

**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

**OMBUDSMAN'S OFFICE**

**REPORTING PERIOD JULY 1, 2015 – APRIL 30, 2016**

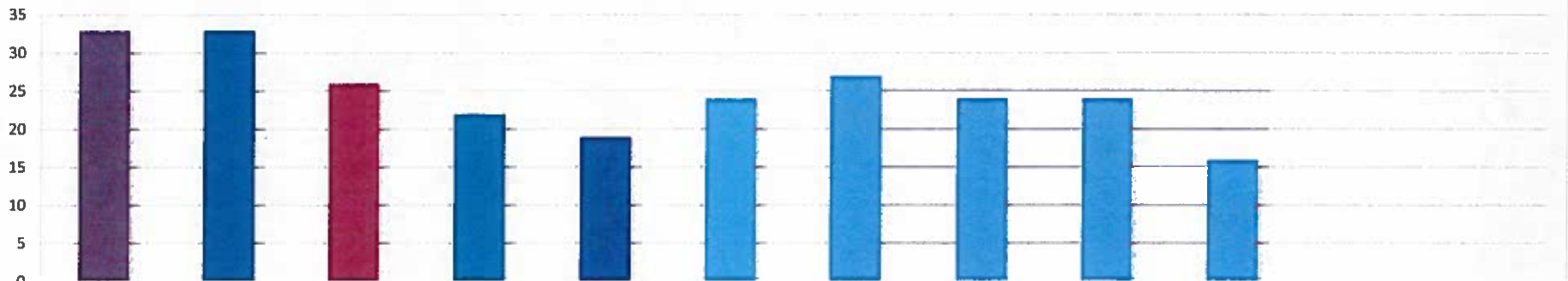
**FISCAL YEAR 2016**

**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	27	24	24	16	0	0	248

**Total Intervention Affidavit's Received**



## 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?	10	7	2				19
Would you recommend the facilitation process to others?					17	2	19
Was this the first time you were involved in the facilitation process?					13	7	20
Did the informal conference lead to a resolution of the dispute?					13	7	20
I feel the other party understands my view better as a result of the informal conference.					12	8	20
I understand the other parties view better as a result of the informal conference?					14	5	19
I felt the informal conference was fair?					19		19
I would use informal conferencing again?					18	2	20
RATE THE FACILITATOR							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
The facilitator clearly explained what was going to happen?					20		20
Rate the facilitator's fairness and impartiality.	14	6					20
Grade the facilitator's ability to understand the parties concerns.	14	5	1				20
Score the facilitator's commitment to listening and getting the facts.	13	7					20
Evaluate the facilitator's ability to keep the discussion objective and rational.	16	3	1				20
Rate the facilitator's ability to help everyone listen, communicate and stay focused.	14	5	1				20

**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 = 79%**

**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	0	0	0	0	0	0	0	0	45
Conferences Held	7	4	23	8	0	0	0	0	0	0	0	0	42
Affidavits Resolved by Conference	5	3	17	8	0	0	0	0	0	0	0	0	33
Affidavits Forwarded to Compliance	12	9	13	12	0	0	0	0	0	0	0	0	46
Affidavits Closed Referred to ADR	0	1	2	1	0	0	0	0	0	0	0	0	4
Affidavits Closed - Other	2	4	2	1	0	0	0	0	0	0	0	0	9

**Informal Conference Resolution Rate 2016 YTD = 79%**

## FY 16 ADR Monthly Report

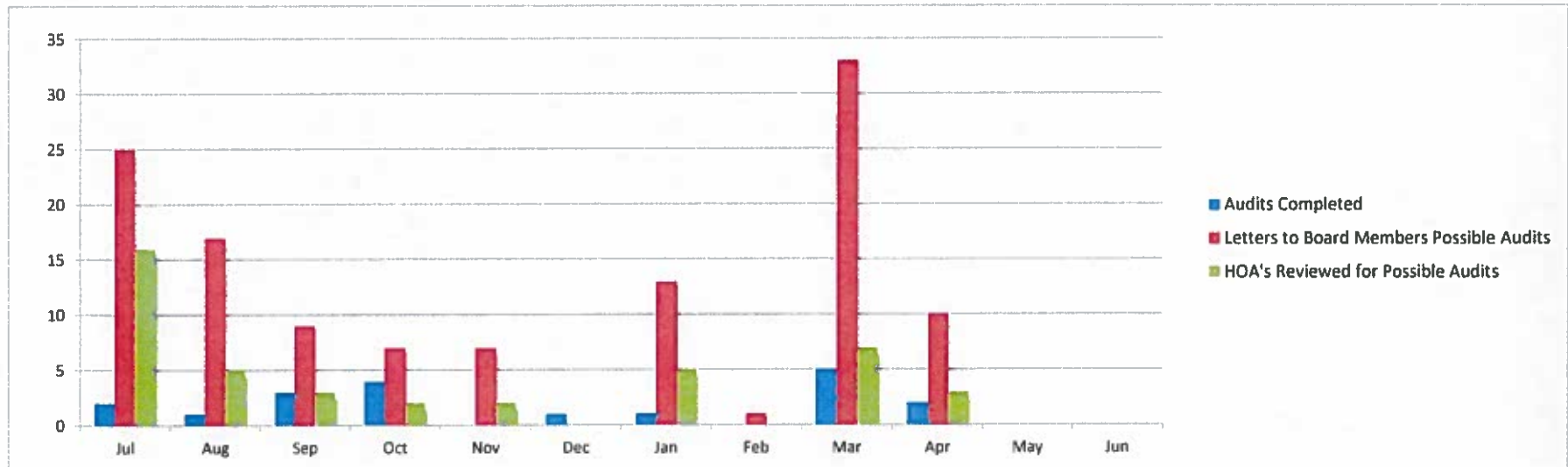
Reporting Period:  
07/01/15 to 04/30/16

ADR Claims Filed													
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Running Totals for FY 16
<b>Number of ADR claims filed</b>	54	86	152	202	237	79	57	43	48	92	0	0	1050
<b>Number of request for Referee</b>	0	2	0	4	0	1	3	6	3	2	0	0	21
<b>Number of request for Mediation</b>	54	84	152	198	237	78	54	37	45	90	0	0	1029
<i>Number of requests for Mediation - Bank/Mortgage Holder</i>	44	67	147	194	231	76	49	31	37	76	0	0	952
<i>Number of requests for Mediation - NON-Bank/Mortgage Holder</i>	10	17	5	4	6	2	5	6	8	14	0	0	77
ADR Claims Assigned													
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Running Totals for FY 16
<b>Mediation - Claims Assigned (opened from prior FY)</b>	18	9	9	12	5	0	25	25	18	39	0	0	160
<b>Referee - Assigned claims (opened from prior FY)</b>	2	0	1	1	2	0	0	1	3	0	0	0	10
ADR Claims Closed													
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Running Totals for FY 16
<b>Number of ADR's Closed</b>	4	7	13	16	9	3	19	8	9	14	0	0	102
Mediation Un-successful	4	0	7	4	4	0	8	3	5	2	0	0	37
Referee	0	0	1	1	0	0	2	0	0	0	0	0	4
Settled	0	0	2	6	3	2	3	0	0	1	0	0	17
Withdrawn By Claimant	0	0	1	3	0	0	2	1	0	1	0	0	8
Dismissed by Mediator	0	0	1	1	0	0	0	0	0	0	0	0	2
Dismissed by Division*	0	7	1	1	2	1	3	0	0	2	0	0	17
<i>*Closed due to Respondent not responding to Division</i>													
ADR Bank Claims Closed													
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Running Totals for FY 16
Bank - Settled Prior to Mediation	0	0	0	0	0	0	1	1	0	0	0	0	2
Bank - Settled	0	0	0	0	0	0	0	0	0	0	0	0	0
Bank - Withdrawn	0	0	0	0	0	0	0	1	0	1	0	0	2
Bank - Mediation Un-successful	0	0	0	0	0	0	0	2	4	7	0	0	13
Bank - Dismissed by Division*	0	0	0	0	0	0	0	0	0	0	0	0	0
<i>*Closed due to Respondent not responding to Division</i>													
ADR Subsidy													
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Running Totals for FY 16
<b>Number of Subsidy's Applications received</b>	5	4	6	7	15	3	11	13	12	17	0	0	93
<b>Number of Subsidy's Payments submitted for payment</b>	3	0	5	5	5	1	9	5	5	5	0	0	43
<b>Amount of Subsidy Payments paid</b>	\$ 1,250.00	\$ -	\$ 1,500.00	\$ 2,425.00	\$ 2,000.00	\$ 500.00	\$ 4,250.00	\$ 2,190.49	\$ 1,500.00	\$ 1,916.66	\$ -	\$ -	\$ 17,532.15

**Auditor**

**FISCAL YEAR 16**

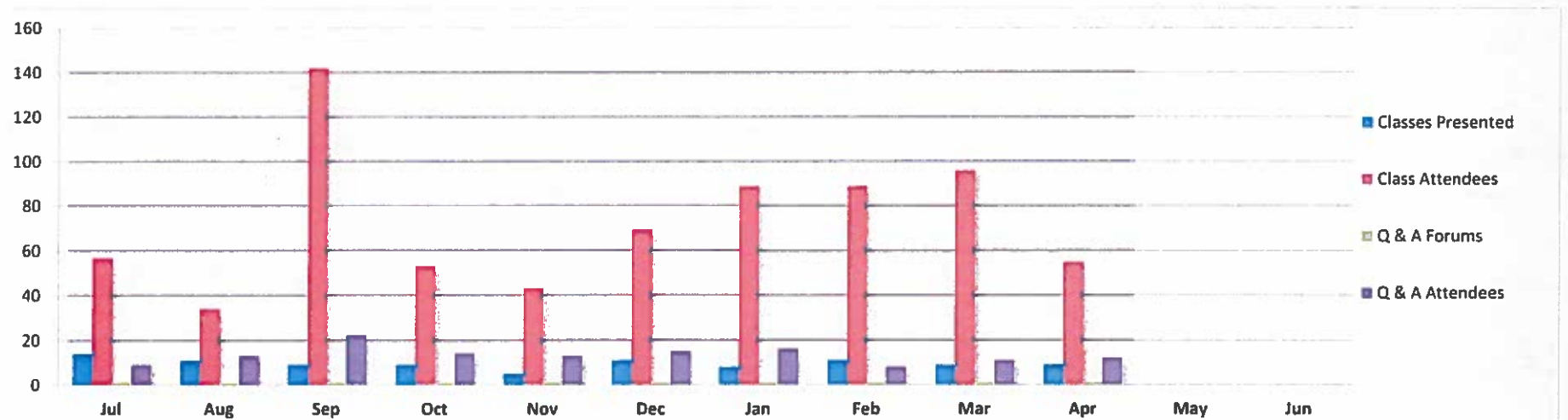
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Audits Completed	2	1	3	4	0	1	1	0	5	2			19
Letters to Board Members Possible Audits	25	17	9	7	7	0	13	1	33	10			122
HOA's Reviewed for Possible Audits	16	5	3	2	2	0	5	0	7	3			43
Delinquent Fees Paid as Result of Audit Letters	\$3,207.21	\$264.49	\$47.10	\$864.19	\$180.36	\$2,820.66	\$6,658.52	\$527.65	0	\$1,187.00			\$15,757.18



### Training/Classes

### FISCAL YEAR 16

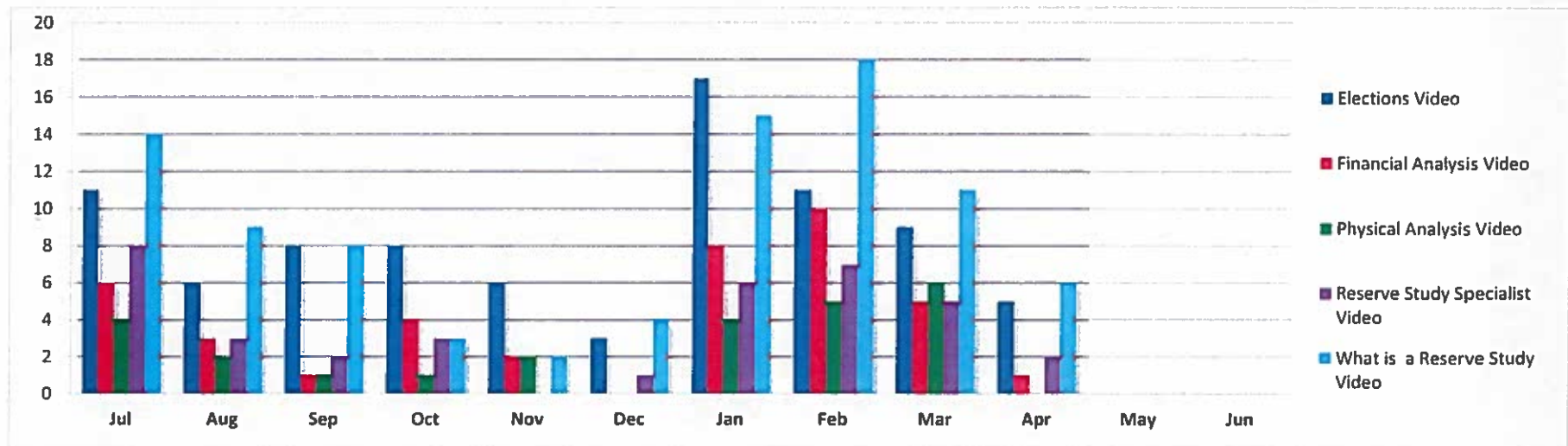
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Presented	14	11	9	9	5	11	8	11	9	9			96
Class Attendees	57	34	142	53	43	69	89	89	96	55			727
Q & A Forums	1	1	1	1	1	1	1	1	1	1			10
Q & A Attendees	9	13	22	14	13	15	16	8	11	12			133



## 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	17	11	9	5			84
Financial Analysis Video	6	3	1	4	2	0	8	10	5	1			40
Physical Analysis Video	4	2	1	1	2	0	4	5	6	0			25
Reserve Study Specialist Video	8	3	2	3	0	1	6	7	5	2			37
What is a Reserve Study Video	14	9	8	3	2	4	15	18	11	6			90

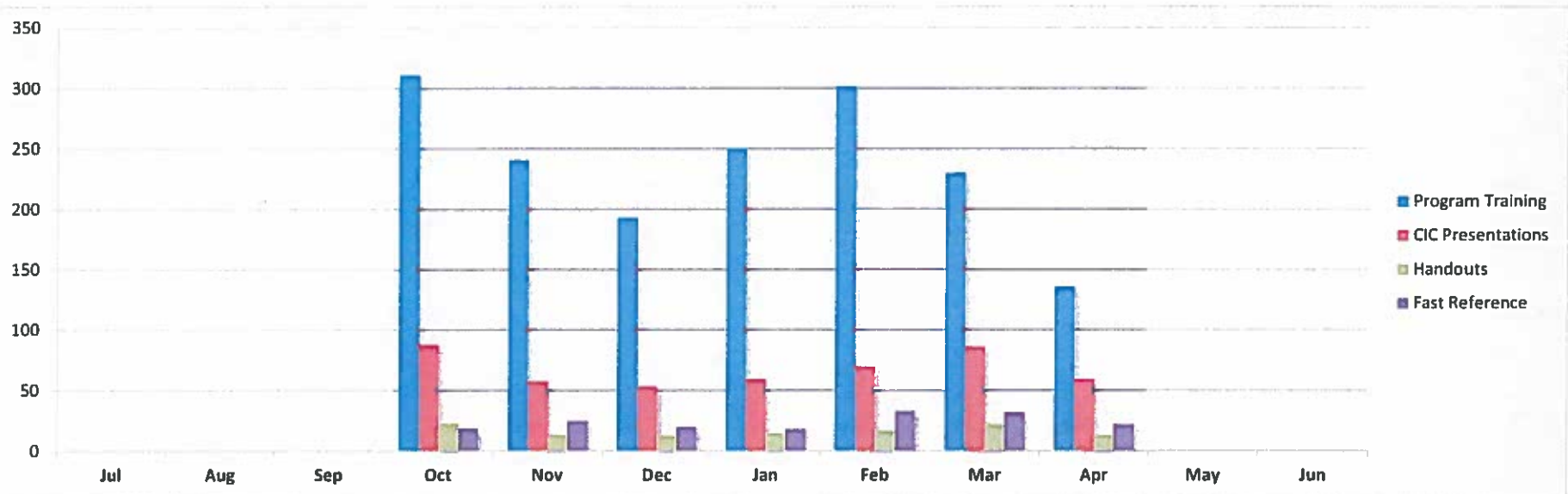




### Website Page Views

#### 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	250	302	230	136			1663
CIC Presentations	0	0	0	88	57	53	59	70	86	59			472
Handouts	0	0	0	23	14	13	15	17	22	13			117
Fast Reference	0	0	0	19	25	20	18	33	32	22			169

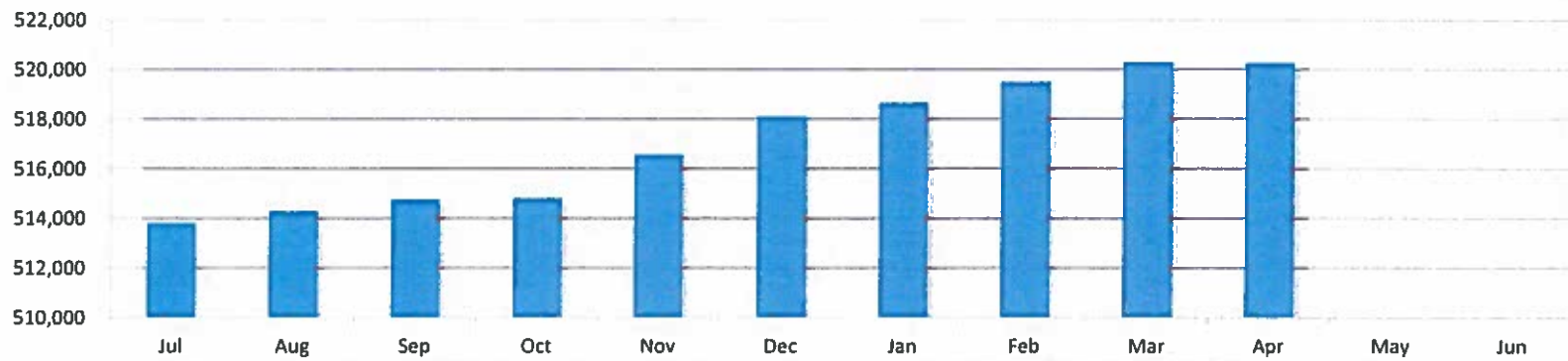


## Registration

### 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	3,115	3,119	3,127	3,131		
Total Units in all Registered Associations	513,809	514,289	514,768	514,811	516,580	518,115	518,677	519,501	520,310	520,268		
Total of New Associaitons Registered	5	1	2	5	0	0	15	5	7	1		
Total of New Units	314	480	479	43	1,769	1,535	562	824	809	-42		

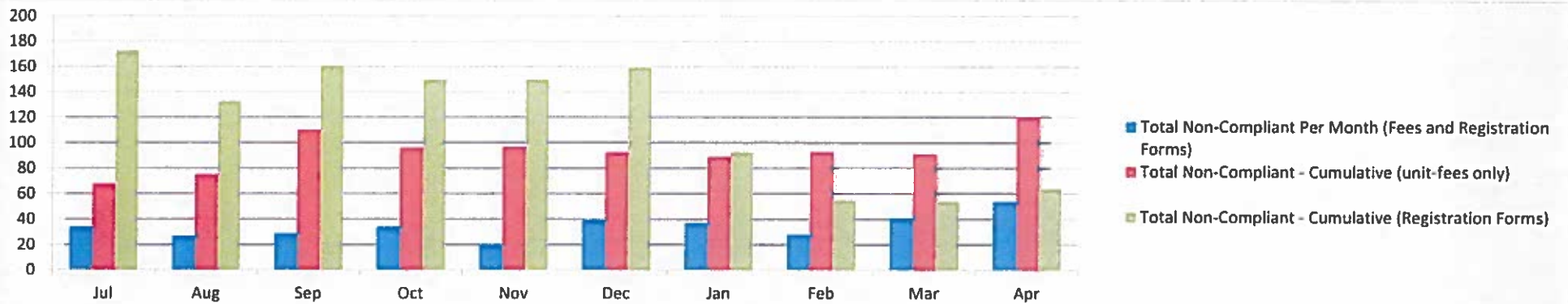
**Total Units In All Registered Associations**



## Association Penalty Report

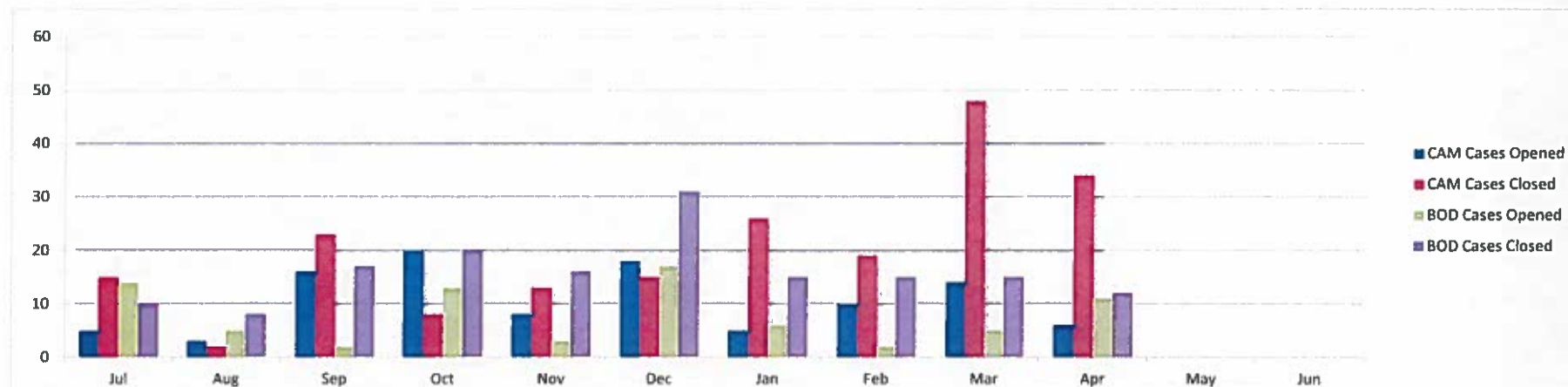
### FISCAL YEAR 16

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	34	27	29	34	19	39	37	28	41	54	342
Total Non-Compliant - Cumulative (unit-fees only)	68	75	110	96	97	92	89	93	91	120	931
Total Non-Compliant - Cumulative (Registration Forms)	173	133	161	150	150	160	93	55	54	64	1,193
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,004	\$686	\$879	\$1,863	\$614	\$710	\$1,021	\$886	\$2,124	\$ 1,369.00	\$11,156
Penalty Collected per month	\$620	\$646	\$837	\$757	\$1,485	\$1,588	\$1,061	\$485	\$804	\$ 910	\$9,193



**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			105
CAM Cases Closed	15	2	23	8	13	15	26	19	48	34			203
BOD Cases Opened	14	5	2	13	3	17	6	2	5	11			78
BOD Cases Closed	10	8	17	20	16	31	15	15	15	12			159



### 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			37
CAM Cases 91-180 Days	0	0	0	0	0	0	0	0	20	17			37
CAM Cases 181-365 Days	0	0	0	0	0	0	0	0	9	7			16
CAM Cases 366-730 Days	0	0	0	0	0	0	0	0	4	5			9
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	2	0			2
BOD Cases Under 90 Days									21	29			50
BOD Cases 91-180 Days									20	16			36
BOD Cases 181-365 Days									17	22			39
BOD Cases 366-730 Days									9	6			15
BOD Cases 731 - Older									7	6			13

