



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

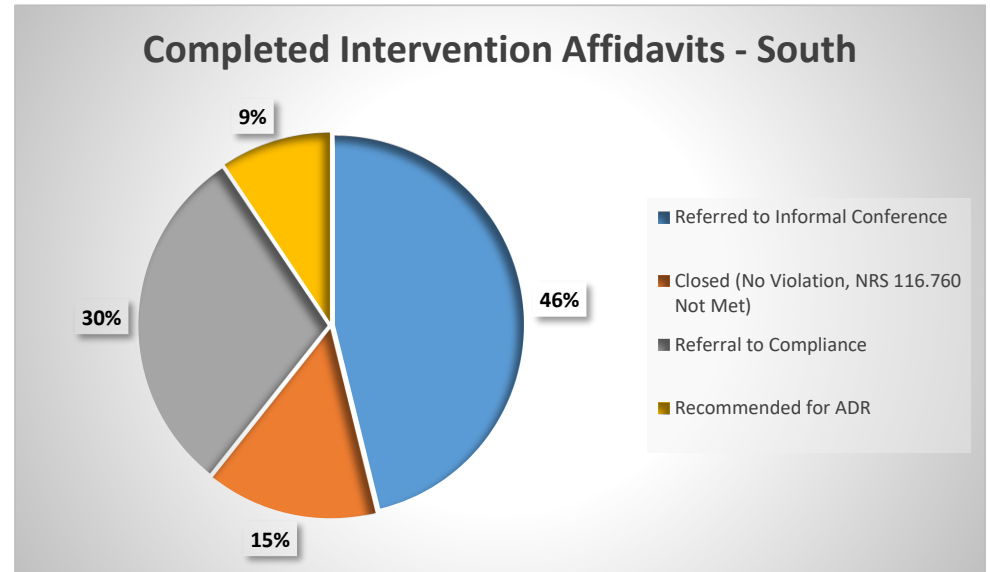
OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2018 - APRIL 30, 2019

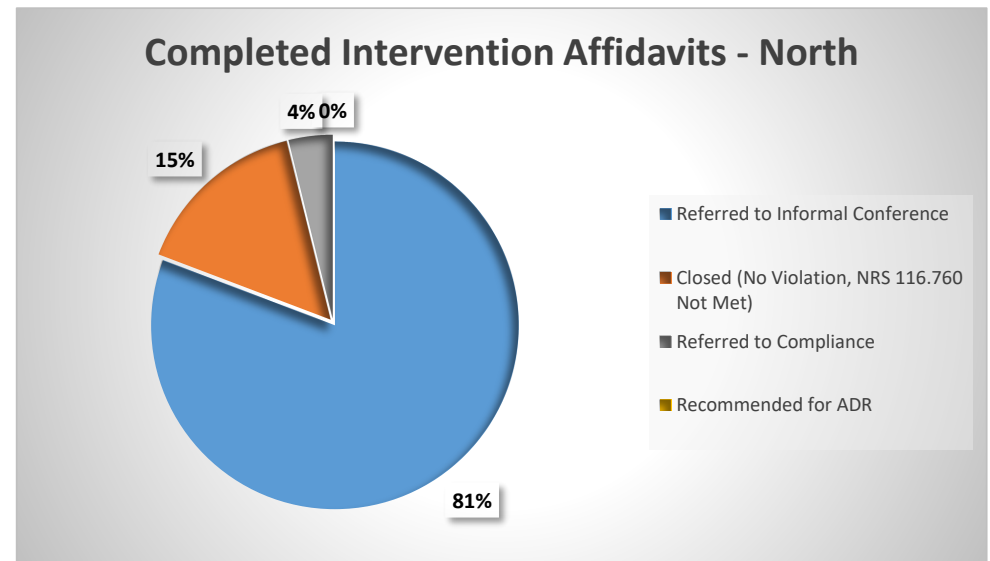
FISCAL YEAR 2018-2019

Intervention Affidavit Report

AFFIDAVITS - SOUTH	YTD Total
Affidavits Received	116
Referred to Informal Conference	54
Closed (No Violation, NRS 116.760 Not Met)	17
Referral to Compliance	35
Recommended for ADR	11

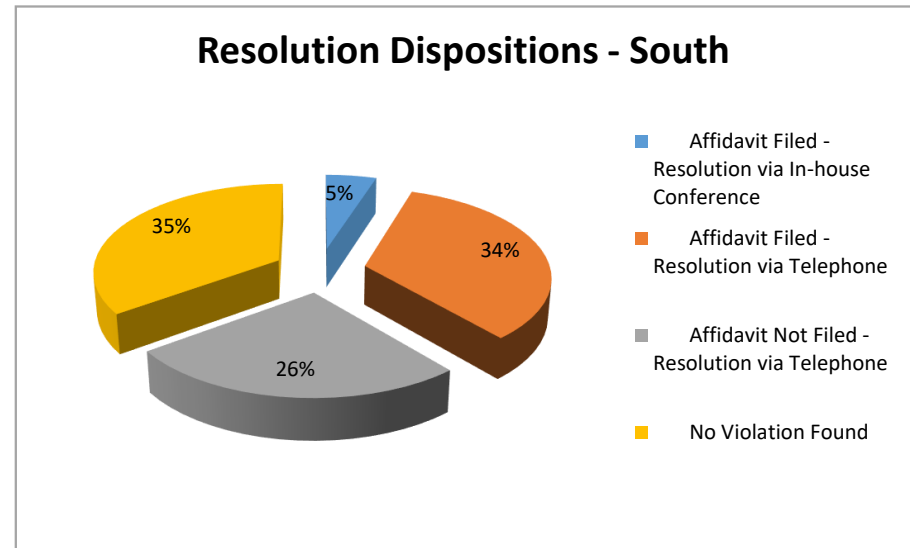


AFFIDAVITS - NORTH	YTD Total
Affidavits Received	25
Referred to Informal Conference	21
Closed (No Violation, NRS 116.760 Not Met)	4
Referred to Compliance	1
Recommended for ADR	0

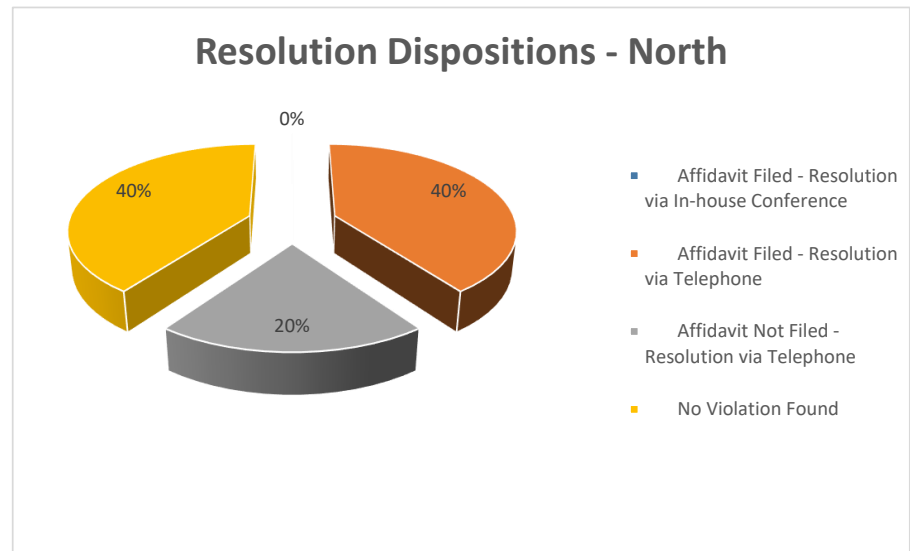


Mediation Report

DISPOSITION OF COMPLAINTS - SOUTH	
Affidavit Filed - Resolution	52
Affidavit Filed - Resolution via In-house Conference	4
Affidavit Filed - Resolution via Telephone	27
Affidavit Not Filed - Resolution via Telephone	21
No Violation Found	28
Affidavit Filed - No Resolution	11
Issue Not Resolved - No Further Action Warranted	2
Provided ADR Information to the Parties	7
Recommended Referral to Compliance	2



DISPOSITION OF COMPLAINTS - NORTH	
Affidavit Filed - Resolution	11
Affidavit Filed - Resolution via In-house Conference	0
Affidavit Filed - Resolution via Telephone	4
Affidavit Not Filed - Resolution via Telephone	2
No Violation Found	4
Affidavit Filed - No Resolution	9
Issue Not Resolved - No Further Action Warranted	3
Provided ADR Information to the Parties	6
Recommended Referral to Compliance	0



***Informal conference assistance may be performed by filing of an Intervention Affidavit, phone call or walk in.**

Informal Conference Program - Intervention Affidavit Issues

SOUTHERN CASES

ALLEGED ISSUES			
HOA GOV DOCS - ARC	1	NRS 116.31087 - UNIT OWNERS RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2
HOA GOV DOCS - BYLAWS	3	NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION	1
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	1	NRS 116.3109 - QUORUM	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	4	NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	1	NRS 116.31133 - INSURANCE/POLICIES	1
HOA GOV DOCS - NON ENFORCEMENT OF GOVERNING DOCUMENTS	1	NRS 116.31135 - INSURANCE/REPAIR OR REPLACEMENT OF DAMAGED COMMON ELEMENT	1
HOA GOV DOCS - RULES & REGULATIONS	5	NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1
NAC 116.385 - EXEC. BOARD SUBMISSION OF CONTACT INFORMATION TO DIVISION	1	NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	1
NAC 116.400 - BOD RESPONSIBILITY	1	NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	11	NRS 116.3115 - ASSESSMENTS/COMMON EXPENSES	11
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1	NRS 116.31151 - UNITS OWNERS/ANNUAL DISTRIBUTION	5
NRS 116.12065 - NOTICE OF CHANGES TO GOV DOCUMENTS	1	NRS 116.31152 - STUDY OF RESERVE	1
NRS 116.3102 - HOA/POWERS	6	NRS 116.3116 - LIENS/ASSESSMENTS	1
NRS 116.3103 - POWERS OF BOARD	31	NRS 116.31168 - FORECLOSURE OF LIENS	1
NRS 116.31031 - EXEC. BOARD/IMPOSE FINES	20	NRS 116.31175 - HOA BOOKS, RECORDS	6
NRS 116.310312 - POWER OF BOARD/ENTER UNIT	3	NRS 116.31183 - RETALIATORY ACTION	10
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	3	NRS 116.31184 - THREATS/HARASSMENT	9
NRS 116.310315 - ACCOUNTING FOR FINES	1	NRS 116.31185 - PROHIBITION/ CERTAIN PERSONNEL SOLICITING OR ACCEPTING	1
NRS 116.31034 - EXEC. BOARD ELIGIBILITY	9	NRS 116.31189 - BRIBERY OF CAM/EXECUTIVE BOARD MEMBER	2
NRS 116.31036 - EXECUTIVE BOARD MEMBER REMOVAL	1	NRS 116.332 - RIGHT TO STORE WASTE CONTAINERS	1
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EXECUTIVE BOARD MEMBER	1	NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	1
NRS 116.31065 - RULES	5	NRS 116.350 - LIMITATIONS REGARDING REGULATION OF CERTAIN ROADS	4
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	12	NRS 116.4109 - RESALE OF UNITS	3
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	7	NRS 116.4113 - EXPRESS WARRANTIES OF QUALITY	1
NRS 116.31085 - UNIT OWNERS/RIGHT TO SPEAK AT MEETINGS	4	OMB INTRV1 - NONJURISDICTIONAL	4
NRS 116.31086 - SOLICITATION OF BIDS	5		

Informal Conference Program - Intervention Affidavit Issues

SOUTHERN CASES

FOUND ISSUES

HOA GOV DOCS - ARC	2	NRS 116.31065 – RULES	2
HOA GOV DOCS - BYLAWS	1	NRS 116.3107 - CIC MAINTENANCE/ UPKEEP	5
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	1	NRS 116.31083 - EXECUTIVE BOARD/ MEETINGS	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	2	NRS 116.31085 - UNITS' OWNERS/ RIGHT TO SPEAK AT CERTAIN MEETINGS	1
HOA GOV DOCS - MAINT. OF COMMON ELEMENT	2	NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT	2
HOA GOV DOCS - NONCOMPLIANCE OF GOV DOCS	1	NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENTS	1
HOA GOV DOCS - RULES & REGULATIONS	1	NRS 116.3115 - ASSESSMENTS/COMMON EXPENSES	1
NAC 116.405 - MEMBERS OF EXECUTIVE BOARD	1	NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1
NAC 116.457 - PREPARATION, CONTENTS & AVAILABILITY OF FINANCIAL STATEMENTS	1	NRS 116.3116 - LIENS/ASSESSMENTS	1
NRS 116.12065 - NOTICE OF CHANGES TO GOV DOCS	1	NRS 116.31175 - HOA BOOKS, RECORDS	2
NRS 116.3102 - HOA/POWERS	2	NRS 116.31184 - THREATS & HARRASSMENT	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	6	NRS 116.31187 - PROHIBITION/ CERTAIN PERSONNEL ACCEPTING COMPENSATION	1
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	4	NRS 116.332 - RIGHT TO STORE WASTE CONTAINERS	1
NRS 116.310312 - POWER OF BOD/ENTER UNIT	1	NRS 116.350 - LIMITATIONS REGARDING REGULATION OF CERTAIN ROADS	1
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	2	NRS 116.4109 - RESALE OF UNITS	1

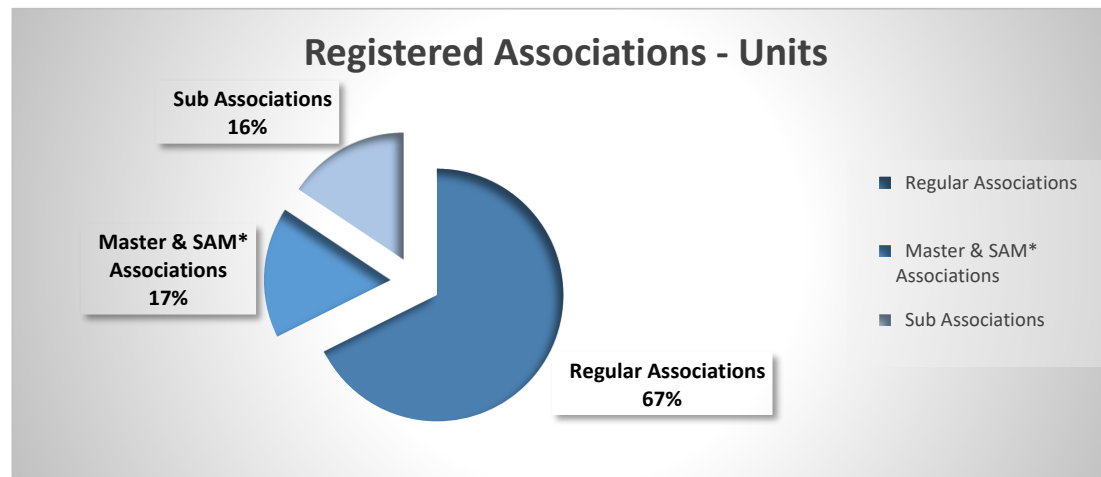
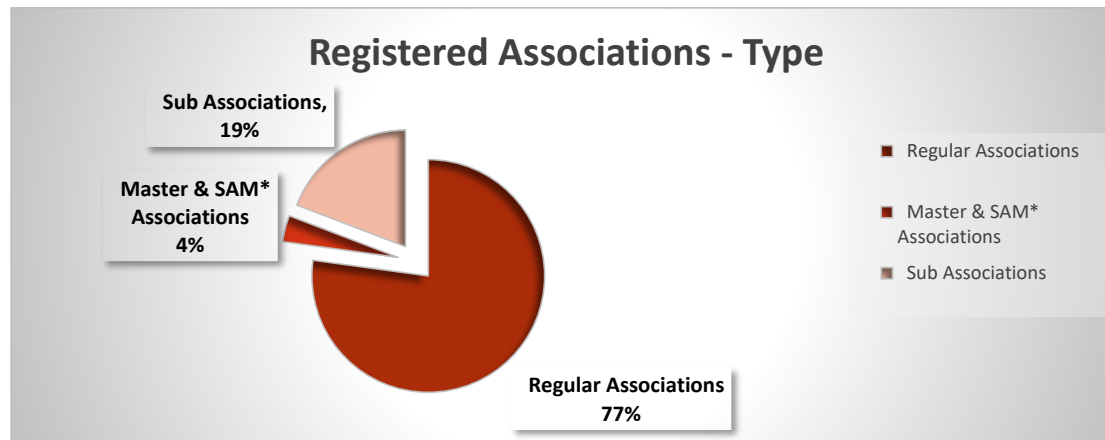
Informal Conference Program - Intervention Affidavit Issues**NORTHERN CASES**

ALLEGED ISSUES		FOUND ISSUES	
HOA GOV DOCS - BYLAWS	2	HOA GOV DOCS - BYLAWS	1
NAC 116.385 - EXECUTIVE BOARD; SUBMISSION TO DIVISION OF CONTACT INFORMATION	1	HOA GOV DOCS - NONCOMPLIANCE OF GOV DOCS	2
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	2	HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS	3
NRS 116.3101 - HOA/ORGANIZATION	1	HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	2
NRS 116.3102 - HOA/ POWERS	2	HOA GOV DOCS - RULES & REGULATIONS	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	6	NAC 116.405 - MEMBERS OF EXECUTIVE BOARD	1
NRS 116.31031 - EXECUTIVE BOARD/ IMPOSE FINES	2	NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	1
NRS 116.31034 - EXEC BOARD/ ELECTION & ELIGIBILITY	2	NRS 116.3107 - CIC MAINTENANCE/ UPKEEP	1
NRS 116.31036 - EXEC. BOARD/ MEMBER REMOVAL	2		
NRS 116.31039 - DECLARANT; DELIVERY OF COMMON ELEMENTS	1		
NRS 116.31068 - NOTICE TO UNIT OWNERS	1		
NRS 116.3107 - CIC MAINTENANCE/ UPKEEP	4		
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	1		
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	4		
NRS 116.31085 - UNITS' OWNERS/ RIGHT TO SPEAK AT CERTAIN MEETINGS	1		
NRS 116.31086 - SOLICITATION OF BIDS	1		
NRS 116.3109 - QUORUM	3		
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1		
NRS 116.3115 - ASSESSMENTS/ COMMON EXPENSES	5		
NRS 116.31151 - UNITS' OWNERS/ ANNUAL DISTRIBUTION	1		
NRS 116.31152 - STUDY OF RESERVE	1		
NRS 116.31175 - HOA BOOKS, RECORDS	1		
NRS 116.3118 - MAINTENANCE OF HOA RECORDS	1		
NRS 116.31183 - RETALIATORY ACTION	5		
NRS 116.31184 - THREATS & HARRASSMENT	5		
NRS 116.31185 - PROHIBITION/ CERTAIN PERSONNEL ACCEPTING COMPENSATION	1		
OMB INTRV1 - NONJURISDICTIONAL	2		

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,577	379,820
Master & SAM* Associations	122	94,034
Sub Associations	641	87,781
Total	3,340	561,635

*SAM = uses same board as master



Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	3	-	437	22	3		1	2		201	669
CONDO/HOTEL			9							2	11
COOP			4						1	3	8
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	3		22	3						4	32
PLANNED COMMUNITY - M/H		1	11		1			3	1		17
PLANNED COMMUNITY - UNDEFINED											-
PLANNED COMMUNITY - SFD	25	1	1,906	22	7	1	9	6	2	234	2,213
PLANNED COMMUNITY - SFD/CONDO			13	1						3	17
PLANNED COMMUNITY - SFD/CONDO/TH			10	1						3	14
PLANNED COMMUNITY - SFD/MH			1	1						1	3
PLANNED COMMUNITY - SFD/TH			22	1	1					3	27
PLANNED COMMUNITY - SFD/TH/MH			1	3	1						5
PLANNED COMMUNITY - TWNHSE	8		240	15	2					49	314
MASTER - NO UNITS			1							1	2
TOTAL	39	2	2,684	69	15	1	10	11	4	505	3,340

KEY

TWNHSE/TH TOWNHOUSE
M/H MANUFACTURED HOUSE
SFD SINGLE-FAMILY DEWELLING

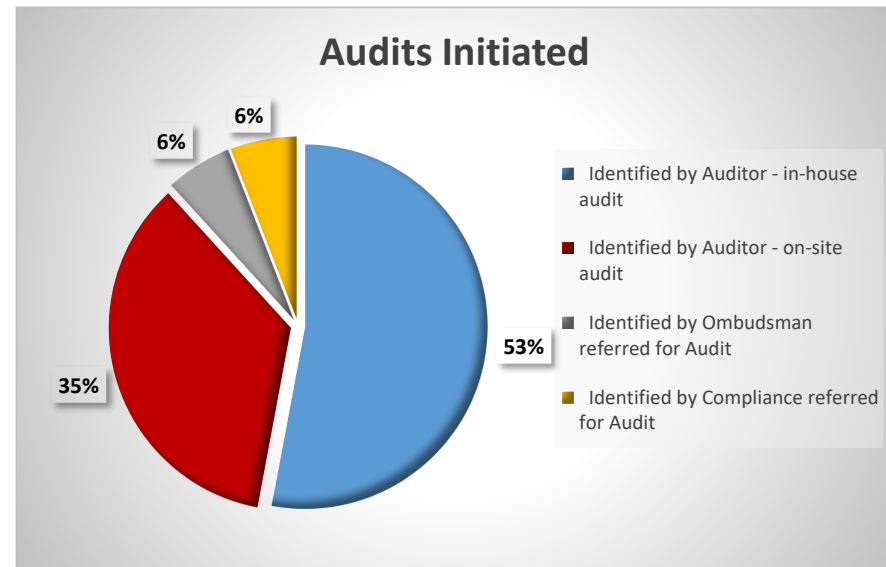
Auditor Report

Carryover from FY 18	<u>6</u>
<u>Audits Conducted</u>	
Identified by Auditor - in-house audit	9
Identified by Auditor - on-site audit	6
Identified by Ombudsman referred for Audit	1
Identified by Compliance referred for Audit	1
Total Audits Initiated	<u>17</u>

* Includes carryover audits included from previous year

<u>Disposition of Audits</u>	
Completed audits - compliance gained by Auditor	5
Completed audits referred to Compliance	9
Total Audits Completed*	<u>14</u>

<u>Special Projects</u>	
Financial Review - Association	3
Special Projects - Other	6
Total Special Projects	<u>9</u>



The Auditor analyzes association information submitted on forms submitted to the Division, determines areas of deficiency and subsequently engages the association in an audit. However, an audit may be initiated at the request of the Ombudsman, administrative staff, or investigator. The audit includes a review and analysis of the association’s governing documents, financial records, and other records requested, to identify areas of non-compliance. In addition to association audits, the Auditor may also assist the Ombudsman or Compliance section with association financial statement reviews and recommendations based on financial reviews on an as-needed basis.

New Claims Initiated	
Claims Filed	234

Responses Received	
Responses Received	216
Number of Filings(CLM & RSP)	450
Filing Fees Received	\$18,450.00

Mediation Requests	
Requests for Mediation	266
Bank/Mortgage Holder	11
Non-Bank/Mortgage Holder	255

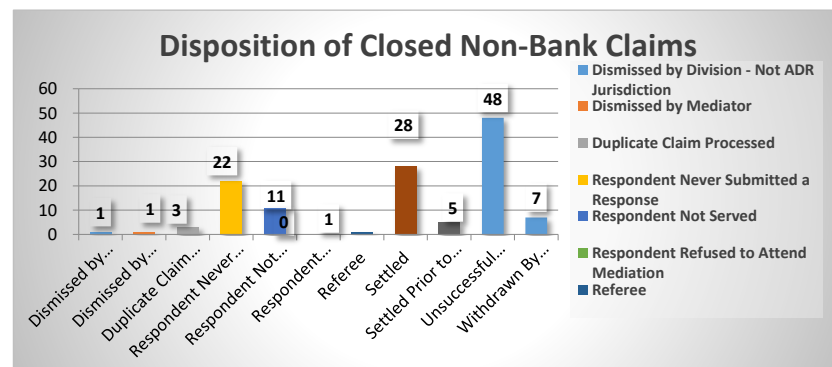
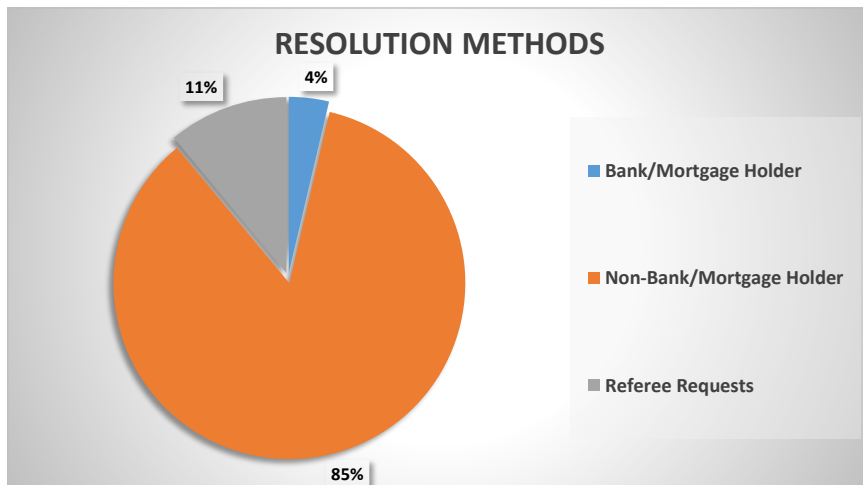
Referee Requests	
Referee Requests	33

Assigned Claims	
Mediation Assignments	202
Referee Assignments	6
FY18 Assigned Claims / Pending Mediation	3

Closed Claims	
Disposition of Closed Claims	127
Dismissed by Division - Not ADR Jurisdiction	1
Dismissed by Mediator	1
Duplicate Claim Processed	3
Respondent Never Submitted a Response	22
Respondent Not Served	11
Respondent Refused to Attend Mediation	0
Referee	1
Settled	28
Settled Prior to Mediation	5
Unsuccessful Mediations	48
Withdrawn By Claimant	7

Bank Closed Claims	
Bank Claims Closed	37
Dismissed by Division - Not ADR Jurisdiction	1
Duplicate Claim Processed	0
Respondent Never Submitted a Response	4
Respondent Not Served	4
Respondent Refused to Attend Mediation	0
Settled	1
Settled Prior to Mediation	0
Unsuccessful Mediation	25
Withdrawn By Claimant	2

Subsidy	
Applications Received	144
Invoices Approved for Payment	77
Invoices Paid	\$24,277.10

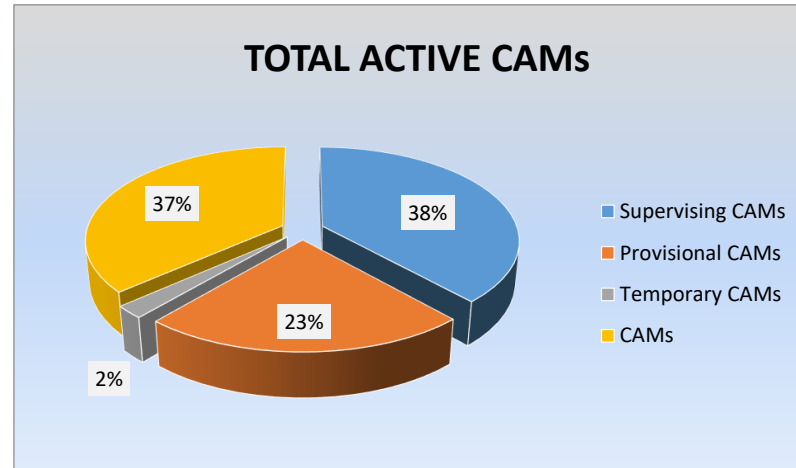


* Amount reflected due to internal decision.

Education and Training Report

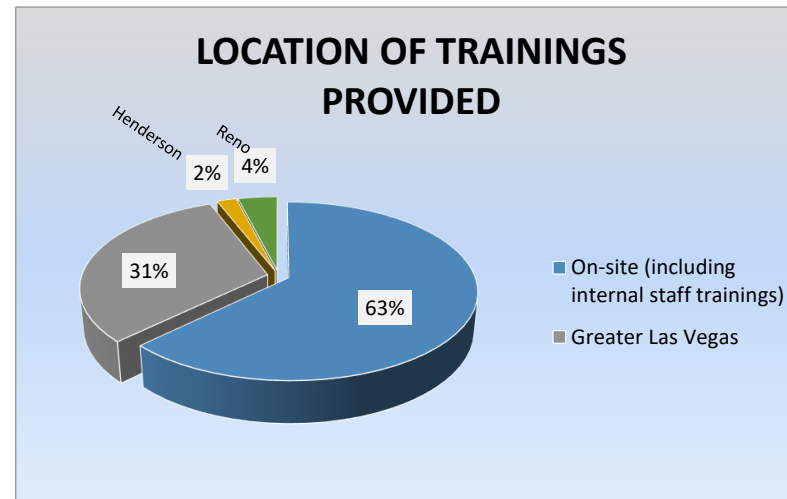
EDUCATION OFFICER

TOTAL ACTIVE CAMs	744
Supervising CAMs	285
Provisional CAMs	171
Temporary CAMs	16
CAMs	272
TOTAL ACTIVE CE COURSES	140
Approved for General Credit	111
Approved for Law Credit	29
Newly Approved Courses	31
Renewed Courses	103
Course Offerings*	206
Audits Conducted by Division	7
Educational Materials Created/Published on Website**	29
Website Views (CIC pages)	6040



TRAINING OFFICER

Training Topics Available	24
TRAININGS PROVIDED	51
On-site (including internal staff trainings)	32
Off-site (to associations upon request)	
Greater Las Vegas	16
Henderson	1
Pahrump	
Northern Nevada	2
Increase from FY 18	-6%
ATTENDEES	1070
Increase from FY 18	-13%



*Courses can be presented more than once. Division applies credits to each licensed attendee and tracks course evaluations.

**Newsletters, flowcharts, handouts, brochures, manuals, slide shows, etc.



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION

REPORTING PERIOD JULY 1, 2018 - APRIL 30, 2019

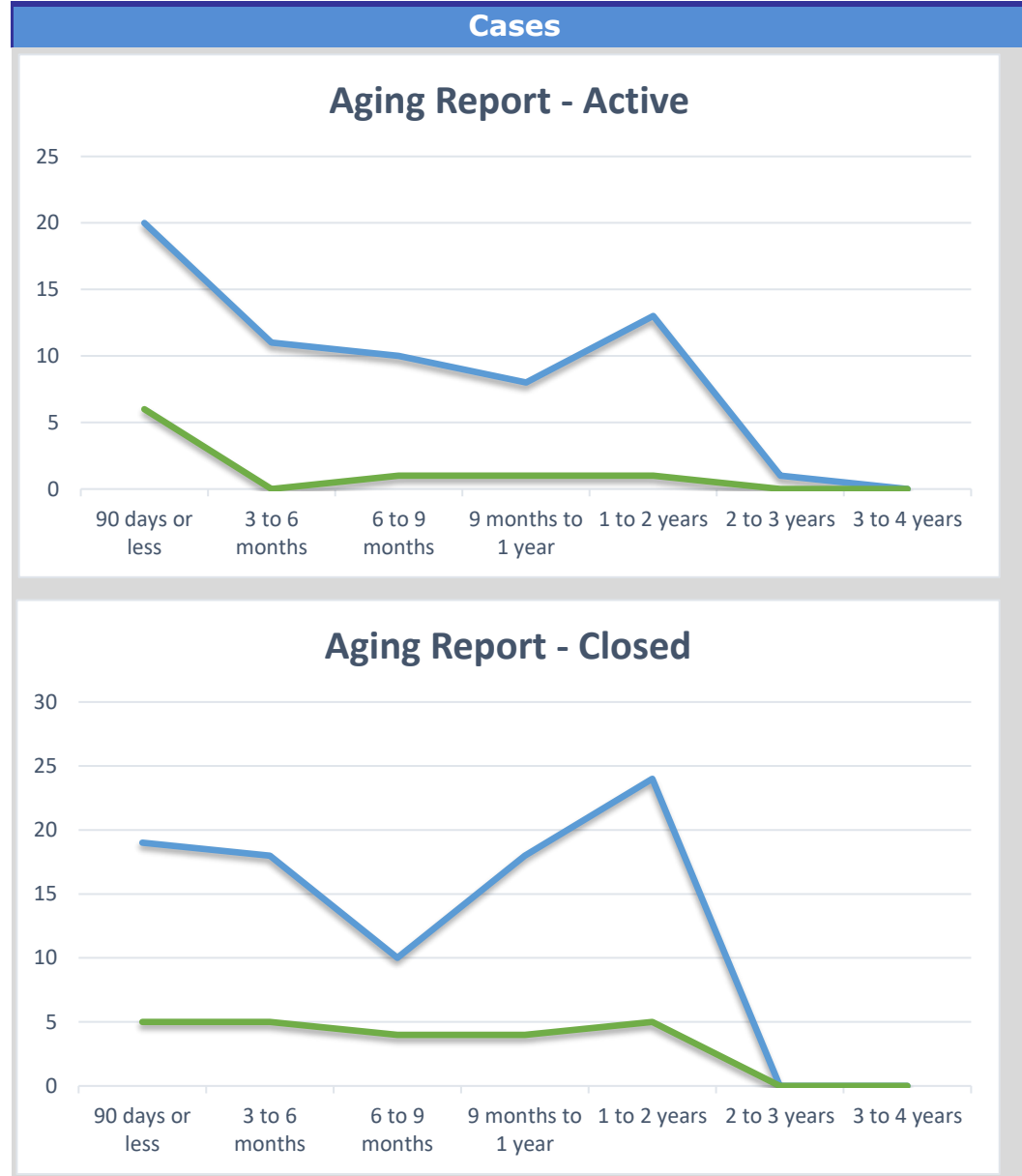
FISCAL YEAR 2018-2019

INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	67	11
Total # of Active Cases*	63	9
Total # of Cases Closed	89	23

Aging Report - Active	South	North
90 days or less	20	6
3 to 6 months	11	0
6 to 9 months	10	1
9 months to 1 year	8	1
1 to 2 years	13	1
2 to 3 years	1	0
3 to 4 years	0	0
Total	63	9

Aging Report - Closed	South	North
90 days or less	19	5
3 to 6 months	18	5
6 to 9 months	10	4
9 months to 1 year	18	4
1 to 2 years	24	5
2 to 3 years	0	0
3 to 4 years	0	0
Total	89	23



DEMOGRAPHICS

Active Cases South	
Boulder City	0
Gardenerville	0
Henderson	6
Las Vegas	53
Laughlin	0
Mesquite	0
Mt. Charleston	2
N. Las Vegas	2
Pahrump	0
Total	63

Active Cases North	
Carson City	1
Elko	1
Incline Village	2
Reno	3
Sparks	1
Virginia City	1
West Wendover	0
Zephyr Cove	0
Total	9

Closed Cases South	
Boulder City	3
Henderson	12
Las Vegas	62
Laughlin	1
Longdale	2
Mesquite	0
Mt. Charleston	1
N. Las Vegas	4
Pahrump	4
Total	89

Closed Cases North	
Carson City	1
Gardenerville	1
Glenbrook	1
Incline Village	7
Reno	8
Sparks	3
Virginia City	0
West Wendover	1
Zephyr Cove	1
Total	23

DEMOGRAPHICS

Outcome of Closed Cases	South	North
CLOSED AT CLAIMANT'S REQUEST	3	0
COMPLIANCE DEMAND LETTER	6	2
CONSOLIDATE W/CICC CASES	1	0
DIVISION RESOLVED ALLEGATIONS	2	2
DUPLICATE CASE	5	0
INSUFFICIENT EVIDENCE	1	1
LETTER OF INSTRUCTION	31	8
NONJURISDICTIONAL	2	1
NO VIOLATION	16	2
RECOMMENDATION FOR HEARING - CIC	8	1
RESOLVED PRIOR TO COMPL. OF INVEST.	2	0
STATUTE OF LIMITATION EXPIRED	1	0
TERMINATED INVESTIGATION	1	1
UNSUBSTANTIATED ALLEGATIONS	10	5
Total	89	23

Top Five NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	32	17
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	19	11
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	15	2
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	7	4
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	7	3

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	11	3
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBERS	0	2
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	2

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	5	6
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	0	6
NRS 116.31152 - STUDY OF RESERVE	3	3
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	3	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	3	1

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	1	3
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	1

Complete Lists of NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.1112 - UNCONSCIONABLE AGREEMENT OR TERM OF CONTRACT	0	1
NRS 116.1113 - OBLIGATION OF GOOD FAITH	2	1
NRS 116.2102 - UNIT BOUNDARIES	1	0
NRS 116.2111 - ALTERATION OF UNITS; ACCESS TO UNITS	1	0
NRS 116.2117 - AMENDMENT OF DECLARATION	1	0
NRS 116.3101 - HOA / ORGANIZATION	1	0
NRS 116.3102 - HOA / POWERS	2	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	32	17
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	7	3
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	1	0
NRS 116.310315 ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	1	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	19	11
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	1	1
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	2	0
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	1	1
NRS 116.3106 - BYLAWS	0	2
NRS 116.31065 - RULES	1	0
NRS 116.3107 - CIC / UPKEEP	4	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	5	6
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	3	4
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	2	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	3	2

NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE	4	2
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2	0
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	3	1
NRS 116.3109 - QUORUM	3	0
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	3	0
NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1	0
NRS 116.31133 - INSURANCE / POLICIES	1	0
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON	2	0
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	0	1
NRS 116.3114 - SURPLUS FUNDS	2	1
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	2	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	3	3
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	9	4
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	5	0
NRS 116.31152 - STUDY OF RESERVE	7	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	10
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	1	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	3	2
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	15	2
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	2	0
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	3	0
NRS 116.31184 - THREATS & HARRASSMENT	2	0
NRS 116.31185 - PROHIBITION / CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	3	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	4	2
NRS 116.31189 - BRIBERY OF COMMUNITY MANAGER OR MEMBER OF EXECUTIVE BOARD; PENALTIES; EXCEPTION	1	0
NRS 116.4109 - RESALE OF UNITS	1	2
NRS 116.760 - RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; ADMINISTRATIVE FINE FOR FILING FALSE OR FRAUDULENT AFFIDAVIT	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1	0
NRS 116B.615 - SIGNATURES REQUIRED FOR WITHDRAWAL - RESERVE ACCT.	1	0

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBERS	0	2
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	11	3
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	0
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	2

NAC 116.465 - FEE FOR PREP./CERTIFICATE FOR RESALE OF UNIT	0	1
NAC 116.480 - RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE BOARDS AND OFFICERS OF ASSOCIATION	1	0

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3102 - HOA / POWERS	1	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	5	6
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	0	1
NRS 116.31032 - DECLARANT / CONTROL PERIOD	2	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	1	1
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	1	1
NRS 116.3107 - CIC / UPKEEP	0	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1	0
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	3	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	0	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.3112 - DECLARANT / CONVEYANCE OR ENCUMBRANCE TO HOA OF COMMON ELEMENTS	0	1
NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	1	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	3	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	3	4
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	3	1
NRS 116.31152 - STUDY OF RESERVE	3	3
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	2	6
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	1	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	2	2
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	1	3
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	0	1
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	0	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	0	1

Alleged Issues NORTH

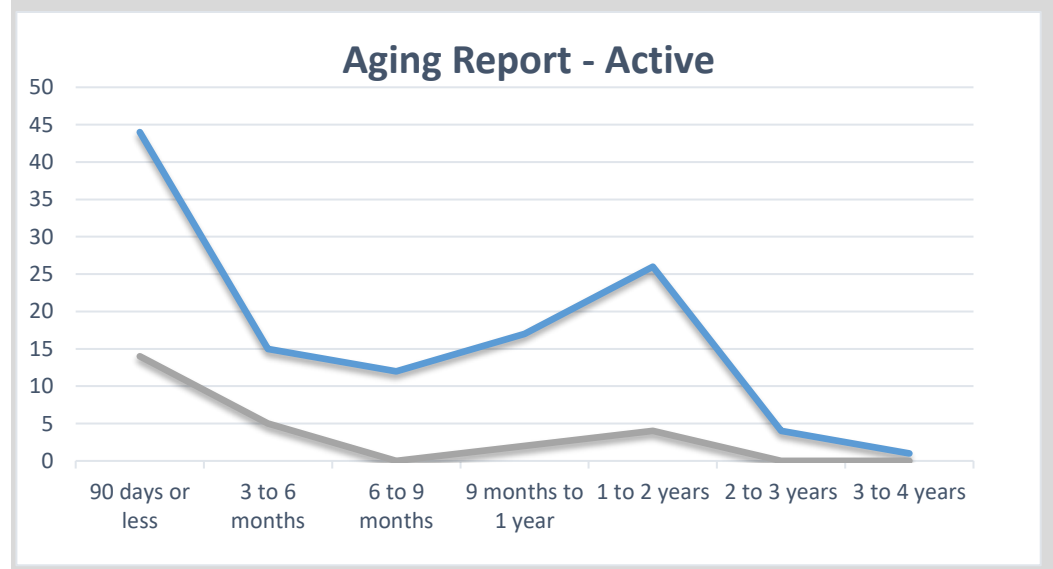
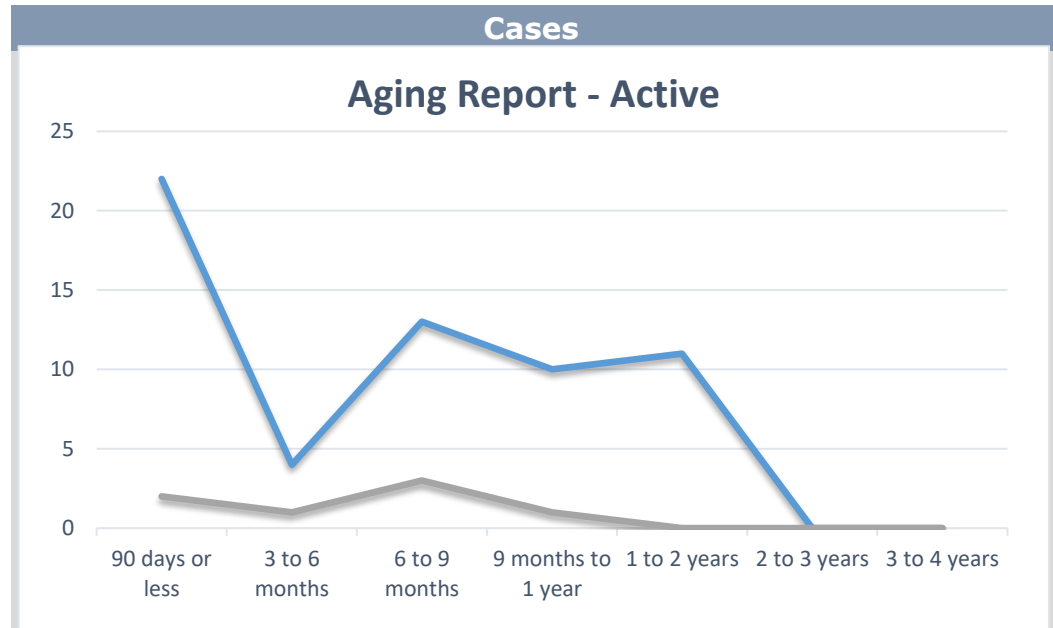
NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	1	3
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	0
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	1

Statement of Fact

Cases	South	North
Cases Opened YTD	79	23
Total # of Active Cases*	60	7
Total # of Cases Closed	119	25

Aging Report - Active	South	North
90 days or less	22	2
3 to 6 months	4	1
6 to 9 months	13	3
9 months to 1 year	10	1
1 to 2 years	11	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	60	7

Aging Report - Closed	South	North
90 days or less	44	14
3 to 6 months	15	5
6 to 9 months	12	0
9 months to 1 year	17	2
1 to 2 years	26	4
2 to 3 years	4	0
3 to 4 years	1	0
Total	119	25



DEMOGRAPHICS

Active Cases South	
Boulder City	0
Henderson	7
Las Vegas	52
Laughlin	0
Mesquite	0
N. Las Vegas	0
Pahrump	1
Total	60

Active Cases North	
Carson City	0
Incline Village	2
Reno	5
Sparks	0
Silver Springs	0
Virginia City	0
West Wendover	0
Zephyr Cove	0
Total	7

Closed Cases South	
Boulder City	3
Henderson	28
Las Vegas	81
Laughlin	0
Mesquite	0
N. Las Vegas	6
Pahrump	1
Total	119

Closed Cases North	
Carson City	5
Incline Village	5
Reno	13
Sparks	1
West Wendover	0
Zephyr Cove	1
Total	25

Outcome of Closed Cases	South	North
ADMINISTRATIVE FINE ACCESSED	0	1
CLOSED ADMIN. SANCTION	5	2
CLOSED AT CLAIMANT'S REQUEST	2	0
CLOSED DUPLICATE CASE	4	0
CLOSED UNSUBSTANTIATED ALLEGATIONS	0	1
DIVISION RESOLVED ALLEGATIONS	3	1
DIVISION TERMINATED INVESTIGATION	21	1
FORWARDED TO DISCIPLINE (LAO) FOR HEARING	16	1
INSUFFICIENT EVIDENCE	1	0
LETTER OF INSTRUCTION	14	1
NO JURISDICTION LETTER	15	1
NO VIOLATION	18	3
UNSUBSTANTIATED LETTER	16	4
UNKNOWN	0	8
LETTER OF INSTRUCTION	1	1

RESOLVED PRIOR TO COMPLETE INVEST.	3	0
Total	119	25

Top NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	24	36
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	5	9
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	4	4
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	4	3
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	10

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	3	1
NAC 116A.340 - CHANGE OF NAME/ADDRESS/ASSN. OR SUPERVISING CM	1	2
NAC 116A.345 - PROHIBITED ACTS	1	2
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	0	2

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	1	5
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	1	3
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1	1
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMENTS	1	0
NRS 116.2102 - UNIT BOUNDARIES	0	1

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	2
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0
NAC 116A.165 - SUPERVISING COMMUNITY MANAGERS: QUALIFICATIONS & RESPONSIBILITIES	0	1

Complete List of NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.2104 - DESCRIPTION OF UNITS	1	0
NRS 116.2117 - AMENDMENT OF DECLARATION	1	0
NRS 116.310315 ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	0	2
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	1	2
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	1	0
NRS 116.3104 - DECLARANT / TRANSFER OF SPECIAL RIGHTS	1	0
NRS 116.3105 - CONTRACTS & LEASES / TERMINATION	1	0
NRS 116.3107 - CIC / UPKEEP	2	2
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1	0
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	0	1
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	2	0
S 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMEN	1	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1	1
NRS 116.31152 - STUDY OF RESERVE	1	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	5	10
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	4	5
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1	1
NRS 116.31184 - THREATS & HARRASSMENT	1	2
NRS 116.335 - PROHIBITION TO OBTAIN APPROVAL TO RENT OR LEASE; EXCEPTIONS	1	0

NRS 116.340 - TRANSIENT COMMERCIAL USE OF UNITS/CERTAIN COMMUNITIES	0	1
NRS 116.4109 - RESALE OF UNITS	0	2
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	4	3
NRS 116A.410 - CERTIFICATE ISSUED; TEMP. CERTIFICATE; BONDS; FEES	1	0
NRS 116A.420 - PROHIBITED FROM ACTING AS RESERVE SPECIALIST	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1	9
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	24	36
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	10
NRS 116B.430 - POWER OF EXEC. BOARD TO IMPOSE FINES FOR VIOLATIONS	0	1
NRS 116B.630 - LIENS AGAINST UNIT FOR ASSESSMENTS	1	0

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.300 - CAM / DUTIES	0	1
NAC 116.351 - ALLEGATIONS OF MISCONDUCT	0	1
NAC 116.360 - CRITERIA FOR UNPROFESSIONAL CONDUCT & PROFESSIONAL INCOMPETENCE	0	1
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	1
NAC 116.465 - FEE FOR PREP./CERTIFICATE FOR RESALE OF UNIT	1	0
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	0	2
NAC 116A.340 - CHANGE OF NAME/ADDRESS/ASSN. OR SUPERVISING CM	1	2
NAC 116A.345 - PROHIBITED ACTS	1	3
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	1	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	3	2

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEM	1	0
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0
NRS 116.2102 - UNIT BOUNDARIES	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	0	2
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	0	1
NRS 116.31152 - STUDY OF RESERVE	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1	1

NRS 116.31158 - HOA / REGISTRATION W/ OMB	0	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	0	1
NRS 116.760 - RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; ADMINISTRATIVE FINE FOR FILING FALSE OR FRAUDULENT AFFIDAVIT	0	2
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	1	3
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	1	5

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	1
NAC 116A.165 - SUPERVISING COMMUNITY MANAGERS: QUALIFICATIONS & RESPONSIBILITIES	0	1
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0
NAC 116A.345 - PROHIBITED ACTS	0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	2