



**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

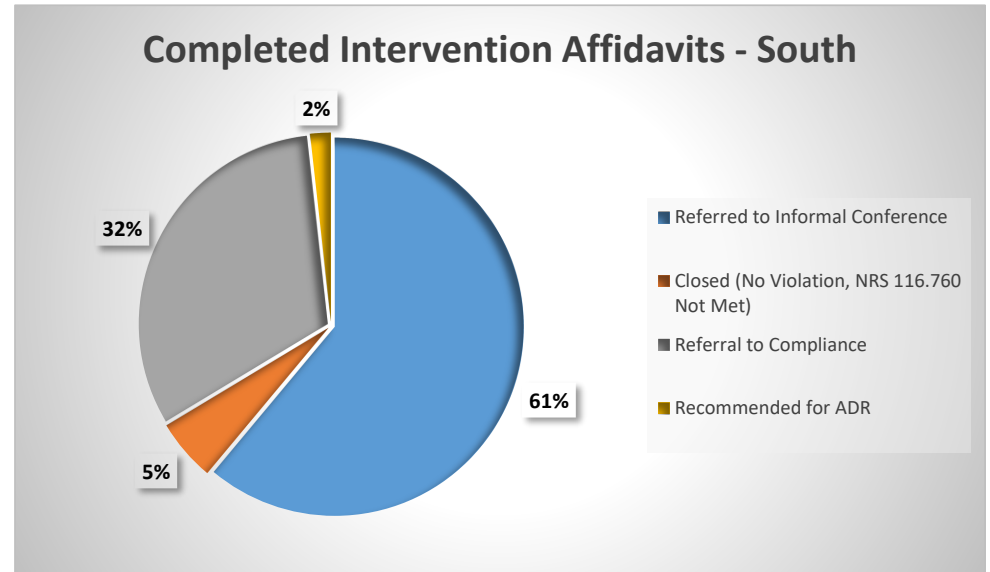
**OMBUDSMAN'S OFFICE**

**REPORTING PERIOD JULY 1, 2019 - MARCH 31, 2020**

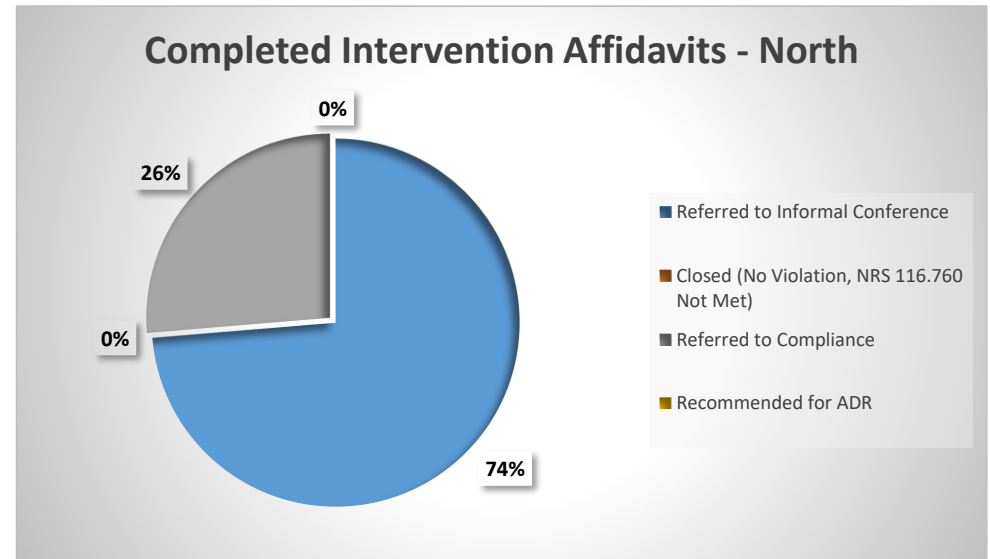
**FISCAL YEAR 2020**

# Intervention Affidavit Report

<b>AFFIDAVITS - SOUTH</b>	<b>YTD Total</b>
Affidavits Received	112
Referred to Informal Conference	69
Closed (No Violation, NRS 116.760 Not Met)	6
Referral to Compliance	36
Recommended for ADR	2

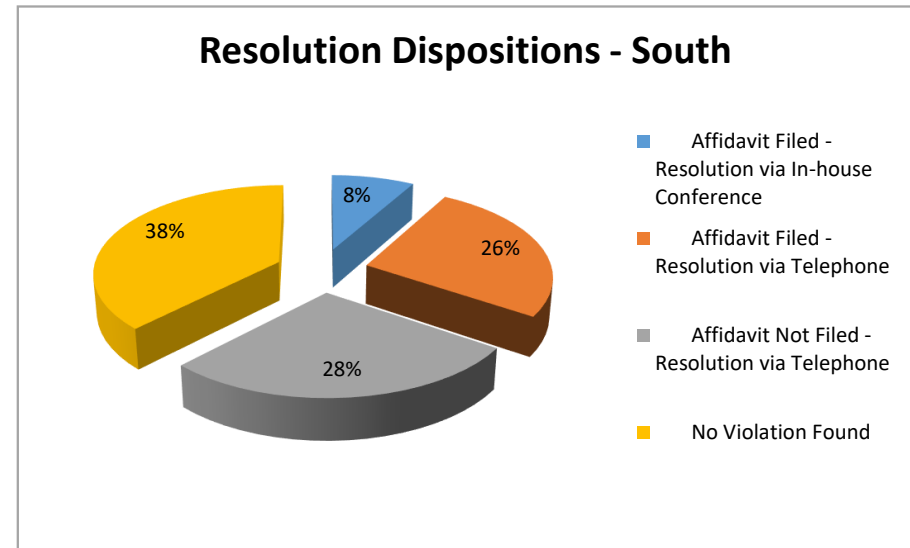


<b>AFFIDAVITS - NORTH</b>	<b>YTD Total</b>
Affidavits Received	19
Referred to Informal Conference	14
Closed (No Violation, NRS 116.760 Not Met)	0
Referred to Compliance	5
Recommended for ADR	0

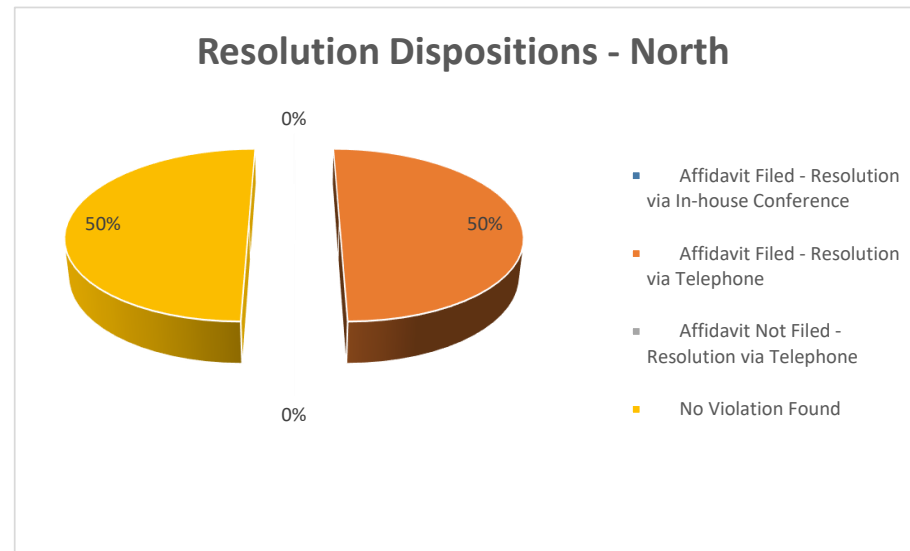


## Mediation Report

DISPOSITION OF COMPLAINTS - SOUTH	
<b>Affidavit Filed - Resolution</b>	<b>38</b>
Affidavit Filed - Resolution via In-house Conference	5
Affidavit Filed - Resolution via Telephone	16
Affidavit Not Filed - Resolution via Telephone	17
<b>No Violation Found</b>	<b>23</b>
<b>Affidavit Filed - No Resolution</b>	<b>17</b>
Issue Not Resolved - No Further Action Warranted	5
Provided ADR Information to the Parties	11
Recommended Referral to Compliance	1



DISPOSITION OF COMPLAINTS - NORTH	
<b>Affidavit Filed - Resolution</b>	<b>1</b>
Affidavit Filed - Resolution via In-house Conference	0
Affidavit Filed - Resolution via Telephone	1
Affidavit Not Filed - Resolution via Telephone	0
<b>No Violation Found</b>	<b>1</b>
<b>Affidavit Filed - No Resolution</b>	<b>4</b>
Issue Not Resolved - No Further Action Warranted	1
Provided ADR Information to the Parties	3
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**

<b>ALLEGED ISSUES</b>	
HOA GOV DOCS - ARC	3
HOA GOV DOCS - BYLAWS	4
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	5
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	7
HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS	4
HOA GOV DOCS - RULES & REGULATIONS	4
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	11
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.2117 - AMENDMENT OF DECLARATION	2
NRS 116.3101 - HOA / ORGANIZATION	1
NRS 116.3102 - HOA/POWERS	2
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	23
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	8
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	2
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	6
NRS 116.31035 - PUBLICATIONS REQUIREMENT; LIMIT.	1
NRS 116.31036 - EXECUTIVE BOARD/ MEMBER REMOVAL	1
NRS 116.31065 - RULES	6
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	12
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	9
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	3
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	4
NRS 116.311 - UNITS' OWNERS / VOTING	1
NRS 116.31107 - VOTING BY UNITS' OWNERS	2
NRS 116.31135 - INSURANCE/ REPAIR & REPLACEMENT OF DAMAGED COMMON ELEMENT	1
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.3115 - ASSESSMENTS/ COMMON EXPENSES	2
NRS 116.3116 - LIENS/ASSESSMENTS AGAINST UNITS	2
NRS 116.31162 - FORECLOSURE OF LIENS/NOTICES OF DELINQUENT ASSESSMENT MAILING	1
NRS 116.31168 - FORECLOSURE OF LIENS/REQUEST BY INTERESTED PERSONS FOR NOS	1
NRS 116.31175 - HOA BOOKS, RECORDS	4
NRS 116.31183 - RETALIATORY ACTION	4
NRS 116.31184 - THREATS & HARASSMENT	4
NRS 116.31189 - BRIBERY OF COMMUNITY MANAGER	2
NRS 116.345 - ASSOCIATION PROHIBITED FROM CERTAIN ACTION	1
NRS 116.350 - LIMITATIONS REGARDING REGS. OF CERTAIN ROADS; PERMISSIBLE REGS. OF PARKING OR STORAGE OF CERTAIN VEHICLES	2
NRS 116.4109 - RESALE OF UNITS	2

<b>FOUND ISSUES</b>	
HOA GOV DOCS - ARC	1
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	2
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	2
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	1
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	2
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	3
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	4
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	2
NRS 116.31065 - RULES	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	3
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	3
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	1
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.31175 - HOA BOOKS, RECORDS	1

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

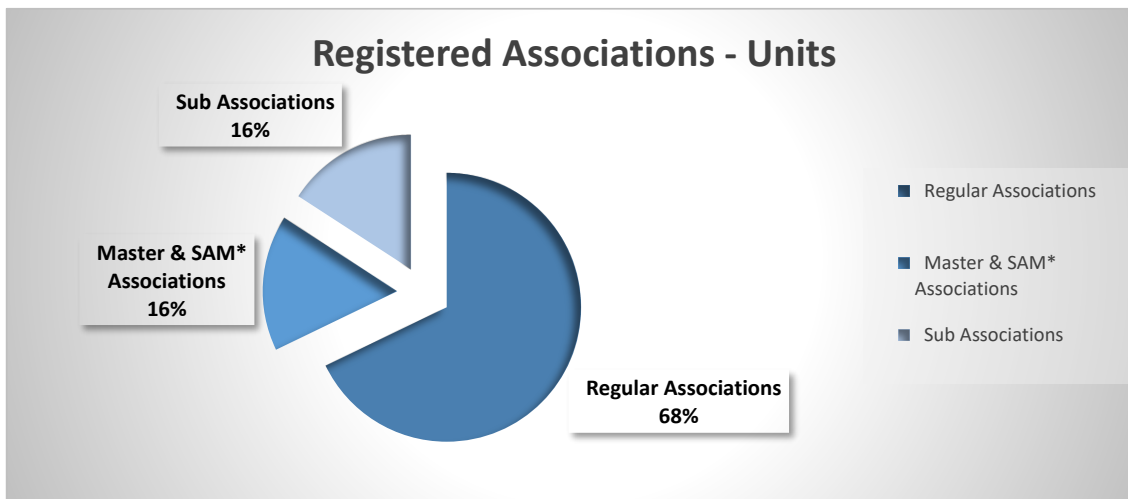
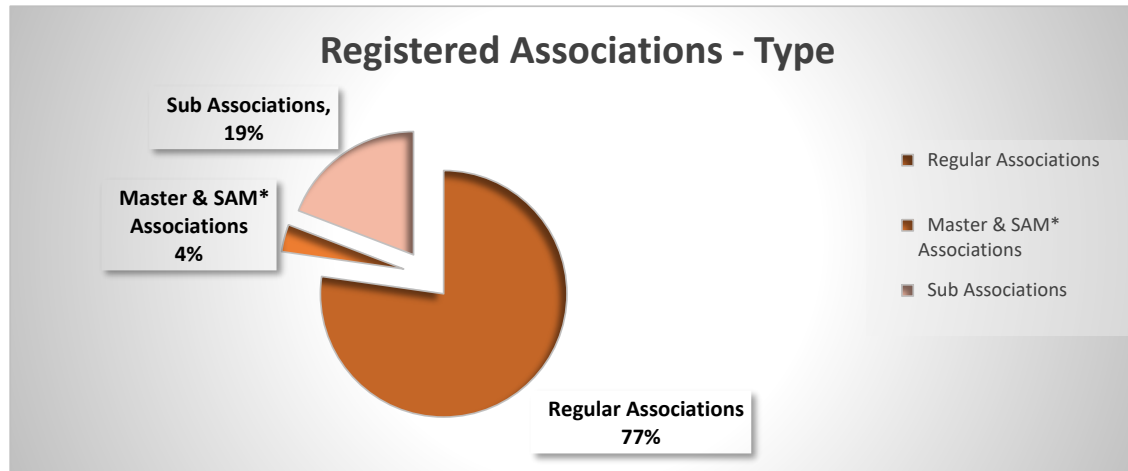
<b>ALLEGED ISSUES</b>	
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENTS	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS	2
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	3
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1
NRS 116.31184 - THREATS & HARRASMENT	1

<b>FOUND ISSUES</b>	
HOA GOV DOCS - NON-COMPLIANCE OF GOV. DOCS	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	1

## Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,628	385,569
Master & SAM* Associations	122	92,722
Sub Associations	<u>652</u>	<u>89,997</u>
<b><u>Total</u></b>	<b><u>3,402</u></b>	<b><u>568,288</u></b>

\*SAM = uses same board as master



## Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	4		448	18	2		1	2		203	678
CONDO/HOTEL			9							1	10
COOP			5						1	2	8
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	2		22	3						5	32
PLANNED COMMUNITY - M/H		1	12		1			3	1		18
PLANNED COMMUNITY - SFD	22	1	1,953	27	7	1	9	5	2	240	2,267
PLANNED COMMUNITY - SFD/CONDO			14	1						3	18
PLANNED COMMUNITY - SFD/CONDO/TH			10	1						2	13
PLANNED COMMUNITY - SFD/MH			1	1						1	3
PLANNED COMMUNITY - SFD/TH			22	3	1					2	28
PLANNED COMMUNITY - SFD/TH/MH			1								1
PLANNED COMMUNITY - TWNHSE		7	242	15	2	-				51	317
MASTER - NO UNITS										1	1
<b>TOTAL</b>	<b>28</b>	<b>9</b>	<b>2,746</b>	<b>69</b>	<b>13</b>	<b>1</b>	<b>10</b>	<b>10</b>	<b>4</b>	<b>512</b>	<b>3,402</b>

### KEY

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

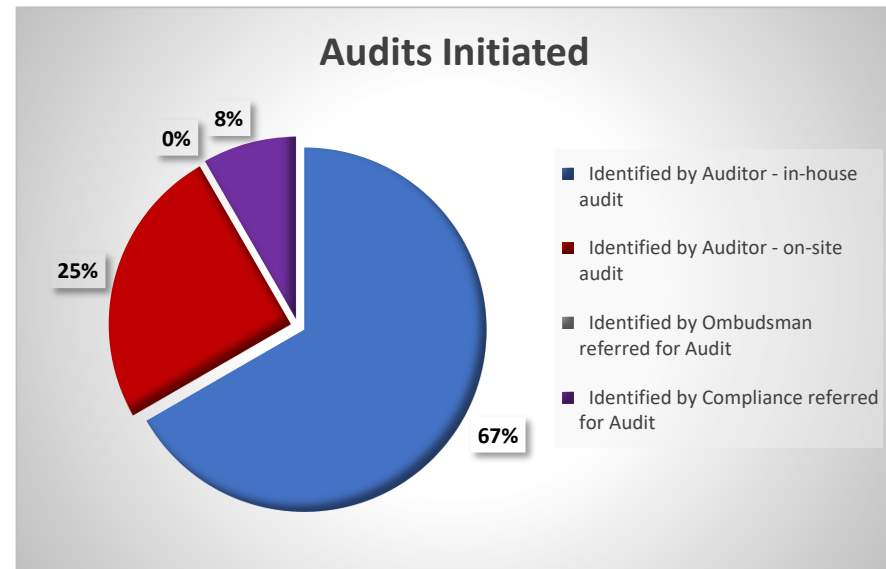
## Auditor Report

<b>Carryover from FY 19</b>	<b><u>5</u></b>
<b><u>Audits Conducted</u></b>	
Identified by Auditor - in-house audit	8
Identified by Auditor - on-site audit	3
Identified by Ombudsman referred for Audit	0
Identified by Compliance referred for Audit	1
<b>Total Audits Initiated</b>	<b><u>17</u></b>

\* Includes carryover audits included from previous year

<b><u>Disposition of Audits</u></b>	
Completed audits - compliance gained by Auditor	2
Completed audits referred to Compliance	12
<b>Total Audits Completed*</b>	<b><u>14</u></b>

<b><u>Special Projects</u></b>	
Financial Review - Association	2
Special Projects - Other	6
<b>Total Special Projects</b>	<b><u>8</u></b>



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.



## Alternative Dispute Resolution Report

New Claims Initiated	
Claims Filed	187

Responses Received	
Responses Received	137
Number of Filings(CLM & RSP)	324
Filing Fees Received	\$16,000.00

Mediation Requests	
Requests for Mediation	<b>268</b>
Bank/Mortgage Holder	2
Non-Bank/Mortgage Holder	266

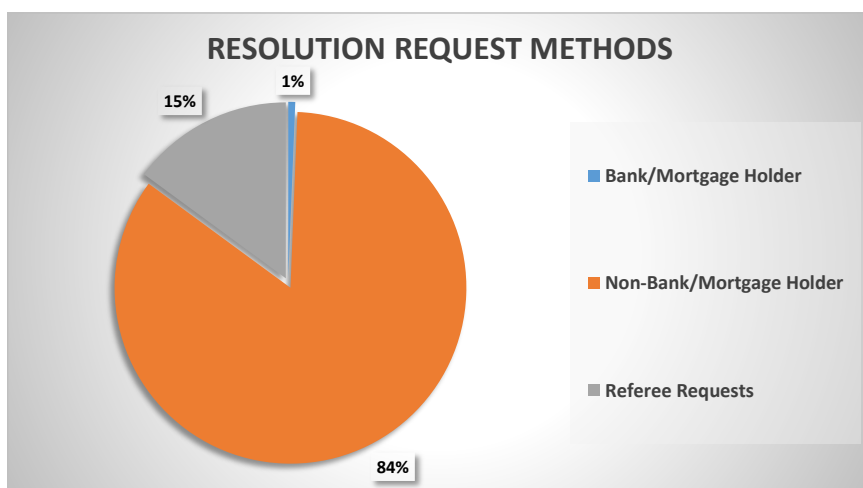
Referee Requests	
Referee Requests	47

Assigned Claims	
Mediation Assignments	125
Referee Assignments	3
FY18 Assigned Claims / Pending Mediation	<b>22</b>

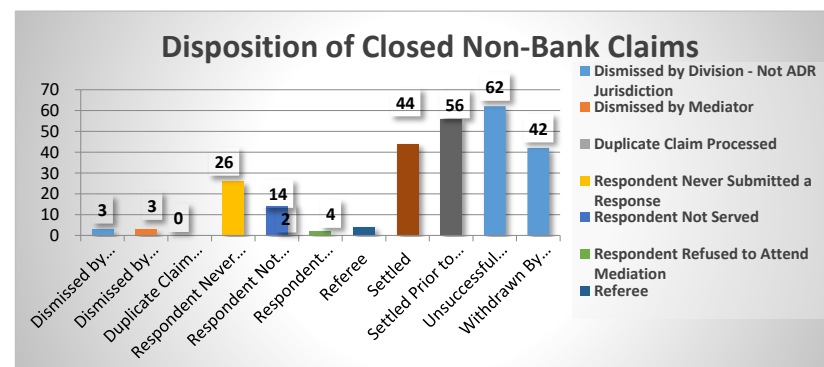
Closed Claims	
<b>Disposition of Closed Claims</b>	<b>256</b>
Dismissed by Division - Not ADR Jurisdiction	3
Dismissed by Mediator	3
Duplicate Claim Processed	0
Respondent Never Submitted a Response	26
Respondent Not Served	14
Respondent Refused to Attend Mediation	2
Referee	4
Settled	44
Settled Prior to Mediation	56
Unsuccessful Mediations	62
Withdrawn By Claimant	42

Bank Closed Claims	
<b>Bank Claims Closed</b>	<b>33</b>
Dismissed by Division - Not ADR Jurisdiction	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	3
Respondent Not Served	1
Respondent Refused to Attend Mediation	1
Settled	0
Settled Prior to Mediation	13
Unsuccessful Mediation	3
Withdrawn By Claimant	12

Subsidy	
Applications Received	181
Invoices Approved for Payment	102
Invoices Paid	<b>\$40,316.33</b>



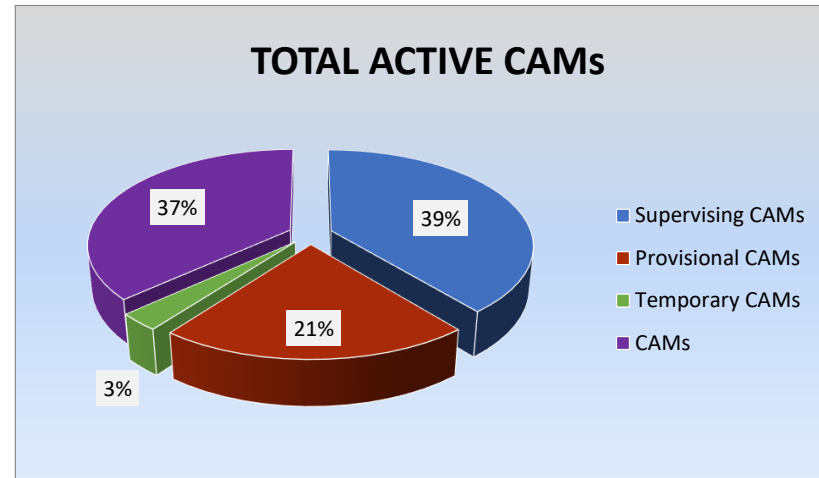
\* Amount reflected due to internal decision.



## Education and Training Report

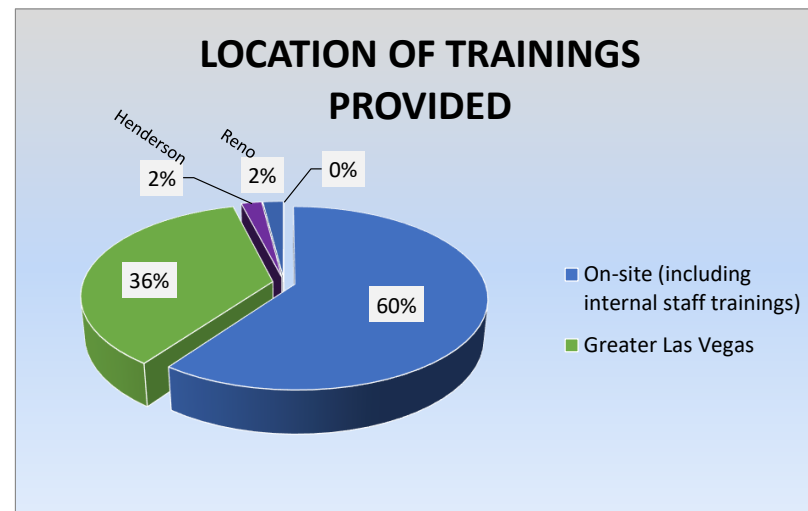
### EDUCATION OFFICER

<b>TOTAL ACTIVE CAMs</b>	<b>761</b>
Supervising CAMs	297
Provisional CAMs	162
Temporary CAMs	22
CAMs	280
<b>TOTAL ACTIVE CE COURSES</b>	<b>141</b>
Approved for General Credit	112
Approved for Law Credit	29
Newly Approved Courses	26
Renewed Courses	72
Course Offerings*	174
Audits Conducted by Division	6
Educational Materials Created/Published on Website**	26
Website Views (CIC pages)	<b>9437</b>



### TRAINING OFFICER

Training Topics Available	23
<b>TRAININGS PROVIDED</b>	<b>50</b>
On-site (including internal staff trainings)	30
Off-site (to associations upon request)	
Greater Las Vegas	18
Henderson	1
Boulder City	1
Northern Nevada	0
<b>Increase from FY 19</b>	<b>19%</b>
<b>ATTENDEES</b>	<b>916</b>
<b>Increase from FY 19</b>	<b>5%</b>



\*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, 2019 - MARCH 31, 2020**

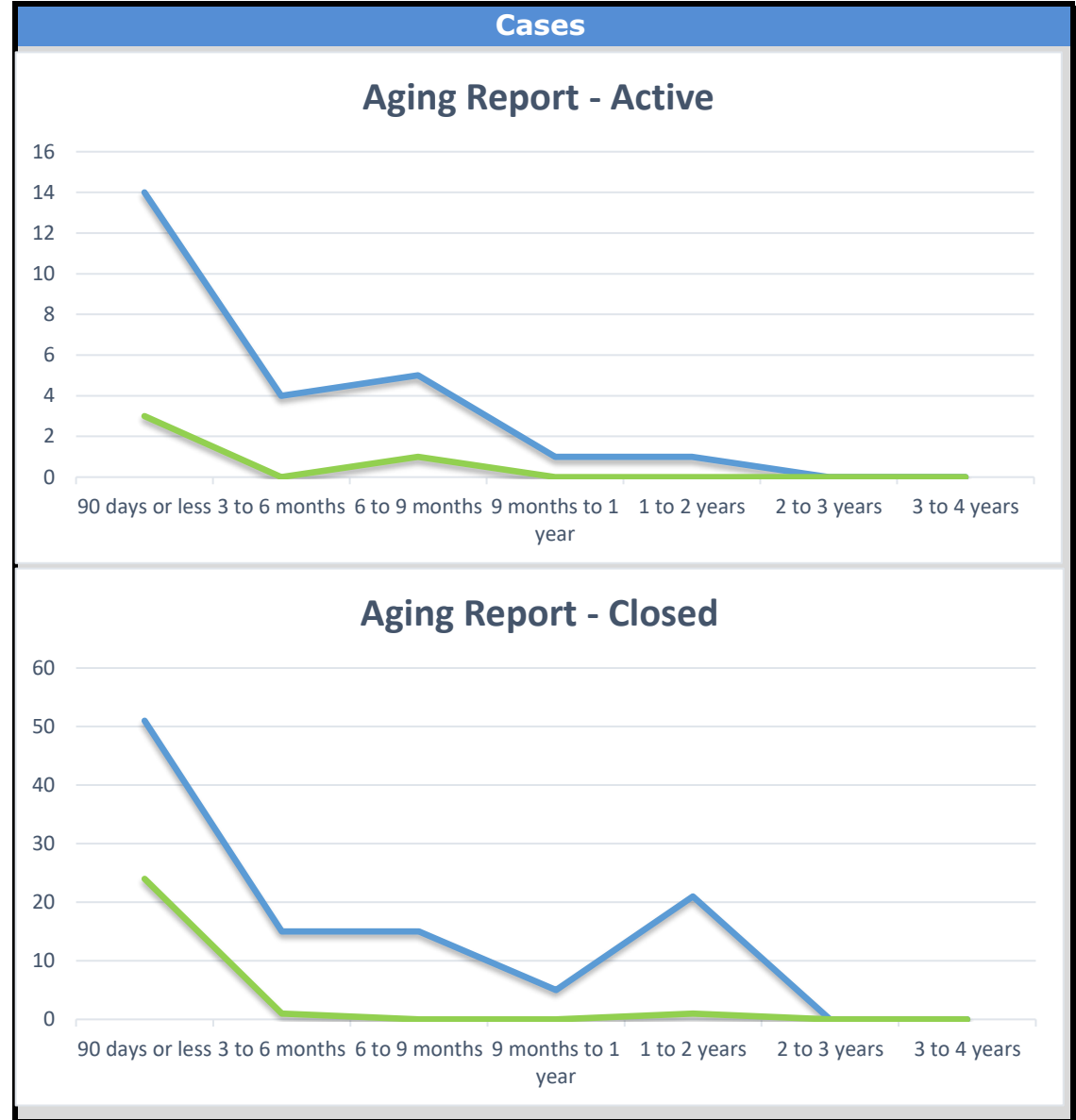
**FISCAL YEAR 2020**

## INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	68	26
Total # of Active Cases	25	4
Total # of Cases Closed YTD	107	26

Aging Report - Active	South	North
90 days or less	14	3
3 to 6 months	4	0
6 to 9 months	5	1
9 months to 1 year	1	0
1 to 2 years	1	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>25</b>	<b>4</b>

Aging Report - Closed	South	North
90 days or less	51	24
3 to 6 months	15	1
6 to 9 months	15	0
9 months to 1 year	5	0
1 to 2 years	21	1
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>107</b>	<b>26</b>



## DEMOGRAPHICS

Active Cases South	
Henderson	2
Las Vegas	21
Laughlin	1
Mesquite	0
Pahrump	1
<b>Total</b>	<b>25</b>

Active Cases North	
Crystal Bay	1
Gardnerville	1
Incline Village	0
Reno	2
Virginia City	0
Zephyr Cove	0
<b>Total</b>	<b>4</b>

Closed Cases South	
Boulder City	0
Henderson	6
Las Vegas	91
Laughlin	2
Mesquite	2
Mt. Charleston	0
North Las Vegas	5
Pahrump	1
<b>Total</b>	<b>107</b>

Closed Cases North	
Carson City	1
Elko	1
Gardnerville	1
Incline Village	4
Reno	15
Sparks	1
Spring Creek	1
Virginia City	1
Zephyr Cove	1
<b>Total</b>	<b>26</b>

Outcome of Closed Cases	South	North
CLOSED AT CLAIMANT'S REQUEST	6	1
COMPLIANCE DEMAND LETTER	1	0
CONSOLIDATE W/CICC CASES	5	2
DIVISION RESOLVED ALLEGATIONS	15	3
DIVISION TERMINATED INVESTIGATION	2	1
DUPLICATE CASE	2	1
GOVERNING DOCS ISSUES	1	0
INSUFFICIENT EVIDENCE	1	0
LETTER OF INSTRUCTION	33	7
NO VIOLATION	14	4
RECOMMENDATION FOR HEARING - CIC	8	1
RESOLVED PRIOR TO COMPL. OF INVEST.	5	1
UNSUBSTANTIATED ALLEGATIONS	13	5
XMPT - NOT UNDER NRS 116	1	0
<b>Total</b>	<b>107</b>	<b>26</b>

**Intervention II Affidavit Issues****Southern Cases**

<b>NRS/NAC ISSUES</b>	<b>ALLEGED</b>	<b>FOUND</b>
HOA GOV DOCS - BYLAWS	1	0
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1	0
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	2	14
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	1
NAC 116.425 - RESERVE STUDY; CONTENT	1	0
NAC 116.435 - RESERVE STUDY: DISSEMINATION OF SUMMARY OF RESULTS	1	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	1
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITORS	2	0
NAC 116.470 - FEES AND COSTS FOR COLLECTION	1	0
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	2	0
NAC 116A.345 - PROHIBITED ACTS	1	0
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1	0
NRS 116.12065 - NOTICE OF CHANGES TO GOVERNING DOCUMENTS	1	0
NRS 116.2117 - AMENDMENT OF DECLARATION	1	0
NRS 116.3101 - HOA / ORGANIZATION	1	1
NRS 116.3102 - HOA / POWERS	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	10	19
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	2	3
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	3	13
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	0	1
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	0	1
NRS 116.3106 - BYLAWS	0	1
NRS 116.31065 - RULES	0	1
NRS 116.31068 - NOTICE TO UNIT OWNERS	0	1
NRS 116.3107 - CIC / UPKEEP	2	3
NRS 116.31073 - MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SECURITY WALLS	1	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	5
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1	5
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	0	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	2
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	1	2

NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2	1
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	0	2
NRS 116.3112 - DECLARANT / CONVEYANCE OR ENCUMBRANCE TO HOA OF COMMON ELEMENTS	1	0
NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1	0
NRS 116.31133 - INSURANCE / POLICIES	0	1
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMENTS	2	1
NRS 116.3114 - SURPLUS FUNDS	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	4	2
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	6	3
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	3	3
NRS 116.31152 - STUDY OF RESERVE	4	2
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	9
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	1	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	2	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	5
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	1	2
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1	0
NRS 116.31184 - THREATS & HARRASSMENT	2	0
NRS 116.31185 - PROHIBITION / CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	1	0
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	1
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	1	0
NRS 116.4109 - RESALE OF UNITS	1	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	3	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	3	0
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	0	1

<b>Northern Cases</b>
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NRS/NAC ISSUES	ALLEDGED	FOUND
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBERS	0	1
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	2
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	0	1
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0
NAC 116A.345 - PROHIBITED ACTS	2	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2	3
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	1	3
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	1	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	2	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	2	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	2	2
NRS 116.31152 - STUDY OF RESERVE	1	2
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1	3
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	0
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	3	0

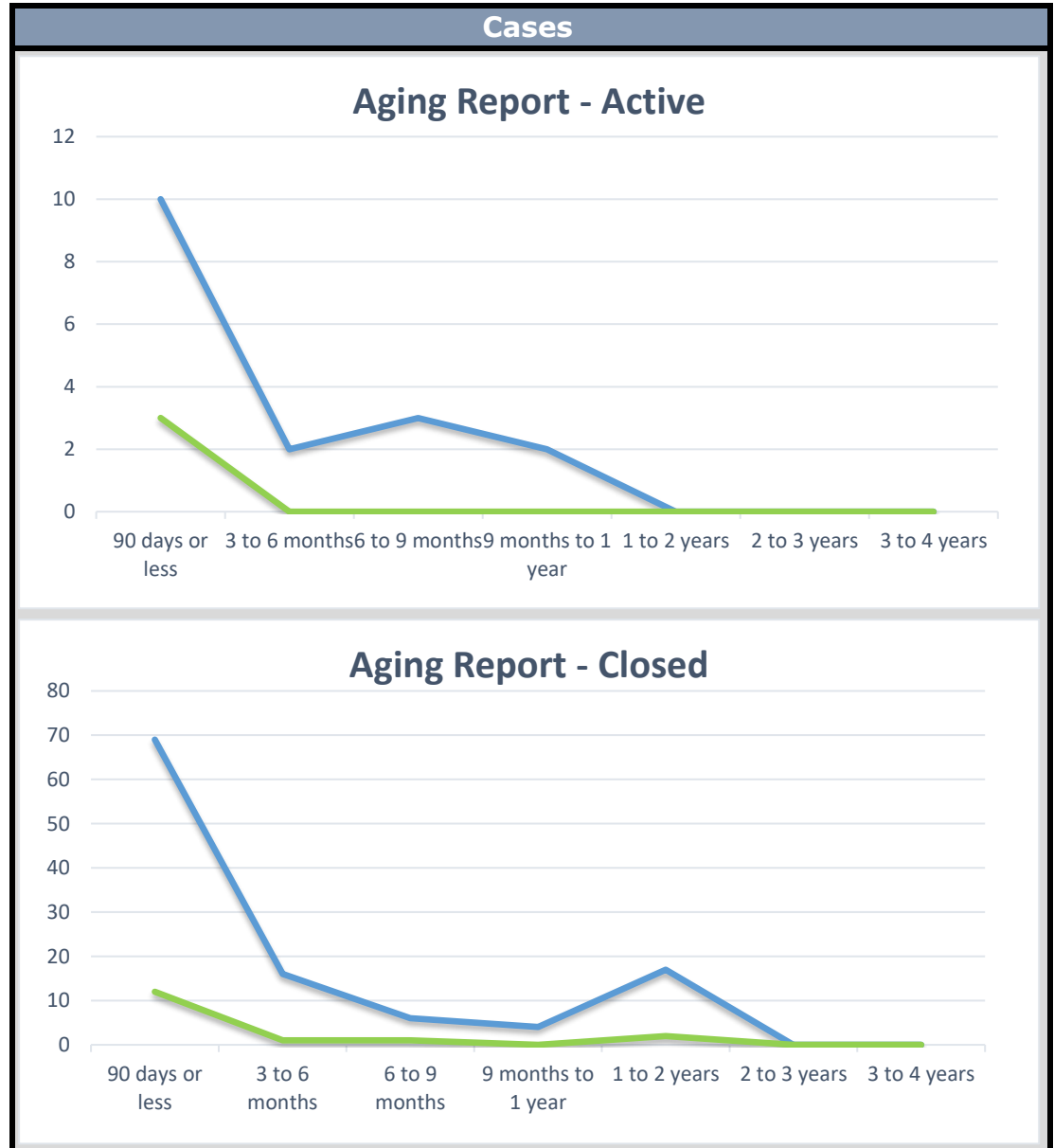


## Statement of Fact

Cases	South	North
Cases Opened YTD	81	16
Total # of Active Cases	17	3
Total # of Cases Closed YTD	112	16

Aging Report - Active	South	North
90 days or less	10	3
3 to 6 months	2	0
6 to 9 months	3	0
9 months to 1 year	2	0
1 to 2 years	0	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>17</b>	<b>3</b>

Aging Report - Closed	South	North
90 days or less	69	12
3 to 6 months	16	1
6 to 9 months	6	1
9 months to 1 year	4	0
1 to 2 years	17	2
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>112</b>	<b>16</b>



**DEMOGRAPHICS**

Active Cases South	
Boulder City	0
Henderson	4
Las Vegas	11
Laughlin	1
North Las Vegas	1
<b>Total</b>	<b>17</b>

Active Cases North	
Carson City	0
Crystal Bay	1
Fallon	1
Incline Village	0
Reno	1
Sparks	0
Virginia City	0
Zephyr Cove	0
<b>Total</b>	<b>3</b>

Closed Cases South	
Boulder City	0
Henderson	16
Las Vegas	88
Laughlin	1
North Las Vegas	5
Pahrump	2
<b>Total</b>	<b>112</b>

Closed Cases North	
Carson City	0
Incline Village	2
Reno	11
Silver Springs	3
Sparks	0
Zephyr Cove	0
<b>Total</b>	<b>16</b>

Outcome of Closed Cases	South	North
ADMINISTRATIVE FINE ACCESSED	1	0
CLOSED ADMIN. SANCTION	2	2
CLOSED AT CLAIMANT'S REQUEST	3	0
CLOSED DUPLICATE CASE	7	2
CLAIMANT REQUEST CLOSURE OF CASE	2	0
DIVISION RESOLVED ALLEGATIONS	1	0
DIVISION TERMINATED INVESTIGATION	31	2
FORWARDED TO DISCIPLINE (LAO) FOR HEARING	11	1
HOA COMPL - RESOLVED PRIOR TO COMPL. OF INVEST.	0	1
LETTER OF INSTRUCTION	11	1
NO ALLEGATIONS FOUND	1	0
NO JURISDICTION LETTER	6	3
NO VIOLATION	8	1

SUBMITTED FOR HEARING CICCH	2	0
UNSUBSTANTIATED LETTER	9	1
RESOLVED PRIOR TO COMPLETE INVEST.	10	2
<b>Total</b>	<b>105</b>	<b>16</b>

## Statement of Fact Issues

### Southern Cases

NRS/NAC ISSUES	ALLEGED	FOUND
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	3
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	1	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	0	1
NRS 116.3107 - CIC / UPKEEP	0	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	0	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	1
NRS 116.31152 - STUDY OF RESERVE	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	2	7
NRS 116.31158 - HOA / REGISTRATION W/ OMB	0	1
NRS 116.31166 - FORECLOSURE OF LIENS / EFFECTS OF RECITALS IN DEED	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	1	7
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	0	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	0
NRS 116.4109 - RESALE OF UNITS	0	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	0	4
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE; CHANGES; TERMINATION	1	4
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	5	26
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	3

**Northern Cases**

<b>NRS/NAC ISSUES</b>	<b>ALLEDGED</b>	<b>FOUND</b>
NAC 116.435 - RESERVE STUDY: DISSEMINATION OF SUMMARY OF RESULTS	1	0
NAC 116.480 - RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE BOARDS AND OFFICERS OF ASSOCIATION	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	0	3
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	0	3
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	1	0