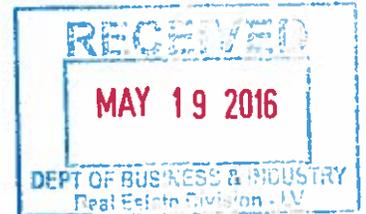


**J.MICHAEL SCHAEFER, JD**  
Entertainment Consulting & Asset Management  
Residence: 9509 Sundial Dr.

Las Vegas, NV 89134    Tel. 702-466-5407    E: oz.blueman@yahoo.com



Commissioner, Nevada Real Estate Division  
2501 E Sahara Ave Ste 102,  
Las Vegas, NV 89104

5-18-16

**COMPLAINT**

I have discussed this issue with Board of Realtors and they say it is 100% something of your concern.

I am adamant that any real estate licensee selling any home be required to in writing provide a list of all services necessary to that home that someone has to contact.

Last December I bought a HOA residence at SunCitySummerlin, but this is not just a HOA issue, it is relevant to any home buyer.

The broker after I moved in phones and reads me six or seven institutions I need to contact. No phone no. Just names. I spent time finding phone numbers and call all. Most of them tell me not to bother to call, like Trash, Sewer, Water, they say "we pick up the ownership change from recorded deed". Deed recorded 12/22 and I moved in.

When I called SWG, there is no way I can leave a message, no email I can send ti, I am told to call back during business hours. Maybe they can get away with that, but should not the real estate licensee give a WRITTEN not oral list, and would not a writing indicate they are available only MF, not holidays, and you risk cessation of service only with SWG if you do not establish an account.

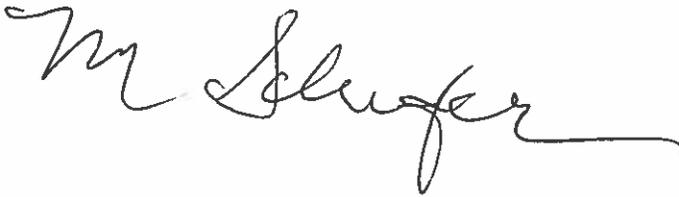
For past half centry I have lived in condos where there is no gas bill, i pay association dues only and that covers that. THis can be confusing to non-english speaking citizens, if it is confusing to this GeorgetownLaw graduate.

So SWG appears Tuesday after Saturday, quietly turns off my heat, does not leave a note, does not knock on my door, just kills the service and leaves. I spent 3 days

thinking my pilot light blew out, asking handymen for help. Finally we find out SWG was there and killed it! Without leaving a flier, or knocking on door. Their answer, "we did not know it was occupied". They should assume it is occupied. I call PUC and they to require a special notice would impact rates of all consumers and that is not appropriate. But they are at my home ANYWAY, please knock or leave a note!!

RECOMMEND: You require all licensees to provide written disclosure to every home buyer as to entities that need to be contacted, and maybe those that do not (that pick it up off the recording), as part of required materials. I spent 3 days in 30 degree temperate and feel Nevadans are being neglected by failure of the industry to cure itself.

Sincerely,

A handwritten signature in cursive script, appearing to read "M. Sluifer". The signature is written in black ink and is positioned below the "Sincerely," text.