

NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

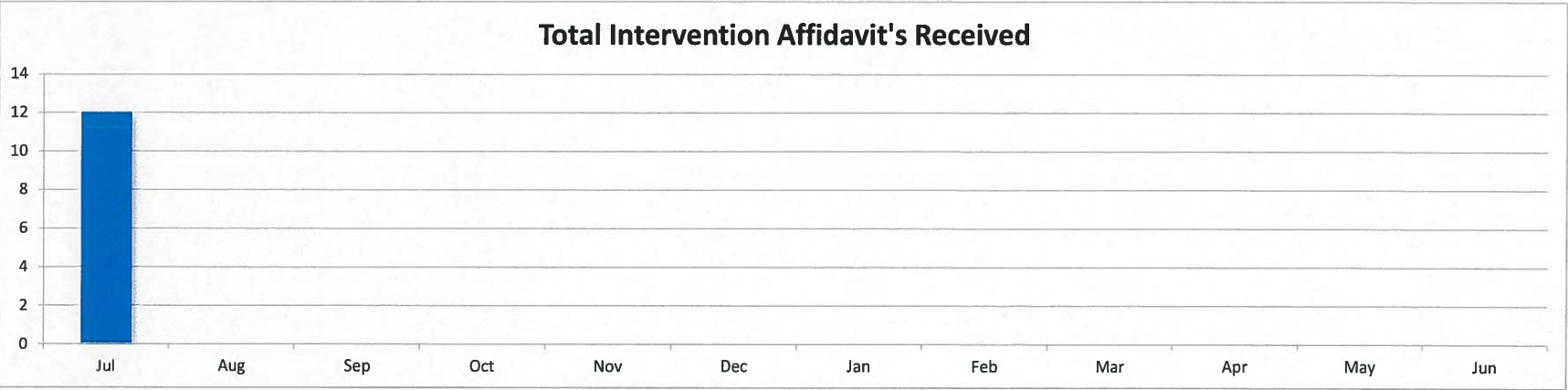
REPORTING PERIOD JULY 1, 2017 – JULY 31, 2017

FISCAL YEAR 2018

Intervention

Fiscal Year 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Total Intervention Affidavit's Received	12	0	0	0	0	0	0	0	0	0	0	0	12



INFORMAL CONFERENCE SURVEY REPORT Jul-17

IN THE INFORMAL CONFERENCE, I WAS THE	Aggrieved Complainant	Unit Owner Rep.	Respondent/Board	Respondent/Non-board	Management Rep.	Attorney	Other	# Of people that answered question	# Of people that did not answer question
	3		5		3			11	
A. Introduction	UNACCEPTABLE	NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT			# Of people that answered question	# Of people that did not answer question
(1) Provided welcome and opening comments.			1	4	6			11	
(2) Explained the mediation process.			1	4	6			11	
(3) Established ground rules.			1	2	8			11	
(4) Covered the Consent to Mediate form.			1	4	6			11	
(5) Asked if anyone had questions before starting.			1	2	8			11	
Comments:								0	
B. Informal Conference Process	UNACCEPTABLE	NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT			# Of people that answered question	# Of people that did not answer question
(1) Provided opportunity to give position statement uninterrupted.		2	1	1	7			11	
(2) Provided opportunity for a rebuttal to the others party's position statement.		2	1	1	7			11	
(3) Included productive dialogue between the parties.	1		3	2	5			11	
(4) Included direction from the mediator.			3	1	6			10	1
(5) Provided an opportunity to caucus.			3	1	7			11	
Comments:								0	
C. The Mediator	UNACCEPTABLE	NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT			# Of people that answered question	# Of people that did not answer question
(1) Actively listened to the parties.		1	1	2	7			11	
(2) Remained neutral and impartial.			2	2	7			11	
(3) Treated everyone fairly.			2	1	8			11	
(4) Maintained control of the process.			3	1	7			11	
(5) Worked to help reach a fair resolution.			1	1	9			11	
Comments:								0	
D. THE RESULTS	RESOLUTION	NO RESOLUTION	NO RESOLUTION-ADR	NO RESOLUTION-NO ADR				# Of people that answered question	# Of people that did not answer question
	11							11	
E. IF AGREEMENT NOT REACHED - HELPFUL?					YES	NO		# Of people that answered question	# Of people that did not answer question
					8	1		9	2
F. WOULD YOU USE THE IC PROCESS AGAIN?					YES	NO		# Of people that answered question	# Of people that did not answer question
					11			11	

Informal Conferences

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	6	8	12	11	5	9	113
Conferences Held	7	4	23	8	9	8	6	4	12	11	5	9	106
Affidavits Resolved by Conference	5	3	17	8	7	5	6	4	11	7	2	9	84
Affidavits Forwarded to Compliance	12	9	13	12	7	9	12	10	8	7	0	5	104
Affidavits Closed Referred to ADR	0	1	2	1	1	1	5	3	1	3	1	0	19
Affidavits Closed - Other	2	4	2	1	2	4	6	8	7	7	4	5	52

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

Informal Conference Resolution Rate since inception 1/1/2014 = **77%**

Calendar Year January - December 2017

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	11	6	3	8	11	11	8						58
Conferences Held	11	3	1	8	8	8	8						47
Affidavits Resolved by Conference	9	3	0	5	7	7	7						38
Affidavits Forwarded to Compliance	1	0	3	1	3	0	0						8
Affidavits Closed Referred to ADR	0	0	5	0	2	0	2						9
Affidavits Closed - Other	9	3	11	7	3	19	4						56

Informal Conference Resolution Rate 2017 YTD = **81%**

FY 17 ADR Monthly Report

Reporting Period:
7-1-17 to 7-31-17

ADR Claims Filed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Number of ADR claims filed	21	0	0	0	0	0	0	0	0	0	0	0	21
Number of request for Referee	2												2
Number of request for Mediation	19	0	0	0	0	0	0	0	0	0	0	0	19
Number of requests for Mediation - Bank/Mortgage Holder	9												9
Number of requests for Mediation - NON - Bank/Mortgage Holder	10												10
ADR Claims Assigned													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Mediation - Claims Assigned (opened from prior FY)	33												33
Referee - Assigned claims (opened from prior FY)	0												0
ADR Claims Closed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Number of ADR's Closed	222	0	0	0	0	0	0	0	0	0	0	0	222
Mediation Un-successful	12												12
Referee	3												3
Settled	12												12
Withdrawn By Claimant	6												6
Dismissed by Mediator	3												3
Dismissed by Division*	0												0
*Closed due to Respondent not responding to Division													
ADR Bank Claims Closed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Bank - Settled Prior to Mediation	6												6
Bank - Settled	0												0
Bank - Withdrawn	17												17
Bank - Mediation Un-successful	161												161
Bank - Dismissed by Division*	2												2
*Closed due to Respondent not responding to Division													
ADR Subsidy													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
*Final total FY17 = \$87,947													
Number of Subsidy's Applications received	6												6
Number of Subsidy's Payments submitted for payment	35												35
Amount of Subsidy Payments paid	\$ 8,792.00												\$ -
ADR Response Recived													
Responses received	23												23

Totals Payments Received (CLM & RSP)

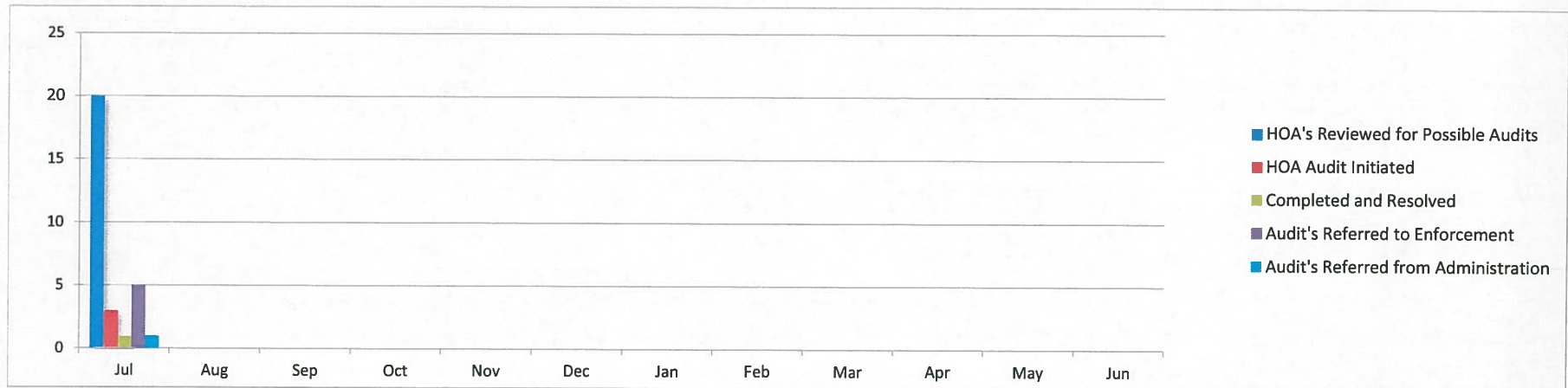
40

\$ 1,150.00

Auditor

FISCAL YEAR 18

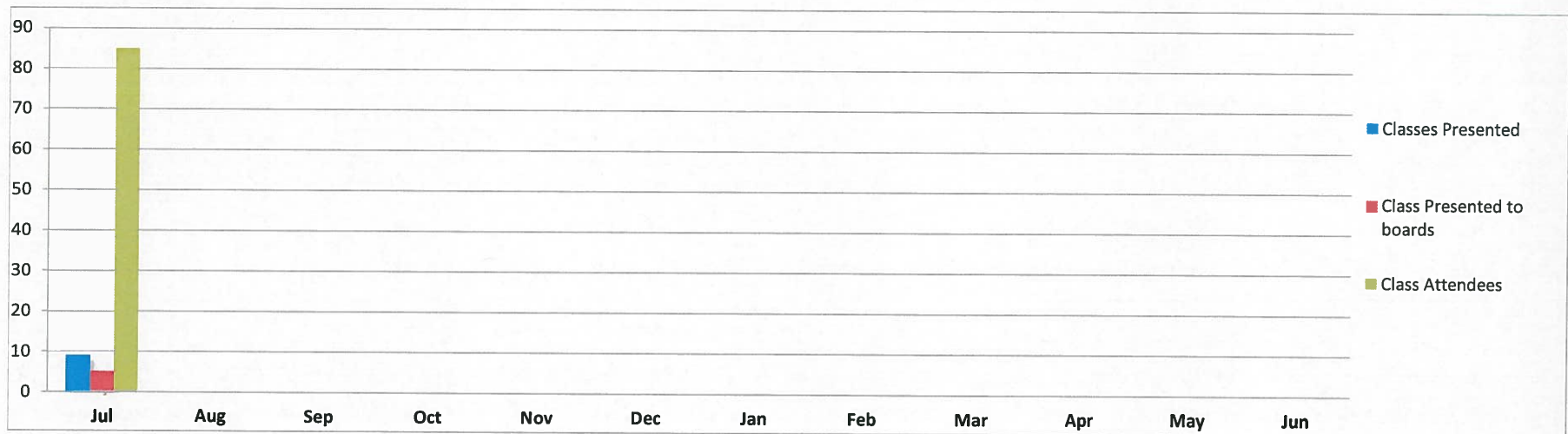
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
HOA's Reviewed for Possible Audits	20	0	0	0	0	0	0	0	0	0	0	0	20
HOA Audit Initiated	3	0	0	0	0	0	0	0	0	0	0	0	3
Completed and Resolved	1	0	0	0	0	0	0	0	0	0	0	0	1
Audit's Referred to Enforcement	5	0	0	0	0	0	0	0	0	0	0	0	5
Audit's Referred from Administration	1	0	0	0	0	0	0	0	0	0	0	0	1
Delinquent Fees Paid as Result of Audit Letters	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Registration forms (#562) Received	3								0	0	0	0	



Training/Classes

FISCAL YEAR 18

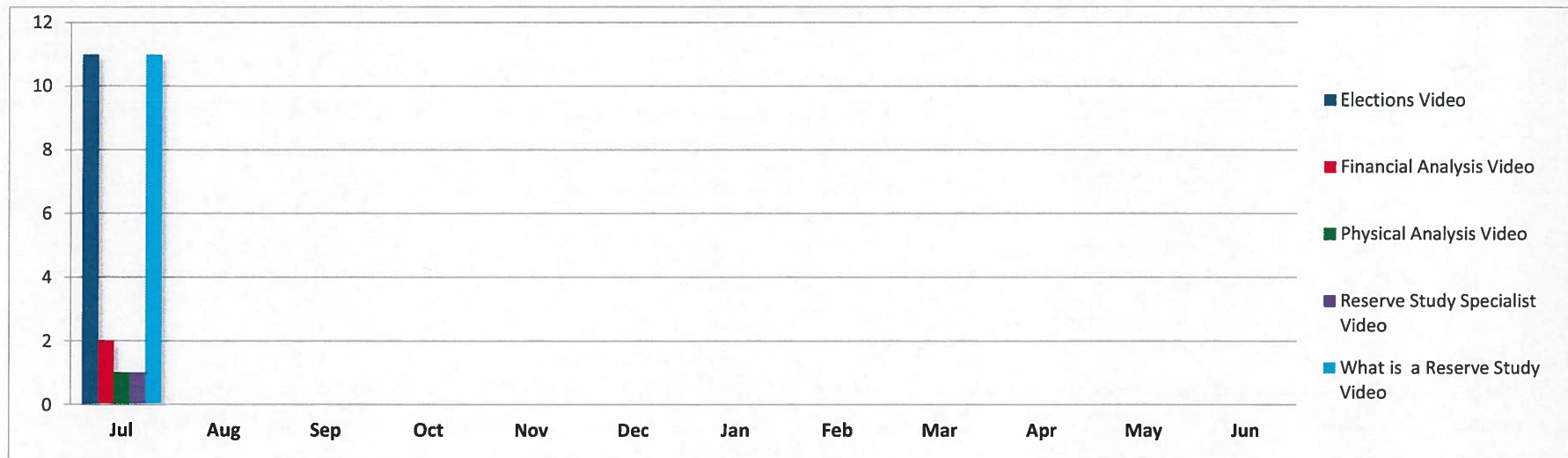
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Presented	9	0	0	0	0	0	0	0	0	0	0	0	9
Class Presented to boards	5	0	0	0	0	0	0	0	0	0	0	0	5
Class Attendees	85	0	0	0	0	0	0	0	0	0	0	0	85



Video Views

FISCAL YEAR 18

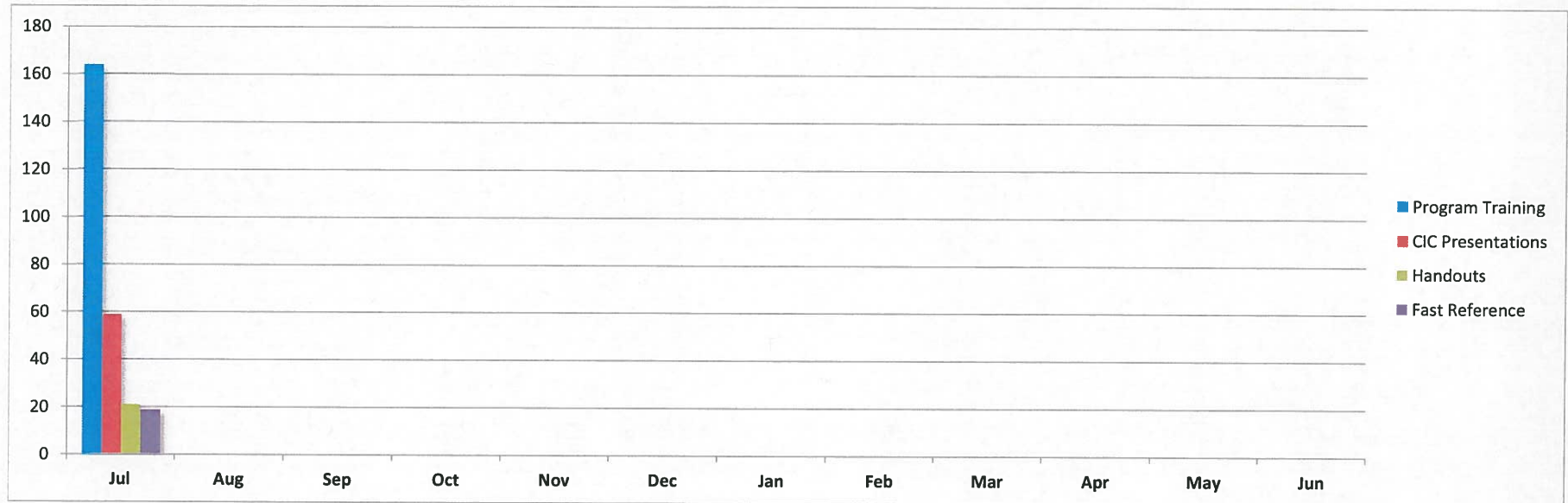
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	11	0	0	0	0	0	0	0	0	0	0	0	11
Financial Analysis Video	2	0	0	0	0	0	0	0	0	0	0	0	2
Physical Analysis Video	1	0	0	0	0	0	0	0	0	0	0	0	1
Reserve Study Specialist Video	1	0	0	0	0	0	0	0	0	0	0	0	1
What is a Reserve Study Video	11	0	0	0	0	0	0	0	0	0	0	0	11



Website Page Views

FISCAL YEAR 18

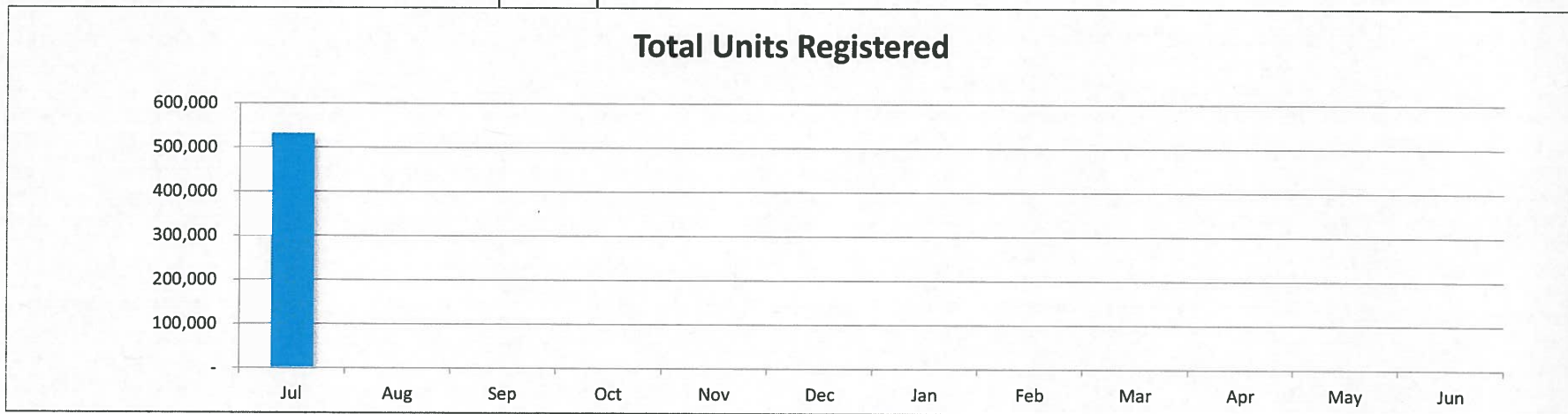
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	164	0	0	0	0	0	0	0	0	0	0	0	164
CIC Presentations	59	0	0	0	0	0	0	0	0	0	0	0	59
Handouts	21	0	0	0	0	0	0	0	0	0	0	0	21
Fast Reference	19	0	0	0	0	0	0	0	0	0	0	0	19



Registration

FISCAL YEAR 18

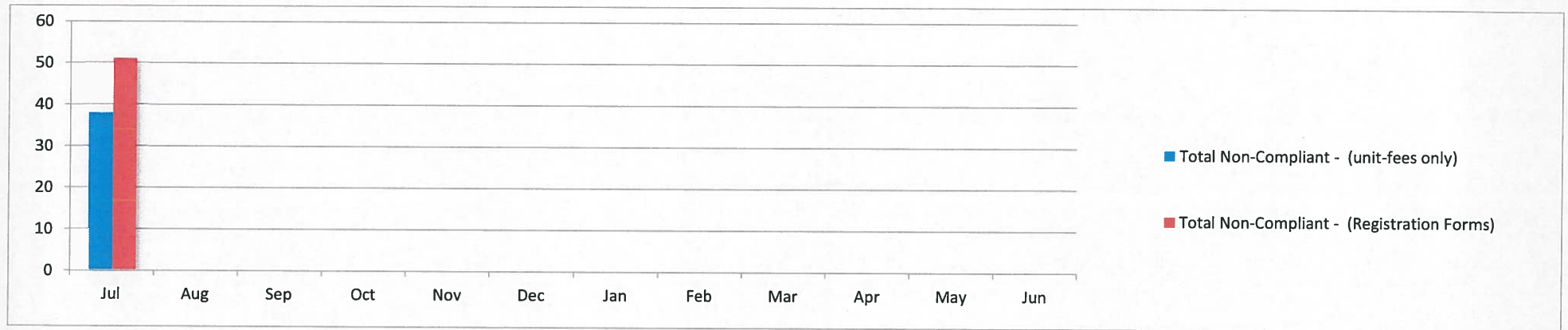
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,185	0	0	0	0	0	0	0	0	0	0	0
Total Units in all Registered Associations	532,963	0	0	0	0	0	0	0	0	0	0	0
Total of New Associatons Registered	1	0	0	0	0	0	0	0	0	0	0	
Total of New Units	403	0	0	0	0	0	0	0	0	0	0	0



Association Penalty Report

FISCAL YEAR 18

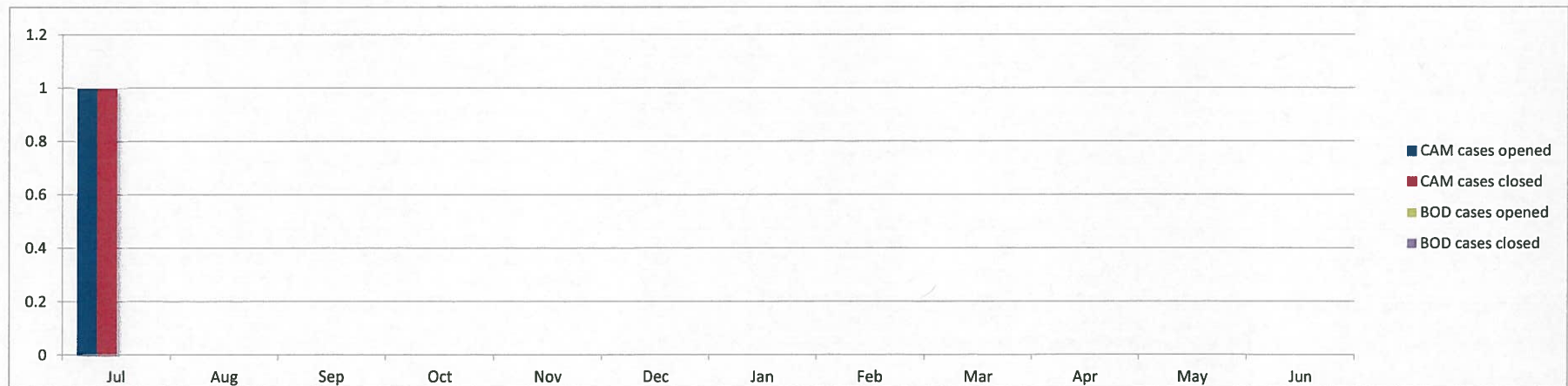
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	29	0	0	0	0	0	0	0	0	0	0	0	29
Total Non-Compliant - (unit-fees only)	38	0	0	0	0	0	0	0	0	0	0	0	38
Total Non-Compliant - (Registration Forms)	51	0	0	0	0	0	0	0	0	0	0	0	51
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,930	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,930
Penalty Collected per month	\$2,281	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,281



Compliance

FISCAL YEAR 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM cases opened	1	0	0	0	0	0	0	0	0	0	0	0	1
CAM cases closed	1	0	0	0	0	0	0	0	0	0	0	0	1
BOD cases opened	0	0	0	0	0	0	0	0	0	0	0	0	0
BOD cases closed	0	0	0	0	0	0	0	0	0	0	0	0	0
CAM cases currently open													18
BOD cases currently open													12
Total Cases Open													30



Compliance Aging

FISCAL YEAR 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CAM Cases Under 90 Days	2	0	0	0	0	0	0	0	0	0	0	0
CAM Cases 91-180 Days	1	0	0	0	0	0	0	0	0	0	0	0
CAM Cases 181-365 Days	0	0	0	0	0	0	0	0	0	0	0	0
CAM Cases 366-730 Days	0	0	0	0	0	0	0	0	0	0	0	0
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases Under 90 Days	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases 91-180 Days	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases 181-365 Days	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases 366-730 Days	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	3	0	0	0	0	0	0	0	0	0	0	0

