

A PROCLAMATION

2015 DEPARTMENT OF BUSINESS AND INDUSTRY AGENCY OF THE YEAR AWARD



Whereas, The Department of Business and Industry encompasses 13 diverse state agencies which impact every employer and employee in the State of Nevada; and

Whereas, The Department of Business and Industry's objective is to encourage and promote business growth and development and ensure the fair regulation of industry; and

Whereas, The Real Estate Division, established by the Nevada Legislature in 1963 with a mission to safeguard and promote the public interest in real estate transactions by developing an informed public and professional real estate industry; and

Whereas, The Division has undertaken an extensive year-long, agency-wide effort to increase operational efficiencies and improve customer service. Process improvements have allowed the Division to address licensing and registration backlogs and streamline fee collection resulting in an increase in revenues for the State and reduce operating expense; and

Whereas, Customer service levels have dramatically improved through a formalized customer service improvement plan that includes: soliciting customer feedback, implementing a process for immediate resolution of licensing issues, providing renewal and continuing education notices to licensees, updating forms, and implementing a temporary license program. In addition, streamlined processes for all licensee transactions have been implemented, freeing up limited staffing resources; and

Whereas, Processes within the Common Interest Community and Condominium Hotel (CICCH) section also were improved to more effectively respond to homeowner complaints through a defined dispute-resolution process that concentrates on resolution-based outcomes. As a result, 90% of the concerns have been resolved, allowing the compliance unit to focus on eliminating backlogs in order to complete investigations of new cases timely; and

Whereas, During the 2015 Legislative session, the Division worked with industry associations and legislators to re-establish a preferred 2 year subsequent licensing renewal cycle for real estate brokers and agents. The Division also took steps to minimize the delay of new building and development through the creation of a legislatively approved fee that provides additional funding for staff dedicated to expedited registration processing for developer's projects; and

Whereas, The Division has made significant improvements in timeshare permitting and compliance by working with the industry. The Division permitted a 175,000 member timeshare resort property in Nye County which will significantly impact tourism in that area and brought other major Las Vegas timeshare resorts into compliance; and

Whereas, Due to these efforts, Administrator Joe Decker and his team have elevated the agency's operations to provide a higher level of service to the industry and their constituents.

Now, Therefore, I, Bruce Breslow, Director of the Department of Business and Industry, do hereby proclaim the

**NEVADA REAL ESTATE DIVISION AS THE
2015 DEPARTMENT OF BUSINESS AND INDUSTRY AGENCY OF THE YEAR**

A handwritten signature in blue ink that reads "Bruce H. Breslow".

Bruce H. Breslow, Director