

NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

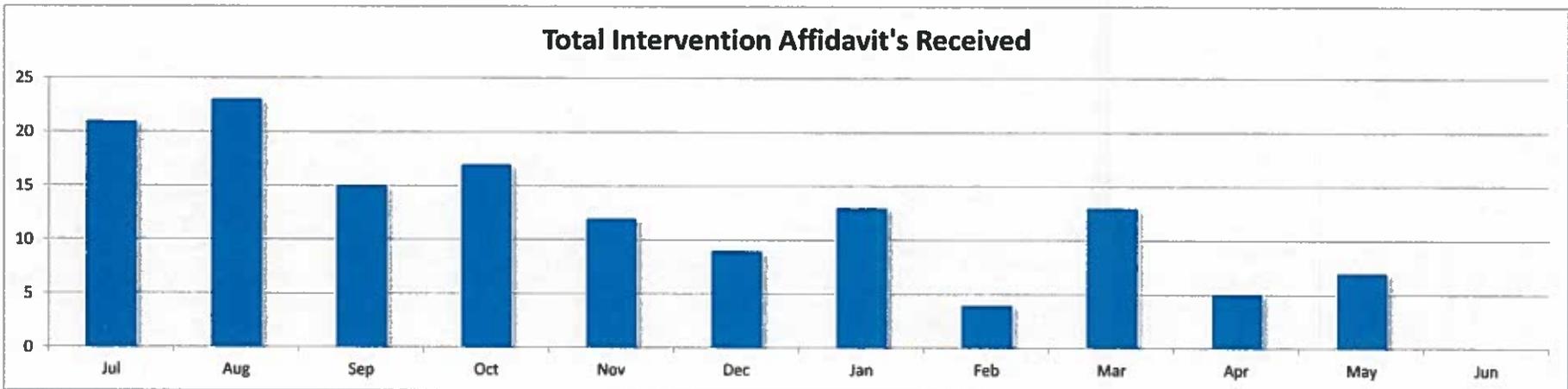
REPORTING PERIOD JULY 1, 2016 – MAY 31, 2017

FISCAL YEAR 2017

Intervention

Fiscal Year 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Total Intervention Affidavit's Received	21	23	15	17	12	9	13	4	13	5	7	0	139



INFORMAL CONFERENCE SURVEY REPORT

FISCAL YEAR 2017

RATE THE PROCESS								
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed	# Of people who did not answer questions
How would you rate your satisfaction with the facilitation process?	12	4	1				17	1
Would you recommend the facilitation process to others?					18	0	18	0
Was this the first time you were involved in the facilitation process?					13	5	18	0
Did the informal conference lead to a resolution of the dispute?					18	0	18	1
I feel the other party understands my view better as a result of the informal conference.					12	6	18	1
I understand the other parties view better as a result of the informal conference?					12	6	18	1
I felt the informal conference was fair?					16	2	18	1
I would use informal conferencing again?					18	0	18	1
RATE THE FACILITATOR								
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed	# Of people who did not answer questions
The facilitator clearly explained what was going to happen?					18		18	0
Rate the facilitator's fairness and impartiality.	15	3	0				18	0
Grade the facilitator's ability to understand the parties concerns.	15	3					18	0
Score the facilitator's commitment to listening and getting the facts.	18	0	0				18	0
Evaluate the facilitator's ability to keep the discussion objective and rational.	16	2	0				18	0
Rate the facilitator's ability to help everyone listen, communicate and stay focused.	18	0					18	0

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 = 76%

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								39
Conferences Held	11	3	1	8	8								31
Affidavits Resolved by Conference	9	3	0	5	7								24
Affidavits Forwarded to Compliance	1	0	3	1	3								8
Affidavits Closed Referred to ADR	0	0	5	0	2								7
Affidavits Closed - Other	9	3	11	7	3								33

Informal Conference Resolution Rate 2017 YTD = 77%

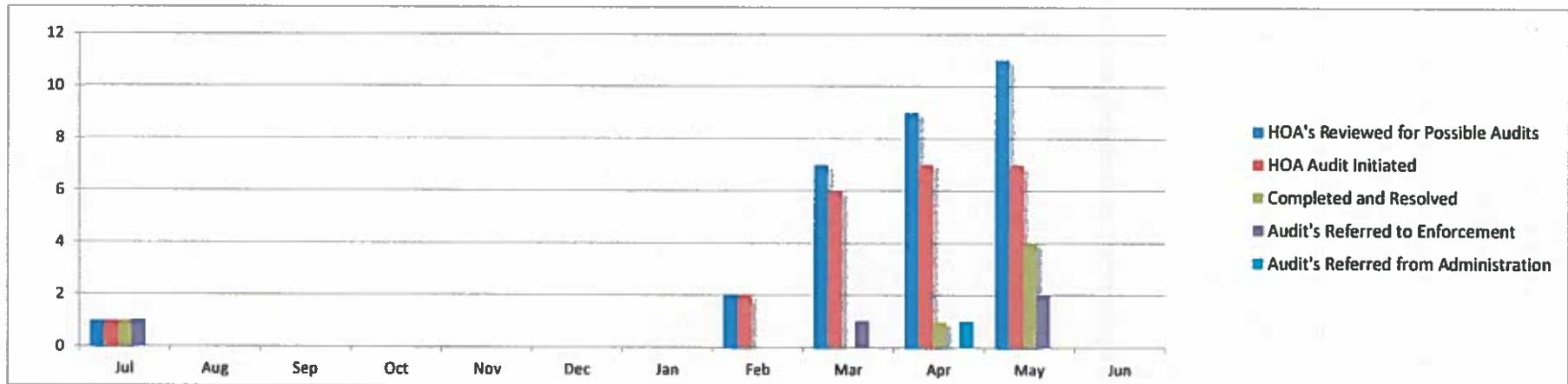
FY 17 ADR Monthly Report

Reporting Period:
07-1-16 thru 4-30-17

ADR Claims Filed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Number of ADR claims filed	47	58	42	30	40	27	64	23	43	54	28	0	456
Number of request for Referee	3	3	4	3	4	3	2	3	3	3	4		35
Number of request for Mediation	44	55	38	27	36	24	62	20	40	51	24	0	421
<i>Number of requests for Mediation - Bank/Mortgage Holder</i>	35	44	32	20	32	14	43	14	21	41	13		309
<i>Number of requests for Mediation - NON-Bank/Mortgage Holder</i>	9	11	6	7	4	10	19	6	19	10	11		112
ADR Claims Assigned													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Mediation - Claims Assigned (opened from prior FY)	40	30	64	285	198	196	21	5	13	15	41		908
Referee - Assigned claims (opened from prior FY)	1	3	0	0	0	0	0	0	0	1	0		5
ADR Claims Closed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Number of ADR's Closed	15	2	24	25	38	43	212	57	0	33	66	0	515
Mediation Un-successful	0	0	3	0	5	0	0	0	0	2	8		18
Referee	0	0	1	2	0	0	0	0	0	1	1		5
Settled	1	0	0	0	1	0	0	0	0	1	3		6
Withdrawn By Claimant	0	0	3	0	0	0	0	0	0	2	3		8
Dismissed by Mediator	0	0	5	0	0	1	1	0	0	0	0		7
Dismissed by Division*	0	2	0	0	2	0	0	1	0	0	5		10
<i>*Closed due to Respondent not responding to Division</i>													
ADR Bank Claims Closed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Bank - Settled Prior to Mediation	0	0	0	1	0	0	1	0	0	0	0		2
Bank - Settled	1	0	1	1	1	2	3	0	0	0	2		11
Bank - Withdrawn	0	0	0	0	0	0	0	0	0	1	2		3
Bank - Mediation Un-successful	13	0	11	21	29	40	159	28	0	26	42		369
Bank - Dismissed by Division*	0	0	0	0	0	0	48	28	0	0	0		76
<i>*Closed due to Respondent not responding to Division</i>													
ADR Subsidy													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
*Final total FY16 = \$26,782.15													
Number of Subsidy's Applications received	4	12	27	85	95	91	28	21	25	17	18		423
Number of Subsidy's Payments submitted for payment	7*	0	2	11	10	16	71	13	0	29	21		173
Amount of Subsidy Payments paid	\$ 1,750.00	\$ -	\$ 500.00	\$ 4,000.00	\$ 2,500.00	\$ 4,000.00	\$ 17,500.00	\$ 3,250.00	\$ -	\$ 9,000.00	\$ 6,500.00		\$ 47,250.00
ADR Response Received													
Responses received	116	158	110	51	70	70	36	48	38	37	35	0	769

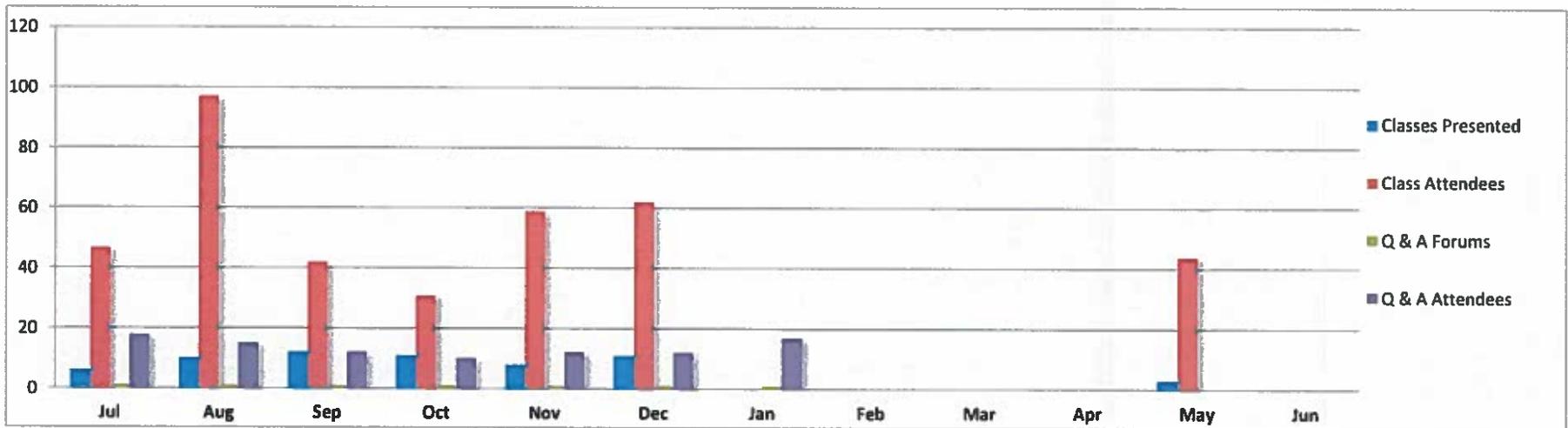
Auditor
FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
HOA's Reviewed for Possible Audits	1	0	0	0	0	0	0	2	7	9	11	0	30
HOA Audit Initiated	1	0	0	0	0	0	0	2	6	7	7	0	23
Completed and Resolved	1	0	0	0	0	0	0	0	0	1	4	0	6
Audit's Referred to Enforcement	1	0	0	0	0	0	0	0	1	0	2	0	4
Audit's Referred from Administration	0	0	0	0	0	0	0	0	0	1	0	0	1
Delinquent Fees Paid as Result of Audit Letters	\$473.03	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$236.30	\$109.67	\$426.00	\$0.00	\$1,245.00
Registration forms (#562) Received									4	3	3		



Training/Classes
FISCAL YEAR 17

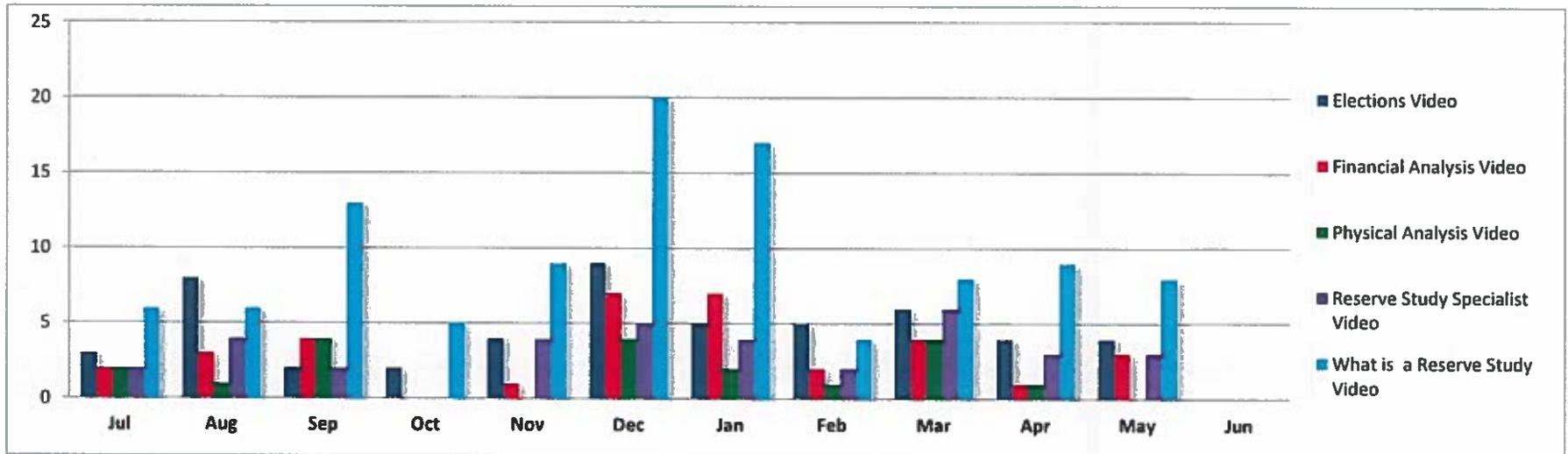
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Presented	6	10	12	11	8	11	0	0	0	0	3	0	61
Class Attendees	47	97	42	31	59	62	0	0	0	0	44	0	382
Q & A Forums	1	1	1	1	1	1	1	0	0	0	0	0	7
Q & A Attendees	18	15	12	10	12	12	17	0	0	0	0	0	96



Video Views

FISCAL YEAR 17

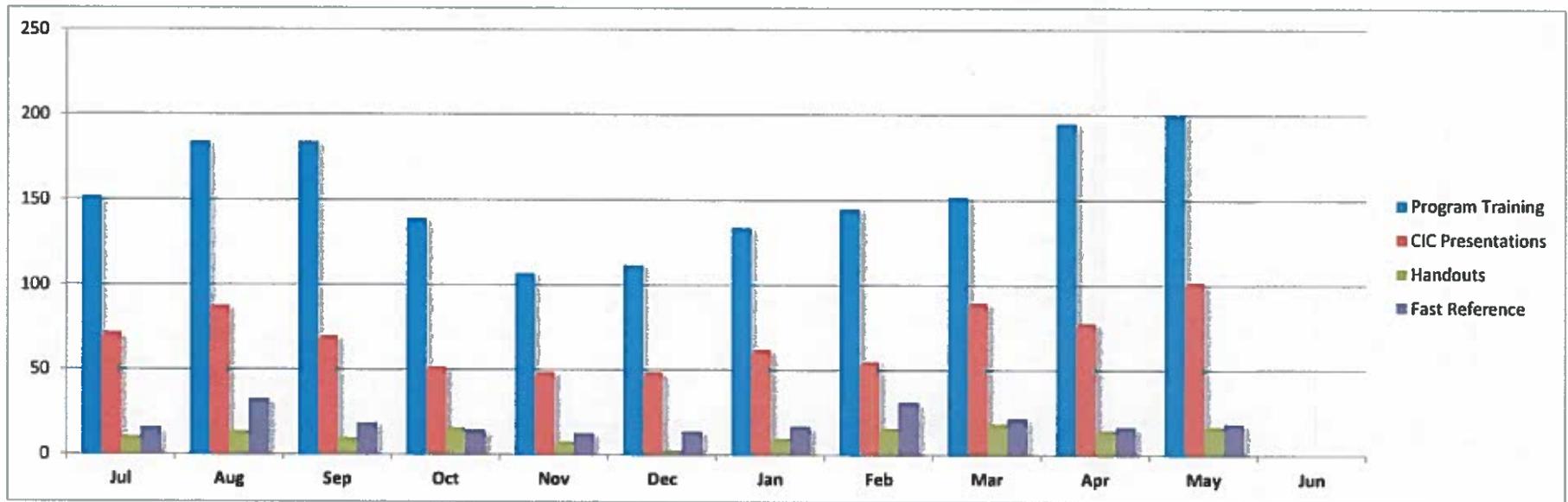
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	3	8	2	2	4	9	5	5	6	4	4	0	52
Financial Analysis Video	2	3	4	0	1	7	7	2	4	1	3	0	34
Physical Analysis Video	2	1	4	0	0	4	2	1	4	1	0	0	19
Reserve Study Specialist Video	2	4	2	0	4	5	4	2	6	3	3	0	35
What is a Reserve Study Video	6	6	13	5	9	20	17	4	8	9	8	0	105



Website Page Views

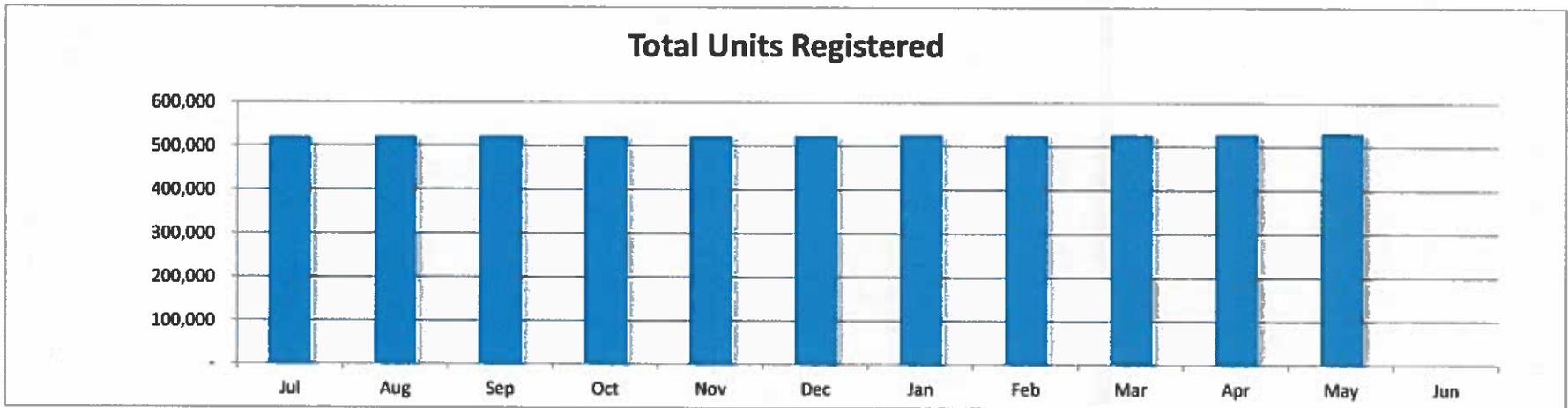
FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	152	184	184	139	107	112	134	145	152	195	200	0	1704
CIC Presentations	72	88	70	52	49	49	62	55	90	78	102	0	767
Handouts	11	14	10	16	8	3	10	16	19	15	17	0	139
Fast Reference	16	33	19	15	13	14	17	31	22	17	19	0	216



Registration
FISCAL YEAR 17

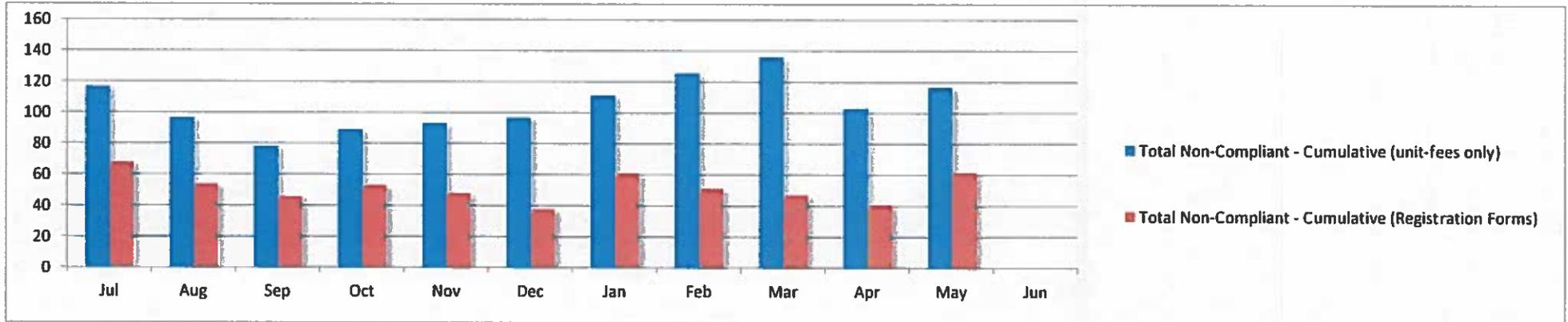
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,137	3,146	3,146	3,162	3,164	3,163	3,166	3,172	3,169	3,176	3,181	0
Total Units in all Registered Associations	520,988	522,411	522,908	523,442	523,757	525,818	526,729	526,885	528,048	529,924	531,757	0
Total of New Associations Registered	8	1	0	7	3	0	10	1	5	6	5	0
Total of New Units	62	1,423	497	197	301	1,845	911	156	1,163	1,876	1843	0



Association Penalty Report

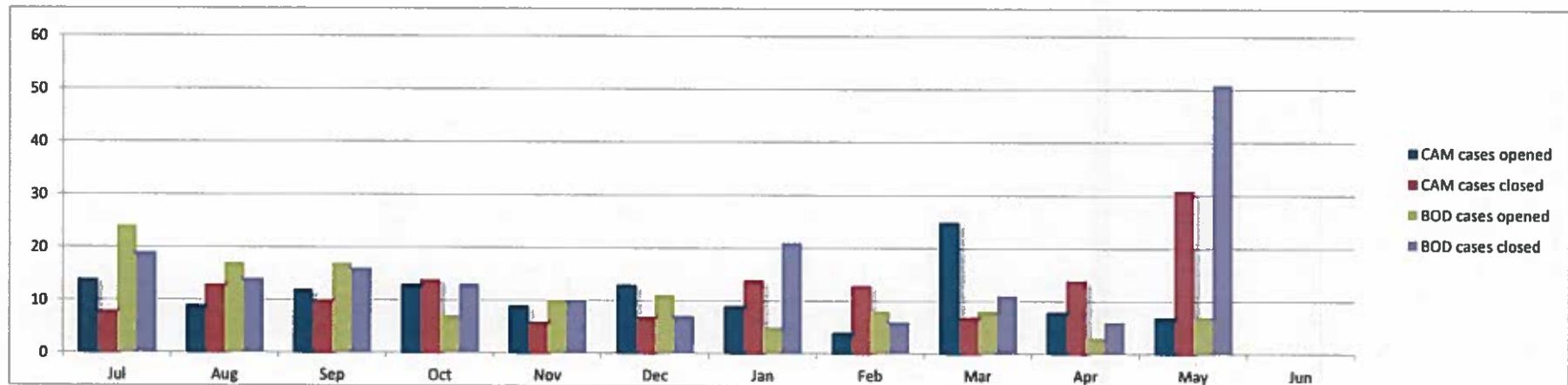
FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	25	35	26	51	28	24	30	41	45	44	35	0	384
Total Non-Compliant - Cumulative (unit-fees only)	117	97	78	89	93	97	111	126	136	103	117	0	0
Total Non-Compliant - Cumulative (Registration Forms)	68	54	46	53	48	38	61	51	47	41	62	0	0
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,144	\$1,427	\$1,380	\$1,900	\$1,059	\$840	\$2,445	\$2,432	\$2,238	\$2,304	\$2,263	\$0	\$19,432
Penalty Collected per month	\$1,003	\$2,023	\$2,653	\$1,708	\$850	\$1,998	\$848	\$1,935	\$1,802	\$0	\$1,678	\$0	\$16,498



Compliance
FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM cases opened	14	9	12	13	9	13	9	4	25	8	7	0	123
CAM cases closed	8	13	10	14	6	7	14	13	7	14	31	0	137
BOD cases opened	24	17	17	7	10	11	5	8	8	3	7	0	117
BOD cases closed	19	14	16	13	10	7	21	6	11	6	51	0	174
CAM cases currently open													62
BOD cases currently open													59
Total Cases Open													121



Compliance Aging
FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CAM Cases Under 90 Days	18	18	22	22	25	27	18	13	28	27	17	0
CAM Cases 91-180 Days	9	9	8	10	13	14	14	14	14	7	3	0
CAM Cases 181-365 Days	21	22	22	20	15	9	11	7	9	15	10	0
CAM Cases 366-730 Days	2	0	1	1	3	10	11	11	11	11	1	0
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases Under 90 Days	23	30	36	32	28	29	16	16	19	12	19	0
BOD Cases 91-180 Days	16	22	16	15	17	23	23	16	11	6	10	0
BOD Cases 181-365 Days	13	13	19	21	22	16	14	21	25	26	18	0
BOD Cases 366-730 Days	9	9	7	5	6	9	7	4	4	5	4	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	111	123	131	126	129	137	114	102	121	109	82	0

