
18.7.5 Surveys	3
18.8 Conflict Resolution	
18.8.1 Internal Processes	
18.8.2 Hearings	
18.8.2.1 Board vs. Panel of Peers	
18.8.3 Community Resources	
18.8.3.1 Neighborhood Justice Center (Las Vegas)	
18.8.3.2 Henderson Mediation Center	
18.8.3.3 Neighborhood mediation Center (Reno)	
18.9 Class Participation	10
18.9.1 Identify obstacles to conflict resolution and how to address them	
18.10. NRED Resources	
18.10.1 Intervention Affidavit (530)	5
18.10.2 Alternative Dispute Resolution	5
18.10.2.1 NRS 38 Requirements	
18.10.4.2 Referee Program	
18.10.4.2.3 Mediation	
18.10.4.2.4 Arbitration (Binding and Non-Binding)	
18.10.5 The Commission	5
18.10.6 Legal Action	
18.11 Dealing with angry people	
18.11.1 Meeting Management	5
18.11.2 Related Statutes	
18.11.2.1 NRS 116.31184	5
18.11.2.2 NRS 116.31183	5
18.11.2.3 NRS 203.090	5
18.12 Summary/Q&A	5

TOTAL 150 min ÷ 50 class hr = 3 Hours	150
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Session 19.0 - Fair Housing, HOPA, and ADA	Minutes
19.1 Introduction	10
19.1.1 Learning Objectives	
19.2 Federal Fair Housing Act of 1968	10
19.2.1 Basis of Discrimination	5
19.2.2 Implications for HOAs	5
19.2.3 Discrimination prohibitions	5
19.3 NRS 118	5
19.3.1 Differences and Similarities	
19.4 Disability vs. Handicap	5
19.5 Reasonable Modification	10
19.6 Reasonable Accommodation	10
19.7 Design & Construction Requirements	10
19.8 Familial Status in Housing	10
19.9 HOPA Overview	5
19.9.1 Basic Requirements	5
19.9.1.1 Older Persons in Nevada	5
19.9.2 Verification	5
19.9.3 Survey Tools	5
19.10 The Americans with Disabilities Act	10
19.10.1 ADA vs. FHA	5
19.10.2 Private and Public Employers	5
19.10.3 Public Accommodation	5
19.10.4 Undue Hardship	5
19.10.4 Resources	5
19.6 Summary/Q&A	5
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

Session 20.0 - Ethics and HOAs	Minutes
20.1 Introduction	
20.1.1 Learning Objectives	3
20.1.2 HOA Requirements	3
20.1.3 Good Faith	3
20.2 Ethical Principles	3
20.2.1 Standards of Right and Wrong	4
20.2.2 A Code of Conduct	4
20.2.3 A Guide to Decision Making	4
20.2.4 Foundations of Ethical Behavior	4
20.3 Ethics in Business	
20.3.1 Fiduciary Duty	3
20.3.2 Business Judgment	3
20.3.3 Informed Basis	3
20.3.4 Duties of Care and Loyalty	3
20.3.5 Duty to Act	3
20.3.6 Confidentiality	3
20.3.7 Conflicts of Interests	3
20.3.8 Bribery, Gifts, and Gratuities	3
20.3.9 Terminology	3
20.4 Class Exercise #1	
20.4.1 Current topics in business ethics	5
20.4.2 Class discussion	10
20.5 Class Exercise #2	
20.5.1 Ethics in Action – 20 Shades of Gray	10
20.5.2 Class Discussion	10
20.6 Community Managers – Revisited	10
20.6.1 Standards and Expectations	
20.6.2 Public Relations and Customer Services	
20.7 Executive Board	10
20.7.1 Primary Functions	

20.7.2 Retaliatory Action	
20.7.3 The “Bully Law”	
20.8 Homeowners	10
20.8.1 Community Roles	
20.8.2 Standards of Behavior	
20.9 Developing a Code of Conduct	5
20.9.1 CAI and CAMICB Guidelines for Community Managers	5
20.9.2 CAI Guidelines for Board Members	5
20.9.3 HOA Examples	5
20.10 Summary/Q&A	10
TOTAL 150 min ÷ 50 class hr = 3 Hours	150

COMMUNITY MANAGER CONTINUING EDUCATION COURSES

2. Ultimate Choice Restoration

“Water 101 Damage”

Request: 1 Hour General Classroom

Recommendation: Approve– 1 hour – General – Classroom. The course content meets NAC standards for general education credit.

Instructors: Steve Feris

Objective: This course will educate community managers about the different categories of water damage, what equipment should be used and how to use that equipment. Review some standard practices of care when dealing with water.

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(j) Health and safety issues in common-interest communities and condominium hotels

Content:

Minutes

INTRODUCTION:	5
WATER DAMAGE CATAGORIES	10
Category I	

Category II	
Category III	
UNDERSTANDING THE DAMAGES	5
Understand Category I water damage can degrade to a Category II with Time & Temperature	
Understand Category II water damage can degrade to a Category III –resulting in more damage and higher cost for repair	
CLASSES OF WATER DAMAGE	15
Understanding Class 1	
Understanding Class 2	
Understanding Class 3	
Understanding Class 4	
EQUIPMENT CALCULATIONS/TYPES TO USE	15
How many air movers/types	
Types of dehumidifiers /types	
What are open drying systems –Pro and Cons	
Water Pressure Regulators	
Explanation/How to use dehumidifier chart	
Calculate dehumidifiers with class	
TOTAL: 50 min class hr = 1.0 Hour	50

3. Mutual of Omaha Bank

“Advanced Investing for Community Associations”

Request: 1 Hour General Classroom

Recommendation: Approve – 1 hour – General – Classroom. The course content meets NAC standards for general education credit.

Instructors: Chuck Balacy

Objective: Community managers will learn the important details of the different types of investments that their association can utilize; such as CD’s, money market accounts, CDARS and ICS.

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.

Content:

Minutes

I. Topic Overview	
II. NRS 116	5
III. Priority	5

IV. FDIC vs SIPC	5
VI. Money Market	5
VII. CD's	5
VIII. CDARS	5
IX. ICS	5
X. Wealth	5
XI. Ladders	5
XII. Beware	2.5
XIII. Questions	2.5
TOTAL: 50 min class hr = 1.0 Hour	50

4. University of Nevada, Las Vegas: Division of Education Outreach, Continuing Education
"Overview of NRS116 and NAC116"

Request: 3 Hours General Classroom

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

Instructors: Ken Richardson

Objective: Upon completion of this class Community Managers will have a basic understanding of NRS and NAC116 statutes, including recent legislative and regulatory changes.

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.
- 1(b) Contains information that relates to pertinent Nevada laws and regulations.

Content:	Minutes
A. INTRODUCTION /LEARNING OBJECTIVES	5
B. STATUTES VS REGULATIONS	5
NRS116 and NRS116A	
NAC116 and NAC116A	
NRS116B	
C. KEY DEFINITIONS	10
D. GENERAL PROVISIONS	5
E. APPLICABILITY	5
F. CREATION, ALTERATION,TERMINATION	10
1. Creating a Common-Interest Community	
2. Alteration of a Common-Interest Community	
3 Termination of a Common- Interest Community	
G. MANAGEMENT OF A COMMON-INTEREST COMMUNITY	40
1. General Provisions	5
2.Meeting & Voting	10

3. Liabilities, Insurance & Fiscal Affairs	5
4. Liens	5
5. Books, Records, Other Documents	7
6. Misc. Rights, Duties and Restrictions	8
H. PROTECTION OF PURCHASER	11
1. Resale of units	6
2. Public Offerings	5
I. ADMINISTRATION & ENFORCEMENT	15
1. The Commission	5
2. The Division	5
3. The Office of the Ombudsman	5
J. NAC 116	10
1. Introduction	5
2. Additional Definitions	5
K. NAC116.405	10
L. ACCOUNTING/FINANCIAL STATEMENT	6
M. RESERVE STUDY	6
N. FEES & GIFTS	6
O. SUMMARY / Q&A	6
TOTAL: 150 min ÷ 50 class hr = 3 Hours	150

5. **University of Nevada, Las Vegas: Division of Education Outreach, Continuing Education**

“Declarant Transition and Resales”

Request: **3 Hours General Classroom**

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

Instructors: **Katherine Wolfe**

Objective: **Upon completion of this class participants will have a basic understanding of how a HOA/CIC is created and terminated. Learn about the transition from declarant control to homeowner control and resale of existing units.**

Standards: **NAC 116A.232**
2 (c) The administrations of laws and regulations concerning community managers and the management of a common-interest community or the association of a condominium hotel, including, without limitation, licensing and enforcement
2 (k) Issues pertaining to declarants and developers of common-interest communities and condominium hotels

Content:	Minutes
I. INTRODUCTION/LEARNING OBJECTIVES	5
II. THE HOA MODEL	2
III. THE CREATION OF THE COMMON-INTEREST COMMUNITY	10

A. The Declaration	
B. Plats	
IV. THE DECLARANT	10
A. Special Declarant Rights	
V. CONTENTS OF THE DECLARATION	10
A. Declarant rights	
B. Use, occupancy	
VI. TRANSITION TO HOMEOWNERS	
VII. DECLARANT CONTROLS ENDS	2
VIII. DECLARANT TURNOVER OF PROPERTY	2
A. Governing Documents and Records	2
B. Accounting, accounts, audit	2
C. Reserve study	2
D. Tangible Personal Property	2
E. Insurance Policies, certificates	2
F. Inventory	2
G. Contracts & Warranties	2
H. Certificates of Occupancy	2
I. Roster of owners	2
J. Other documents	2
IX. TRANSITION COMMITTEE	
A. Composition	2
B. Checklist	3
X. PUBLIC OFFERING STATEMENT	10
A. Required Contents	
B. Option to Cancel	
XI. PROMOTIONAL MATERIAL	10
A. NRS116.4118	
B. NRS116.4119	
XII. COMMON DECLARANT ISSUES	7
XIII. AMENDING THE DECLARATION	10
A. NRS116.2117	
B. NRS116.21175-Supermajority	
XIII. TERMINATING THE CIC	7
XV. RESALE OF EXISTING UNITS	
A. Seller's Obligation	5
B. Purchaser's Obligation	5
C. Resale Package	5
D. The Demand	5
E. Corrections	5
F. Disclosure Information	5
XVI. SUMMARY Q&A	10
TOTAL: 150 min ÷ 50 class hr = 3 Hours	150

6. **Maddox, Segerblom and Canepa, LLP**
"Mediation and How to Prepare Your Board"
Request: 1 Hour General Classroom

Recommendation: Approve – 1 hour – General – Classroom. The course content meets NAC standards for general education credit.

Instructors: Eva G Segerblom, Esq; Ardea G. Canepa (team teachers)

Objective: Participants will gain a full understanding of the NRED mediation process from complaints to post mediation as well as private and court-ordered mediations in the event of litigation.

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.
- 1 (b) Contains information that relates to pertinent Nevada laws and regulations.
- 2 (s) Dispute resolution techniques and processes, including, without limitation, informal and formal mediation, arbitration and guidelines for internal association procedures related to hearings concerning violations of the governing documents and other disputes.

Content:	Minutes
I. INTRODUCTION AND OVERVIEW	2
II. MEDIATION WITH NRED	30
A. Definition of mediation	2
B. Meaning of provisions relating to mediation	4
C. What to do if your association receives a complaint	4
D. How the Board responds to a complaint	5
E. What happens after you respond to the complaint	5
F. How to prepare for mediation	5
G. What to expect during and after mediation	5
III. MEDIATION OUTSIDE OF NRED	13
A. What happens if a claim is not involved in the NRED mediation process	
B. District Court mediation and how to prepare	
C. Knowing Mediator tactics and how to prepare your client	
D. What follows a successful or unsuccessful mediation	
IV. Questions	5
TOTAL: 50 min class hr = 1.0 Hour	50

7. Leach Johnson Song & Gruchow

“Fair Housing Act: Federal Law in Relation to Common-Interest Communities and their Governing Documents”

Request: 3 Hours Law Classroom

Recommendation: Approve – 3 hours – Law – Classroom. The course meets NAC standards for legal education credit.

Instructors: Donna Zanetti, Esq., John Leach, Esq., Nicole Gurainy, Esq.

Objective: Participants will learn ADA vs. FHA Federal Laws related to HOAs. The specific topics will include; accommodation vs recommendation, handicap parking, handicap/disability, and service animal’s vs emotional support animals.

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(i) Federal laws pertinent to the management of a common-interest community or the association of a condominium hotel, including, without limitation, the Fair Housing Act, 42 U.S.C. §§ 3601 et seq., and the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq.;

Content:	Minutes
I. INTRODUCTION AND OVERVIEW	10
A. Relevance of course to community manager	
B. Manager fiduciary duty	
1. NRS 116A.630(2) comply with federal laws	
2. NRS 116A.630(19) recommend compliance with federal laws	
C. Director fiduciary duty NAC 116.405(8)(a)	
D. Director compliance with State law NRS116.31034(18)	
II. HIERACHY OF LAWS/GOVERNING DOCUMENTS	10
A. Governing Documents	
1. Identify and distinguish various governing documents	
B. State Laws:	
1. Cite examples of relevant state laws	
C. Federal Laws:	
1. Cite example	
D. Conflicts among laws and governing documents	
III. FEDERAL LAWS: ADA vs FHA	30
A. ADA:	
1. Does ADA apply to HOAs?	
2. If not, why?	
3. General Applicability of 42 USC § 12182(a)	
4. If so, when?	
B. FHA:	
1. What are the protected classes? 42 USC § 3604	
2. Difference between reasonable modifications and reasonable accommodations:	
a. What is an accommodation?	
b. What is a modification?	
c. Joint Statement of HUD and Department of Justice (March 8,	

	2008)	
	d. Who bears installation expense of requested accommodation?	
	e. Who bears installation expense of requested modification?	
	f. Who bears expense of future maintenance of modification?	
	g. Can HOA require removal of modification when unit sells?	
IV.	PROTECTED CLASS:HANDICAP/DISABILITY	35
	A. ADA	
	1. Unlawful to discriminate based on disability 42 USC § 12182(a)	
	2. HOA inquiries related to disability :	
	a. What may be asked?	
	b. What may not be asked?	
	B. FHA	
	1. Handicap defined. 42 USC § 3602(h)	
	2. HOA inquiries related to disability:	
	a. What may be asked?	
	b. What may not be asked?	
	3. Most common accommodations/modifications	
	4. Hypothetical #1:ARC	
	5. Hypothetical #2:PARKING	
	a. Who has a burden to establish disability?	
	b. What is the relationship between accommodation and recommendation?	
	6. Smoking: Impact on disability	
V.	PROTECTED CLASS: FAMILIAL STATUS	25
	A. Definition 42 USC § 3602(k)	
	B. Rules Restricting Children 42 USC § 3602(b)	
	1. Unlawful to discriminate against “Families and Children”	
	2. Examples of Rules	
	C. Fitness Rooms	
	D. Pools	
	E. Spas	
	F. Hypothetical: HOA Rules Related to Fitness Rooms, Pools and Spas	
VI.	SERVICE ANIMALS AND EMOTIONAL SUPPORT ANIMALS	25
	A. ADA:	
	1. General Rule 42 USC § 12182(a)	
	2. When Applicable to HOA?	
	3. What qualifies as a service animal?	
	4. Does ADA recognize emotional support animals?	
	5. What inquiries can a HOA make?	
	6. Can HOA require removal of dog?	
	B. FHA:	
	1. General Rule	
	2. When Applicable to HOA?	
	3. What qualifies as Service Animal/Emotional Support Animal?	
	4. What inquiries can HOA make?	
	5. When can HOA deny requests?	
	6. What enforcement rights does HOA have?	
	7. Hypothetical #1	
	8. Hypothetical #2	

VII. QUESTIONS	15
TOTAL: 150 min ÷ 50 class hr = 3 Hours	150

8. Leach Johnson Song & Gruchow

“Neighbor to Neighbor Disputes”

Request: **1 Hour Law Classroom**

Recommendation: **Approve – 1 hour – Law – Classroom. The course meets NAC standards for legal education credit.**

Instructors: **Donna Zanetti, Esq., John Leach, Esq.**

Objective: **Community managers will learn when an Association has an obligation under the Fair Housing Act and governing documents to intervene in disputes between residents. Teach community managers which provisions of the governing documents apply.**

Standards: **NAC 116A.232**

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- 2(i) Federal laws pertinent to the management of a common-interest community or the association of a condominium hotel, including, without limitation, the Fair Housing Act, 42 U.S.C. §§ 3601 et seq., and the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq.;
- 2(j) Health and safety issues in common-interest communities and condominium hotels
- 2(o) Interpersonal communications
- 2(s) Dispute resolution techniques and processes, including, without limitation, informal and formal mediation, arbitration and guidelines for internal association procedures related to hearings concerning violations of the governing documents and other disputes

Content:	Minutes
I. INTRODUCTIONS	3
II. EXAMPLES OF NEIGHBOR TO NEIGHBOR DISPUTES: WHEN MUST THE HOA ACT?	5
III. PROTECTED CLASSES UNDER FEDERAL AND STATE LAW	2
IV. FAIR HOUSING CASES:FACTS AND OUTCOME FOR HOA	5
V. PROPOSED HUD RULE	2
VI. QUID PRO QUO AND HOSTILE ENVIRONMENT CLAIMS	7
VII. DIRECT LIABILITY FOR AGENTS AND NON-AGENTS	8
VIII. APPLICABLE CCR PROVISIONS	10
IX. HANDLING A NEIGHBOR TO NEIGHBOR DISPUTE	3
X. QUESTIONS	5
TOTAL: 50 minutes class hr = 1 Hour	50

9. **Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP**
“Drones and the HOA. Serious Privacy and Safety Issues.”

Request: 1 Hour General Classroom

Recommendation: **Approve – 1 hour – General – Classroom**

Instructors: **Michael T Schulman, Esq., Gregory Kerr, Esq., Sara Barry**

Objective: **To help community managers understand the new law which went into effect January 1, 2015. What actions a community can take if this situation arises.**

- 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.
 - 1(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:	Minutes
I. INTRODUCTIONS	5
II. DISCUSSION OF DRONES AND THE ISSUES THEY CREATE	15
AB 239 Legislative statutes	
Law enforcement and warrants	
Re-defines to “Aircraft” to include drones	
Department of Public Safety to establish and maintain a registry	
Adoption of regulations unmanned aerial vehicles in Nevada	
Criminal and civil penalties for unlawful operation or use of unmanned aerial vehicles in Nevada	
Prohibiting a person from adding weapons to a unmanned aerial vehicle	
Following all Federal Aviation Laws	
Permission to operate near airports or critical facilities	
Section 19 real property owner ability to file trespassing charges	
Limitations on law enforcement in certain circumstances to use these collect evidence	
III. DRONES IN THE HOA	15
Under \$100 major holiday gift	
Issues Drones can raise in HOA	
1. Noise	
2. Privacy Issues	
3. Safety hazards	
4. Drone owners will use AB 239 and Federal Laws to their advantage	
IV. CC&R BASED RULES ADOPTED BY THE BOARD	10

What are the limitations?	
What is the appropriate balance?	
XVI. QUESTIONS	5
TOTAL: 50 min class = 1 Hour	50

10. **Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP**
“Short Term Rentals- Is it even legal?”

Request: **1 Hour General Classroom**

Recommendation: **Approve – 1 hour – General – Classroom. The course content meets NAC standards for general education credit.**

Instructors: **Michael T Schulman, Esq., Gregory Kerr, Esq., Sara Barry**

Objective: **To help community managers deal with the multiple investors who purchase home to use for entertainment and become “party houses”.**

Standards: **NAC 116A.232**
 1(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:	Minutes
I. INTRODUCTIONS	5
II. SAMPLE PROHIBITIONS, RENTAL CAPS, GRANDFATHERING NRS116.335	10
III. CITY PARTICIPATION –WHEN AVAILABLE	5
IV. WHICH CITIES /COUNTIES PROHIBIT 30 DAY RENTALS	15
Clark County	
Washoe County	
City of Las Vegas	
City of Henderson	
City of Reno	
Carson City	
Mesquite	
Laughlin	
Pahrump	
V. ISSUES RELATED TO SHORT TERM RENTALS	5
VI. RESPONDING TO COMPLAINTS FROM NEIGHBORS	5
VII. CHECKING PROPER DOCUMENTS	
IV. WORKING WITH CODE ENFORCEMENT	
V. QUESTIONS	5
TOTAL: 50 min class = 1 Hour	50

11. **Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP**
“Squatters and the HOA.” “How can our police departments help and what can we do?”

Request: 1 Hour General Classroom

Recommendation: Approve – 1 hour – General – Classroom. The course content meets NAC standards for general education credit.

Instructors: Michael T Schulman, Esq., Gregory Kerr, Esq., Sara Barry

Objective: To help community managers learn how to work with the police and unit owners to resolve this issue.

Standards: NAC 116A.232

- 1(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:	Minutes
I. INTRODUCTION	5
II. ISSUES THAT ARISE FROM SQUATTERS	10
Individuals exploit the laws to avoid investigation and prosecutions	
Limitations on police departments – old laws focused on landlord and tenant	
Squatters create false documentation	
Squatters take over property- unit owners limited recourse	
Affect felt low income to million dollar estates	
III. AB 386 WHAT DOES IT DO?	20
IV. PROACTIVE ACTION	10
Contact Police	
Foreclose on the home	
Fine unit owners	
Seek a receiver for property	
Amend CC&R’s	
V. QUESTIONS	5
TOTAL: 50 min class = 1 Hour	50

12. **Wolf, Rifkin, Shapiro, Schulman & Rabkin, LLP**
“Meetings within the HOA.” “What are the common downfalls and getting to specifics.”

Request: 3 Hours General Classroom

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

Instructors: Michael T Schulman, Esq., Gregory Kerr, Esq., Sara Barry

Objective: To help community managers learn how to work with the police and unit owners to resolve this issue.

Standards: NAC 116A.232
 1(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:	Minutes
I. INTRODUCTIONS	5
II. COMMON PROBLEMS OF MEETINGS	10
III. MEETING NOTICE	40
A. Owners Meetings Days	20
1. Budget Ratification	
2. Capital Improvement Meeting	
3. Emergency Meeting	
4. Removal Election Meeting	
5. Elections	
6. Social Events Meeting	
B. Directors Meetings Days	15
1. Open Session Meeting	
2. Executive Session Meetings	
3. Special Meeting	
C. Committee Meeting	5
1. Architectural Committee	
2. Ad Hoc Committee	
IV. AGENDAS AND MAILING OF NOTICE	40
A. Owners Meeting- Number of days	15
1. Budget Ratification	
2. Capital Improvement Meeting	
3. Emergency Meeting	
4. Elections	
5. Removal Elections	
6. Social Events Meeting	
B. Directors Meetings- Number of days	15
1. Open Session Meeting – Agenda to be mailed to owner?	
2. Executive Session Meetings– Agenda to be mailed to owner?	
3. Special Meeting– Agenda to be mailed to owner?	
4. Committee Meeting– Agenda to be mailed to owner?	
C. Committee Meetings	10
V. TYPES OF TOPICS FOR DISCUSSION IN ALL TYPES OF MEETINGS	15
A. Open Session Board Meeting	
1. Witnesses	
2. Media	

3. Video Tapes	
4. Audio Tapes	
B. Executive Session Board Meetings	
1. Witnesses	
2. Media	
3. Video Tapes	
4. Audio Tapes	
C. Committee Meetings	
1. Witnesses	
2. Media	
3. Video Tapes	
4. Audio Tapes	
VI. ACTIONS WITHOUT MEETINGS AND MEETINGS WITHOUT ACTION	10
VII. COMMITTEE CHARTERS	5
VIII. ATTENDEES GROUP DISCUSSION /REVIEW OF COMMITTEE CHARTERS	15
IX. DISCUSSION ON TOPICS NOT COVERED	10
X. QUESTIONS	5
TOTAL: 150 min ÷ 50 class hr = 3 Hours	150