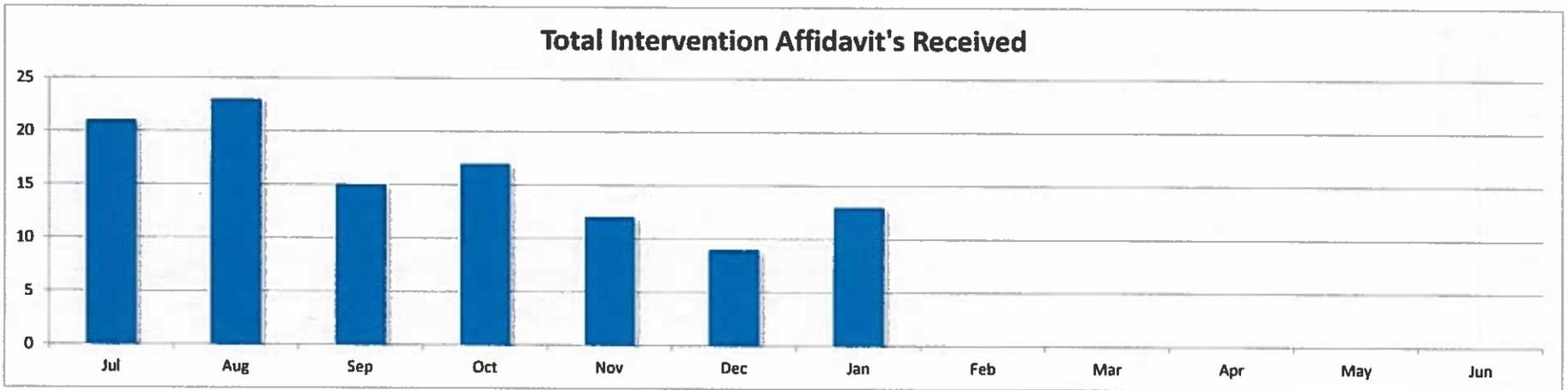


**Intervention**

**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	0	0	0	0	0	110



## INFORMAL CONFERENCE SURVEY REPORT

### FISCAL YEAR 2017

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?	17	7	1				25
Would you recommend the facilitation process to others?					23	2	25
Was this the first time you were involved in the facilitation process?					15	10	25
Did the informal conference lead to a resolution of the dispute?					24	0	24
I feel the other party understands my view better as a result of the informal conference.					16	6	22
I understand the other parties view better as a result of the informal conference?					19	3	22
I felt the informal conference was fair?					25	0	25
I would use informal conferencing again?					24	1	25
RATE THE FACILITATOR							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
The facilitator clearly explained what was going to happen?					25		25
Rate the facilitator's fairness and impartiality.	23	2	0				25
Grade the facilitator's ability to understand the parties concerns.	20	5	0				25
Score the facilitator's commitment to listening and getting the facts.	23	1	1				25
Evaluate the facilitator's ability to keep the discussion objective and rational.	20	5	0				25
Rate the facilitator's ability to help everyone listen, communicate and stay focused.	20	4	1				25

**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												11
Conferences Held	11												11
Affidavits Resolved by Conference	9												9
Affidavits Forwarded to Compliance	1												1
Affidavits Closed Referred to ADR	0												0
Affidavits Closed - Other	9												9

**Informal Conference Resolution Rate 2017 YTD = 82%**

FY 17 ADR Monthly Report

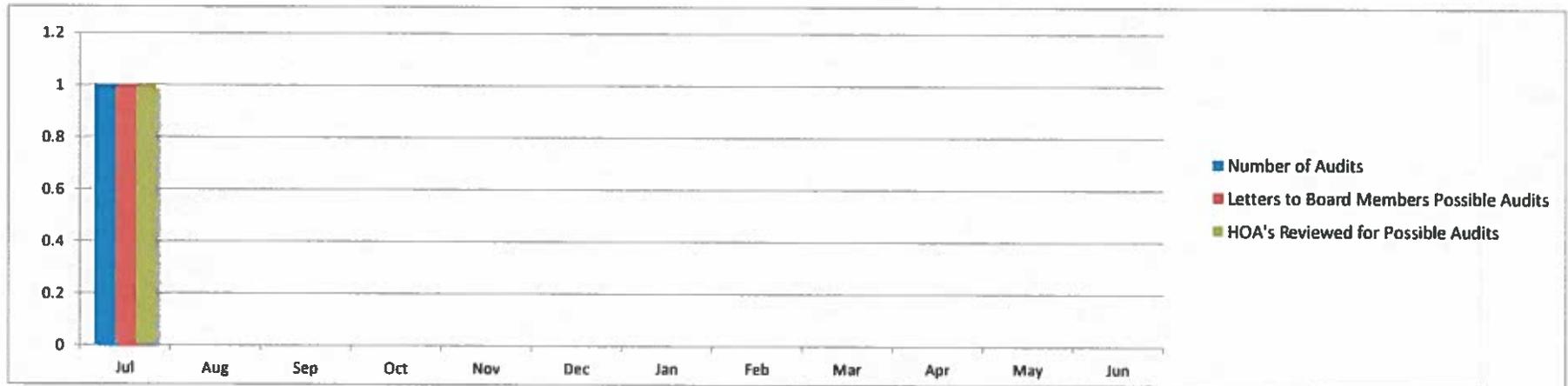
Reporting Period:  
07-1-16 thru 3-31-17

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	39	40	27	64	0	0	0	0	0	368
Number of request for Referee	3	3	4	3	4	3	2						22
Number of request for Mediation	44	55	38	27	36	24	62	0	0	0	0	0	286
Number of requests for Mediation - Bank/Mortgage Holder	35	44	32	20	32	14	43						220
Number of requests for Mediation - NON Bank/Mortgage Holder	9	11	6	7	4	10	19						66
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						834
Referee - Assigned claims (opened from prior FY)	1	3	0	0	0	0	0						4
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	0	0	0	0	0	359
Mediation Un-successful	0	0	3	0	5	0	0						8
Referee	0	0	1	2	0	0	0						3
Settled	1	0	0	0	1	0	0						2
Withdrawn By Claimant	0	0	3	0	0	0	0						3
Dismissed by Mediator	0	0	5	0	0	1	1						7
Dismissed by Division*	0	2	0	0	2	0	0						4
*Closed due to Respondent not responding to Division													
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						2
Bank - Settled	1	0	1	1	1	2	3						9
Bank - Withdrawn	0	0	0	0	0	0	0						0
Bank - Mediation Un-successful	13	0	11	21	29	40	159						273
Bank - Dismissed by Division*	0	0	0	0	0	0	48						48
*Closed due to Respondent not responding to Division													
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 FY 16 = \$36,782.15													
Number of Subsidy's Applications received	4	12	27	85	95	91	28						342
Number of Subsidy's Payments submitted for payment	7*	0	2	11	10	16	71						110
Amount of Subsidy Payments paid	\$ 1,750.00	\$ -	\$ 500.00	\$ 4,000.00	\$ 2,500.00	\$4,000.00	\$ 17,500.00						\$ 28,500.00
ADR Response Received													
Responses received	116	158	110	51	70	70	-64	0	0	0	0	0	511
Payments Received	163	216	152	81	110	97							

**Auditor**

**FISCAL YEAR 17**

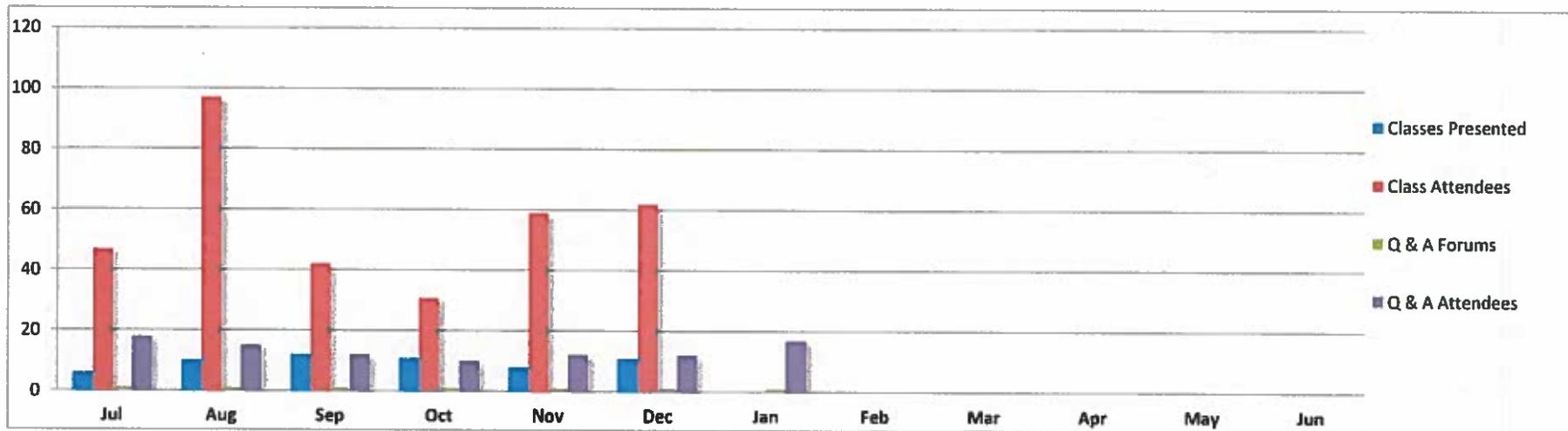
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Number of Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
Letters to Board Members Possible Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
HOA's Reviewed for Possible Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
Delinquent Fees Paid as Result of Audit Letters	\$473.03	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$473.03



### Training/Classes

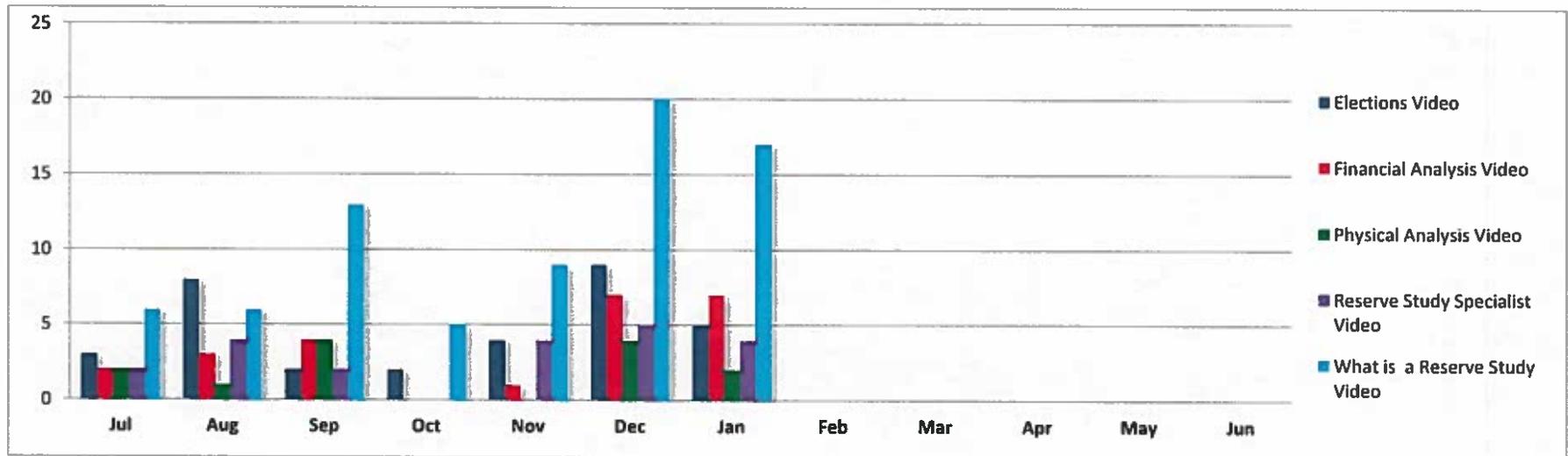
### FISCAL YEAR 17

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	0	0	58
Class Attendees	47	97	42	31	59	62	0	0	0	0	0	0	338
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**

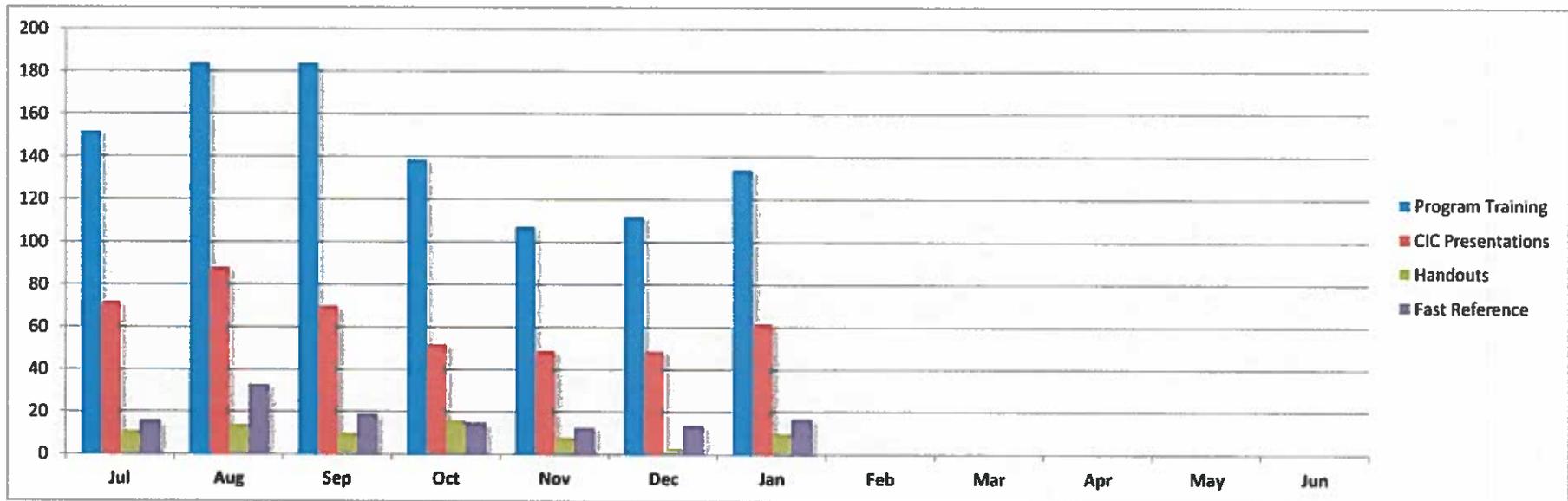
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	3	8	2	2	4	9	5	0	0	0	0	0	33
Financial Analysis Video	2	3	4	0	1	7	7	0	0	0	0	0	24
Physical Analysis Video	2	1	4	0	0	4	2	0	0	0	0	0	13
Reserve Study Specialist Video	2	4	2	0	4	5	4	0	0	0	0	0	21
What is a Reserve Study Video	6	6	13	5	9	20	17	0	0	0	0	0	76



### Website Page Views

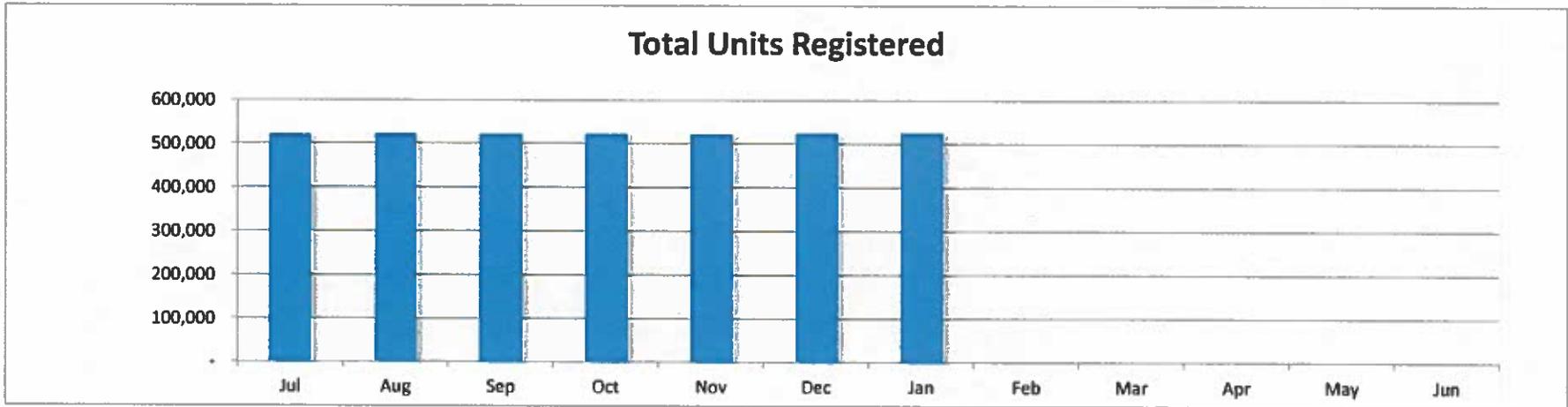
### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	152	184	184	139	107	112	134	0	0	0	0	0	1012
CIC Presentations	72	88	70	52	49	49	62	0	0	0	0	0	442
Handouts	11	14	10	16	8	3	10	0	0	0	0	0	72
Fast Reference	16	33	19	15	13	14	17	0	0	0	0	0	127



**Registration**  
**FISCAL YEAR 17**

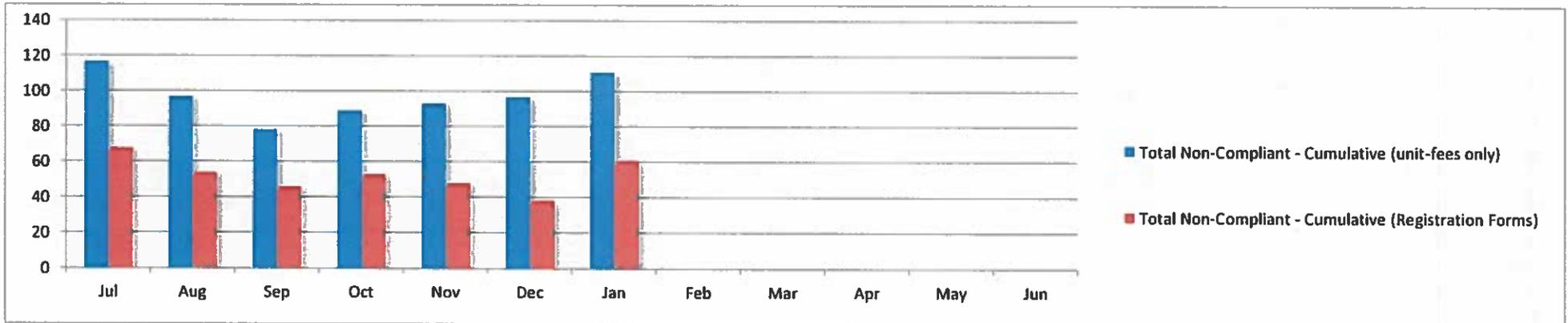
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,137	3,146	3,146	3,162	3,164	3,163	3,166	0	0	0	0	0
Total Units in all Registered Associations	520,988	522,411	522,908	523,442	523,757	525,818	526,729	0	0	0	0	0
Total of New Associations Registered	8	1	0	7	3	0	10	0	0	0	0	0
Total of New Units	62	1,423	497	197	301	1,845	1390	0	0	0	0	0



### Association Penalty Report

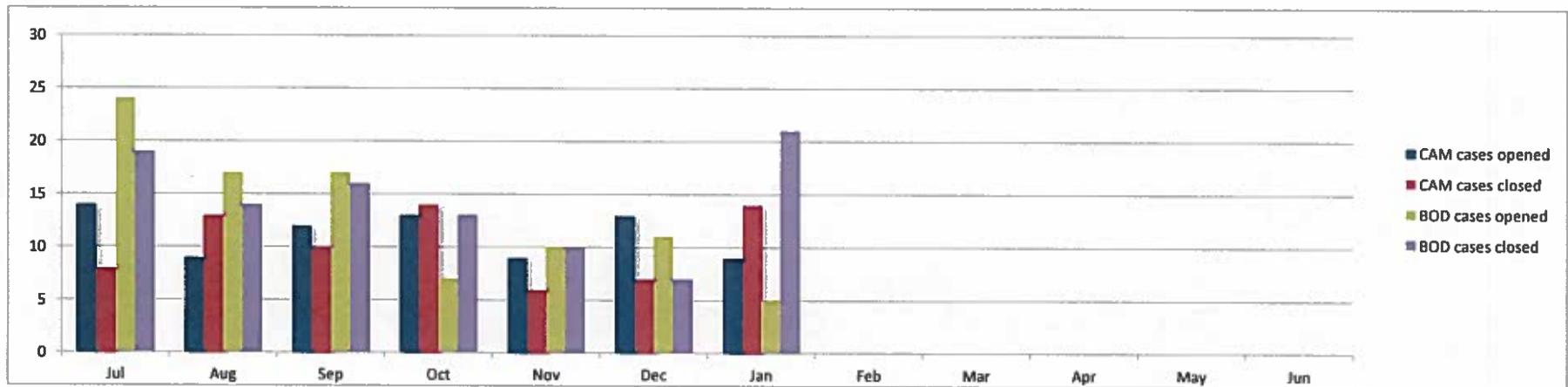
### FISCAL YEAR 17

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	0	0	0	0	0	219
Total Non-Compliant - Cumulative (unit-fees only)	117	97	78	89	93	97	111	0	0	0	0	0	111
Total Non-Compliant - Cumulative (Registration Forms)	68	54	46	53	48	38	61	0	0	0	0	0	61
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,144	\$1,427	\$1,380	\$1,900	\$1,059	\$840	\$2,445	\$0	\$0	\$0	\$0	\$0	\$10,195
Penalty Collected per month	\$1,003	\$2,023	\$2,653	\$1,708	\$850	\$1,998	\$848	\$0	\$0	\$0	\$0	\$0	\$11,083



**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	0	0	0	0	0	79
CAM cases closed	8	13	10	14	6	7	14	0	0	0	0	0	72
BOD cases opened	24	17	17	7	10	11	5	0	0	0	0	0	91
BOD cases closed	19	14	16	13	10	7	21	0	0	0	0	0	100
CAM cases currently open													54
BOD cases currently open													60
Total Cases Open													114



### 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	0	0	0	0	0
CAM Cases 91-180 Days	9	9	8	10	13	14	14	0	0	0	0	0
CAM Cases 181-365 Days	21	22	22	20	15	9	11	0	0	0	0	0
CAM Cases 366-730 Days	2	0	1	1	3	10	11	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	23	30	36	32	28	29	16	0	0	0	0	0
BOD Cases 91-180 Days	16	22	16	15	17	23	23	0	0	0	0	0
BOD Cases 181-365 Days	13	13	19	21	22	16	14	0	0	0	0	0
BOD Cases 366-730 Days	9	9	7	5	6	9	7	0	0	0	0	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>111</b>	<b>123</b>	<b>131</b>	<b>126</b>	<b>129</b>	<b>137</b>	<b>114</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

