

A Newsletter from the Common-Interest Communities & Condominium Hotels Program

Community Insights

SUMMER EDITION

Department of Business & Industry, Real Estate Division

OMBUDSMAN'S HUDDLE

Nevada Real Estate Division

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Now that the 2019, 80th Legislative Session has culminated, we at the Ombudsman's Office are preparing ourselves to adapt to new amendments to the law.

As always, we make our constituents aware of any changes within the industry through our website, and the public can view our summary of pertinent legislative changes by clicking on "[What's New?](#)" from the homepage.

Speaking of changes, I wish to welcome new Deputy Administra-

tor Perry Faigin to the Nevada Real Estate Division. Perry truly understands the Division's missions and goals and will be an excellent resource in terms of modernizing many of our internal processes.

As the Ombudsman for owners in CICs throughout Nevada, I would just like to reiterate that having an open dialogue with our constituents is the key to success, and I will continue to provide outreach regarding our Office whenever the opportunity presents itself.



Ombudsman Charvez Foger speaking to Las Vegas 8 News Now

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2019 80th LEGISLATIVE SESSION UPDATE — NRED BILL

AB 31 was signed into law by Governor Sisolak and went into effect July 1, 2019. This bill moves language currently located in NAC 116A into NRS 116A.

Existing law requires a person to hold a certificate issued by the Nevada Real Estate Division before providing for or otherwise engaging in the management of a common-interest community, and requires a person to be registered by the Division before acting as a reserve study specialist.

Section 1 of AB 31 requires an applicant for such a certificate or registration to, as part of the application process, submit fingerprints to the Division or Central Repository for Nevada Records of Criminal History to allow the Federal Bureau of Investigation to conduct an investigation of the applicant's background.

Sections 2 and 3 of this bill delete provisions authorizing the Commission for Common-Interest Communities and Condominium Hotels (CCICCH) to adopt regulations requiring the

investigation of an applicant's background, instead making the requirement mandated by statute.

Chapter 116A of NRS is hereby amended to state that each person who seeks to obtain a certificate or registration must, as part of the application and at his or her own expense, arrange to have a complete set of fingerprints taken by a law enforcement agency or other authorized entity acceptable to the Division and submit to the Division:

- (1) A complete set of fingerprints and written permission authorizing *the Division* to forward the fingerprints for a background report accordingly; OR
- (2) Written verification stating that the fingerprints of the applicant were taken and *directly* forwarded to the appropriate entity for a background report.

An application shall not be deemed to be complete until the Division has received either a complete set of fingerprints or verification that the fingerprints have been appropriately forwarded.



EDUCATION CORNER

WHAT ARE THE DUTIES OF THE OMBUDSMAN'S OFFICE?

The Office of the Ombudsman for Owners in Common-Interest Communities and Condominium Hotels (CICCH) was created by the Nevada State Legislature in 1997 to assist homeowners and board members in understanding their rights and obligations under the law that governs common-interest communities (CICs) in the State of Nevada; NRS & NAC 116. The scope of the Office was broadened in 1999 by requiring the compilation of a database including names, addresses, phone numbers, units, annual assessments, reserve study summaries, etc. for all associations registered in the State.

Currently, the Office of the Ombudsman provides four (4) essential functions: 1) Assisting homeowners, board members and community managers in understanding their rights and responsibilities as set forth in the law through training and outreach; 2) Assisting in processing claims submitted to mediation through ADR; 3) Investigating or informally conferencing alleged violations of NRS and NAC 116, 116A & 116B; and 4) Processing and maintaining required Division forms and payments.

TRAINING—The Office of the Ombudsman creates informative educational materials regarding the rights and responsibilities of those living and working within CICs in the State of Nevada. Educational materials such as: flowcharts, presentations, quick reference guides, brochures and calendars of upcoming classes, including those for continuing education, can all be found through the main page at www.red.nv.gov/Content/CIC/Main/. All training conducted by the Office is free of charge, and specific training can be presented to individual communities upon request by submitting a [Training Request Form](#).

ADR—The Ombudsman's Office cannot provide legal advice or interpret the language of an association's governing documents (CC&Rs, bylaws, rules and regulations). When there is a disagreement between homeowners and their CIC concerning the interpretation, application or enforcement of the governing documents, the homeowner can choose to use the Alternative Dispute Resolution (ADR) process, which the Division facilitates. ADR is required before parties involved in an association dispute may file a civil action in court. Depending on the path participants choose, an ADR case will be assigned to either a Referee (licensed attorney) or Mediator for resolution. Referees render a decision on the evidence submitted that is non-binding until confirmed in court

(within one (1) year). Following mediation, if both parties agree, they can sign a binding written agreement that may be enforced in court if necessary. A \$50.00 non-refundable filing fee payable to "NRED" either by check, money order or cash must be paid by both the claimant (along with Form 520) and respondent (along with Form 521). Subsidies for the cost of Mediation may also apply. If the respondent fails to respond, the claim will be closed as 'unsuccessful,' parties will receive a letter from the Division, and the claimant can pursue the matter in court.

INVESTIGATIONS—The Office of the Ombudsman for CICs is tasked with receiving complaints regarding violations of Chapter 116. A complaint can be filed with our Office by any aggrieved party within one (1) year of 'reasonable discovery' of an alleged violation, against any association: declarant, officer, employee, board member, or community manager/reserve study specialist (1 year limitation does not apply). Once the appropriate complaint form is received, any allegations listed will be initially investigated and the Ombudsman will determine whether the dispute should be informally conferenced or further investigated for a violation of law. If a complaint can be conferenced, both parties are invited to sit down with a neutral third party from the Ombudsman's Office to hopefully reach a resolution. If a complaint is sent to Compliance to be further investigated for violations of law: a letter of instruction; a letter demanding compliance; an administrative sanction; a referral to the CIC Commission for disciplinary action; or, if allegations cannot be substantiated, a letter stating that the case is closed will be sent. Any complaint filed against a licensee will be sent immediately to Compliance, without an opportunity to conference with Ombudsman staff.

FORMS PROCESSING—For CICs registered within the State of Nevada, Ombudsman staff receive and process registration forms, addendums, etc., with applicable fees.

While Ombudsman staff cannot provide legal advice, they can point the public to areas of NRS or NAC 116 that may pertain to their specific situation. Using the language of the law, the Office of the Ombudsman attempts to lead CICs down a path of education, compliance and peaceful resolution, and hopes to serve as an informational point of contact for unit owners, board members, community managers and anyone with questions and concerns regarding their rights within a CIC.

NEW DEPUTY ADMINISTRATOR — PERRY FAIGIN



On April 15, 2019, Perry Faigin began serving in his appointed position as the Deputy Administrator for the Nevada Real Estate Division out of the Carson City office. Perry is replacing former Deputy Administrator Sharon Jackson.

Deputy Faigin previously served as the Chief of Administration in the

Nevada Housing Division, and was crucial to the coordination of the Department of Business and Industry's move to our new Las Vegas location on West Sahara.

Prior to working for Housing, Deputy Faigin worked in mortgage loaning for many of the major banks. He is a

veteran of the U.S. Naval Reserves and served as both Vice President and Director of the Northern Nevada chapter of Veterans Association of Real Estate Professionals (VAREP). VAREP is a housing non-profit tasked with advocating for and providing financial-literacy education to the veteran community regarding homeownership in order to help prevent homelessness.

Deputy Faigin has a demonstrated history of working in the housing industry and has proven himself skilled in operations management, business processes, administration, human resources and both private and public sector enterprise as it pertains to Nevada real estate.

We warmly welcome Perry Faigin as an excellent addition to the Nevada Real Estate Division's upper management team, and we are excited to work with him on our future endeavors throughout both Northern and Southern Nevada.

SUPERVISING COMMUNITY MANAGERS

As defined by [NAC 116A.090](#), a "supervising community manager" is a community manager who is responsible for the supervision of one or more "provisional community managers" or other non-supervisory community managers.

As defined by [NAC 116A.080](#), a "provisional community manager" is a person who has fulfilled the *educational* requirements necessary for certification, but has not yet fulfilled the *experience* requirements of being supervised for a minimum of two (2) years, gaining 3,120 hours of *active* experience under direct, on-site supervision in the areas outlined in [NAC 116A.155\(1\)\(b\)](#) during that time.

A community manager is qualified to act as a supervising community manager if he or she has been actively engaged in the full-time management of a common-interest community for at least four (4) years immediately preceding becoming a supervisor, with at least two (2) of the years being obtained in this State.

A supervising community manager is responsible for:

- Determining the professional competency of those supervised;
- Teaching those supervised the fundamentals of managing a CIC and the ethics of the profession;

- Supervising the activities and operation of those managing beneath him or her;
- Establishing the policies, rules, procedures and systems that will allow him or her to review, oversee and manage any business conducted by those supervised;
- Establishing reasonable procedures and safeguards for the filing, storage, handling and maintenance of documents of the parties to any management agreement entered into by those supervised and other employees; and
- Establishing reasonable procedures and safeguards for the handling of any money received on behalf of a client ([NAC 116A.165](#)).

Each branch office shall have a supervising community manager to supervise and oversee the activities and operations of that branch office. The expectation is that anyone certified by the Division to act as a supervising community manager *directly* oversees the actions of those beneath him or her.

If a supervising community manager fails to properly supervise a provisional community manager and that provisional ends up before the CIC Commission, the supervising manager will be brought before the Commission for failure to supervise ([NAC 116A.580\(2\)](#)).

TRUE OR FALSE — TOWING



1. In order to tow a vehicle from a common-interest community, a sign must be displayed in plain view on the property including the telephone number of the local police department or sheriff's office for the violator to call. _____
2. At least 48 hours before directing the removal of a vehicle parked in a fire lane, the association must post written notice in a conspicuous place on the vehicle, or provide oral or written notice to the owner or operator of the vehicle providing the date and time after which the vehicle will be towed. _____
3. All costs incurred by the association for towing and storage must be borne by the owner of the vehicle. _____
4. The governing documents of an association may prohibit a resident of the community from parking a utility service vehicle (20,000 pounds or less) in the community, even if the person is bringing the vehicle home for the purpose of responding to emergency requests for their employer. _____
5. In a common-interest community which is NOT gated or enclosed, aside from rules that reasonably restrict the parking or storage of recreational/commercial vehicles, the executive board shall not provide for the regulation of any road, street, alley or other public thoroughfare. _____

ANSWER KEY

1. T—[NRS 487.038\(1\)](#)
2. F—[NRS 116.3102\(1\)\(s\)\(1\)](#) - at least 48 hours notice is required, UNLESS the vehicle is blocking a fire hydrant, fire lane or parking space designated for the handicapped
3. T—[NRS 487.038\(5\)](#)
4. F—[NRS 116.350\(3\)\(a\)](#) - the governing documents MUST NOT prohibit a person from parking such a vehicle if they use the vehicle to respond to emergency requests for public utility services through their employer
5. T—[NRS 116.350\(1\)](#)

For a summary of 80th Legislative Session Senate and Assembly Bills impacting Common-Interest Communities, please see http://red.nv.gov/uploadedFiles/rednvgov/Content/Whats_New/Files/2019-80th-Legislative-Session-Bill-Changes-CIC.pdf

OMBUDSMAN INFORMATION - April through June 2019

Total Associations Registered in the State of Nevada	3,345
Complaints Received	111
Alternative Dispute Resolution (ADR) Filings	107
Associations Reviewed for Audit	40
Records Requests Processed	8
Training Sessions Conducted	22
Classroom Attendees	462

Main Page: <http://red.nv.gov/>

All forms can be found at:
<http://red.nv.gov/Content/Forms/All/>

Class calendars can be found at:

http://red.nv.gov/Content/CIC/Program_Training/; and
<http://red.nv.gov/Content/Education/Calendars/CIC/>

If you have any questions, please email:
CICombudsman@red.nv.gov

CONDOMINIUM INSURANCE

As we all know, the unexpected happens. Incidents occur where a condominium floods, catches fire, becomes infested, etc., resulting in damage to surrounding units and common elements. Did you know that the homeowner responsible for the *source* of the damage is also most likely going to be held responsible for incurred damages to the association? This is true even if the damage was not due to misconduct or negligence on the homeowner's part.

If a pipe in the wall bursts, the person whose unit is being serviced by the pipe may be responsible for associated costs and repairs. Why? If any fixture lies partially within and partially outside the designated boundaries of a unit, the portion serving only that unit is a limited common element ([NRS 116.2102](#)). Except as otherwise provided in the governing documents, any common expense associated with the maintenance, repair, restoration or replacement of a limited common element must be assessed against the unit to which that limited common element is assigned, even if the association maintains insurance with respect to the damage ([NRS 116.3115](#)).

It is crucial for the association to distinguish between common elements and limited common elements. Common elements exist for the benefit of unit owners and are maintained by the association in accordance with the declaration. Limited common elements are defined by [NRS 116.059](#) as a portion of the common elements allocated by the declaration, or by operation, for the exclusive use of one or more, but fewer than all units. These are areas of the community that certain homeowners have exclusive use of, which the association may or may not be responsible for maintaining; i.e. balconies, patios, fixtures, etc.

To what degree should an association be involved in remediating damage to limited common elements? In a condominium community, the association will almost always be involved due to the ease in which shared walls, floors, ceilings, etc. can become damaged and weaken the overall structure. For this reason, any unit owner noticing a leak or mold spreading into their unit from a neighboring unit should notify the association immediately. The association then has a responsibility to prevent further damage to the community by notifying the unit owner at the source of the damage that they must stop the leak or allow access to the source.

If a leak is occurring within a *vacant* unit in a condominium community, after providing the unit's owner with notice and an opportunity to cure, the association may enter the unit to abate the leak and remove any water/sewage as well as any components of the unit that could result in additional damage to the community. After an opportunity for a hearing, the association may then order that the costs of any maintenance, abatement, remediation or removal conducted be charged against that unit. The association shall keep a record of such costs and interest charged and has a foreclosable lien on that unit for any unpaid amount ([NRS 116.310312](#)).

Remember, remediation does not include restoration. The association will most likely not replace furniture, appliances, upgrades, etc. Every owner may wish to purchase additional insurance for their protection in order to avoid a costly result. Each year, it is a good idea for unit owners to fax the association's insurance disclosure to their own personal insurance agents for an annual review of coverage policies.

Tips for purchasing an HO-6 policy (Condominium Policy):

- Review with your agent which items are covered as additions/alterations and what is considered your personal property. A company that offers to "blanket" the additions and alterations with your personal property is the best option.
- An assessment should be made to determine the value of your personal property. An inventory and pictures will be helpful at the time of a loss.
- Discuss limitations on specialty items such as jewelry, furs, fine arts and collectibles.
- Ask your agent for a quote on an "all risk" policy. Have them explain the advantages over a standard HO-6 policy.
- Purchase "replacement cost" coverage for your personal property. In the event of a loss you will receive "new for old" instead of a settlement for the depreciation value of belongings.
- Ask if sewer backup is available.
- Check to see if your additional living expense is "actual loss sustained" or if there is a dollar limit.
- Consider purchasing an umbrella policy for additional liability coverage.
- Most important coverages are: personal liability, personal property, building property, loss of use, guest medical, loss assessment...

Compliments of Patrick Ward Insurance Agency



ANTI-BULLYING RESOLUTIONS



Bullying behavior should not be tolerated within CICs, especially if committed by members of the board.

While [NRS 116.31184](#) clearly states that no one in the community “shall willfully threaten, harass or otherwise engage in a course of conduct against [any other person] in the community which causes harm or serious emotional distress,” it also defines such a violation as a misdemeanor, which the Ombudsman’s Office cannot enforce. *So how does an association hold such a threatening “bully” accountable if members of the association cannot file an Intervention Affidavit with the Ombudsman’s Office?* In addition to involving local law enforcement, the association may be able to treat bullying behavior as a violation of the governing documents, and may be able to utilize the ADR program if enforcement comes into question.

So the next question becomes, *how do you incorporate such language into the governing documents?* Pursuant to [NRS 116.3103\(1\)\(a\)](#), members of the board are required to exercise the ordinary and reasonable care of officers and directors of a nonprofit corporation. This means that they have the authority to do any and all things that a corporation may lawfully do to ensure the peace, health and general welfare of the association. Within the context of protecting the community from threatening or harassing behavior, this implies that the executive board could create a rule that further *clarifies* any protections of residents already contained within the association’s declaration.

Many CC&Rs contain language regarding expected behavior within the community. As such, pursuant to [NRS 116.31065](#) and the association’s governing documents, the executive board may create and adopt a rule specifically prohibiting certain “bullying” behavior. An “anti-bullying resolution” could *clearly* state and outline what the association considers to be inappropriate conduct, such as name calling, threatening to enact violence, etc.

Such a resolution would not only define expectations for unit owners, residents and guests within the community, but would also afford the executive board some clear authority when dealing with violators.

With the existence of an anti-bullying resolution, the association can treat bullying as it would any other violation of the governing documents; uniformly and without bias. Pursuant to the board’s authority to sanction, if a unit’s owner, board member, tenant or an invitee is in violation of the resolution, a corresponding fine may be imposed.

How much of a fine may be imposed? While it may seem like any type of bullying behavior should be treated as a health, safety or welfare violation, screaming, cursing, disrupting board meetings, etc. does not necessarily pose an *imminent* threat of harm to residents within the community. Bullying behavior can, however, interfere with the ability of the association to conduct business and may even potentially lead to the association incurring attorney’s fees. If a board member is the one acting like a bully, an additional negative result from their behavior is often a lack of trust and loss of respect from both the community and fellow board members.

An association’s executive board often walks a fine line between trying to gain compliance from unit owners and not being seen as overstepping. The ultimate purpose of an anti-bullying resolution would be to afford the association the authority and ability to adhere to a written set of guidelines when attempting to insulate the community from bad behavior. With the threat of a fine as a potential penalty, the hope is that bad actors will cease their bullying behavior prior to the situation escalating.

Overall, with an anti-bullying resolution in place, bad behavior amongst the board or an out-of-control unit owner can be handled efficiently, at the community level. Staff at the Ombudsman’s Office, meanwhile, can focus on unlawful actions which *do* fall within their jurisdiction. Behaviors such as proven retaliatory action by the board, or evidence of a board member acting out of self-interest, with ill-intent, or on an ununiformed basis, can potentially be investigated for violations of law, as they do not rely solely upon an individual’s temperament.



WHAT HAPPENED AT COMMISSION?

NAME	ALLEGATIONS/ VIOLATIONS	DISCIPLINARY ACTIONS
NRED v. Russell Powers Case No. 2019-100 Type of Respondent: Community Manager CAM.30	<p>The Division received a complaint against Mountain Gate Homeowners Association alleging that a board member participated in the opening of ballots for an election and that the ballots were opened in a hallway, outside the meeting room. Respondent Powers was the community manager for the association. Powers attended the association's December 2017 election where a homeowner witnessed him providing a board member access to unopened ballots. Pursuant to NRS 116.31034(15)(f), "incumbent members of the executive board ...may not possess, be given access to or participate in the opening or counting of the secret written ballots that are returned before those secret written ballots have been opened and counted at a meeting of the association." Powers violated: NRS 116A.630(1)(b) by failing to exercise ordinary and reasonable care in the performance of his duties; NRS 116A.630(2)(a) and NAC 116A.320 by failing to comply with State laws; and NAC 116A.355 by committing acts of professional incompetence.</p>	<p>Respondent shall pay an administrative fine in the amount of \$500 to the Division within 30 days of the Stipulation and Order and complete 6 hours of continuing education approved by the Commission in areas of board member fiduciary duty and elections within 6 months of the Stipulation and Order (not to be used towards the credits needed for renewal purposes). Respondent agrees that by entering into the Stipulation and Order, he is waiving his right to a hearing and any other corresponding rights.</p>
NRED v. Peter Densmore Case No. 2018-189 Type of Respondent: Community Manager CAM.360	<p>The Division's Auditor reviewed records of Villas at Flamingo Homeowner's Association and found checks signed solely by the association's community manager; Peter Densmore. Densmore is not a signor on the association's bank account according to the signature cards provided. Densmore provided a Wells Fargo Business Account Application which identified him as an authorized signor on the Operating Account, as well as the minutes of a board meeting wherein he was named as an authorized signor, but the management contract does not give him the authority to sign association checks. Densmore signed over 670 association checks and was the sole signor on over 30 of them. Densmore violated: NRS 116.31153(2) by being the sole signor on checks; NRS 116A.630(1)(b) by failing to exercise ordinary and reasonable care in the performance of his duties; NRS 116A.630(2)(a) and NAC 116A.320 by failing to comply with State laws; NRS 116A.630(6)(a) by failing to ensure that the financial transactions of the association are accurate; and NAC 116A.355 by committing acts of professional incompetence.</p>	<p>Respondent shall pay an administrative fine in the amount of \$5,000 to the Division within 90 days of the date of the Stipulation and Order. Respondent's supervising community manager designation shall be on probation for a period of 2 years. Respondent shall complete 10 hours of continuing education approved by the Commission to be completed within 90 days (not to be used towards the credits needed for renewal purposes). Respondent agrees that by entering into the Stipulation and Order, he is waiving his right to a hearing and any other corresponding rights.</p>
NRED v. Sherryl Baca Case Nos. 2017-1579 and 2018-136 Type of Respondent: Community Manager CAM.1439 (REVOKED)	<p>After an audit by the Division, it appeared that an association managed by Respondent Baca was underfunded, that checks were being signed by Baca without a management agreement and board meeting minutes were not signed. Documents were requested by the Division, which Baca failed to provide. Following the March 12, 2019 hearing, Respondent Baca further failed to provide requested documents. Baca violated: NRS 116A.620 and NAC 116A.325 by performing community management services for the association without a signed management contract; NRS 116A.630(1) and NAC 116A.320 by failing to act as a fiduciary in her relationship; NRS 116A.640(2)(a) and NAC 116A.345(2)(a) by impeding or otherwise interfering with an investigation of the Division; NRS 116A.640(2)(c) and NAC 116A.345(2)(c) by concealing facts or documents relating to the business of a client; NAC 116A.355(1)(a)(l) (through NAC 116A.355(2)(f)) by failing to produce any document, book or record in the possession or control of the community manager after Division request; NAC 116A.355(1)(a)(l) (through NAC 116A.355(2)(i)) by committing unprofessional conduct by exceeding the authority granted to her; NAC 116A.355(1)(a)(l) and (2) (through NAC 116A.355(4)(g)) by committing unprofessional conduct or professional incompetence by failing to act in the best interests of the association; and NRS 116A.620 which prohibits automatic renewal of a management agreement.</p>	<p>Baca's community manager certificate is revoked for a period of no less than ten years from the date of the Order and in no event sooner than all fines imposed by the Commission are paid in full. Baca shall pay an administrative fine to the Division in the total amount of \$63,771.70 (\$60,000 for violations of law and \$3,771.70 for the Division's attorney's fees and costs) no later than 90 days from the date of the Order. The Division may institute debt collection proceedings for failure to timely pay. Further, if collection goes through the State of Nevada, then Baca shall also pay the costs associated with collection.</p>
NRED v. Cary DeGrosa Case No. 2018-1246 Type of Respondent: Community Manager CAM.71 (REVOKED)	<p>Without a management contract with Terra Linda Homeowners Association, Respondent DeGrosa received approximately \$80,954 for management related duties. All checks payable to DeGrosa were only signed by DeGrosa. The association's 609 Reserve Study Summary form, signed by DeGrosa, misrepresented the association's funding status, stating 97% funded vs. the reserve study's statement of 22.5% funded. DeGrosa violated: NRS 116A.620 and NAC 116A.325 by performing community management services for the association without a signed management contract; NRS 116A.630 and NAC 116A.320 by failing to act as a fiduciary and failing to comply with state laws; NRS 116A.640(10) by collecting fees and other charges from the association not specified in a management agreement; NRS 116.31153 approximately 188 times by being the sole signor on association checks; and NRS 116.31085(2) by having the association renew and modify contracts in executive session.</p>	<p>DeGrosa's certificate is revoked for a period of ten years or until all fines and restitution due have been paid in full, whichever is later. DeGrosa shall pay an administrative fine in the amount of \$10,000 to the Division (\$100 per month to commence on July 1, 2019) and restitution to the association in the amount of \$20,000 (\$200 per month to commence on July 1, 2019). If any payment is made after the 10th day of each month, a late fee of \$10 per day until the payment is made shall be added to the payment due. Respondent shall be in default of the terms of the Settlement if any payment due is more than 60 days late.</p>

Allegations/Stipulations

Stipulations occur when both the respondent and the Division have agreed to conditions reviewed and accepted by both sides. A stipulation may or may not be an admission of guilt.

Actions/Decisions

Acts of the Commission for Common-Interest Communities and Condominium Hotels are not published in this newsletter until after the 30-day period allowed for filing under Judicial Review. If a stay on discipline is issued by the court, the matter is not published until the final outcome of the review.

Community Insights

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Nevada Real Estate Division Mission

To protect the public and Nevada's real estate sectors by fairly and effectively regulating real estate professionals through licensure, registration, education and enforcement.

Office of the Ombudsman Mission

To provide a neutral and fair venue to assist homeowners, board members and community managers in handling issues that may arise while living in a common-interest community or condominium hotel.

Community Insights is an official publication of the

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COMMON-INTEREST COMMUNITIES &
CONDOMINIUM
HOTELS
Office of the Ombudsman
Charvez Foger
Ombudsman

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COMMON-INTEREST COMMUNITIES &
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Ken Williams, Commissioner
Community Manager Member

2019 CIC COMMISSION MEETINGS

**September 17-19, 2019—North
December 3-5, 2019**

Further details located at:
http://red.nv.gov/Content/Meetings/CIC_Calendar/

Our office will be closed:

Labor Day
Monday, September 2, 2019

Nevada Day
October 25, 2019

Veteran's Day
November 11, 2019

