



Spring 2026 Issue

Community Insights

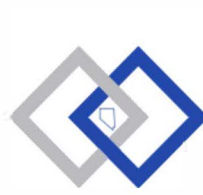
DEPARTMENT OF BUSINESS & INDUSTRY
Common Interest Communities &
Condominiums Hotels

Spring into the Outdoors

Clearing the Past, and Cultivating the Future

A time of spring maintenance, landscaping, water savings,
and growing a stronger board

Wishing you growth and community spirit this spring.



OFFICE OF THE OMBUDSMAN
Nevada Real Estate Division

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Living in a common-interest community (CIC) comes with both rights and obligations, yet despite our best efforts to educate and inform of the

dos and don'ts, disputes will happen. When disagreements occur within a community, it is essential to know the options available for resolving them. Our office provides programs aimed at assisting in dispute resolution, with one of the most important being the Alternative Dispute Resolution (ADR) program. Before considering litigation, it is important to understand the ADR options available.

According to Nevada Revised Statutes (NRS) 38.310, the ADR program is a requirement for disputes involving the interpretation, application, or enforcement of the governing documents, the procedure for increasing/ decreasing assessments, or imposing additional assessments. ADR provides an opportunity for parties to engage in either mediation or the referee process for such disputes. The key difference between these two methods lies in who controls the outcome. In mediation, the disputing parties themselves determine the outcome, and if successful, a settlement agreement is written. However, if mediation does not result in a resolution, the parties can proceed to arbitration before seeking court intervention. Whereas, the referee process involves an attorney making the final determination, with a written decision issued. It is important to note that if both parties do not mutually agree to participate in the referee process, by law, the dispute defaults to mediation.

Both the mediation and the referee processes require a \$50 non-refundable filing fee paid to the division. Also, to assist with the cost, subsidies may be available. Subsidy for mediation is \$250 per party, while the referee process is subsidized at \$1,000 per claim.

More information about the ADR process and the subsidy requirements can be found at [https://red.nv.gov/Content/Forms/All/Alternative Dispute Resolution \(ADR\) Overview Form #523](https://red.nv.gov/Content/Forms/All/Alternative%20Dispute%20Resolution%20(ADR)%20Overview%20Form%20#523).

For further assistance, the ADR Facilitator can be reached at 702-486-4480.

Intervention Affidavit (IA) Process

Another key process available for addressing disputes is the Intervention Affidavit (IA) process, which involves allegations of NRS/Nevada Administrative Code (NAC) 116/116B violations. When an IA is filed, it is reviewed by staff to ensure that all requirements required in NRS 116.760 or 116B.885 respectively have been met. One of the primary requirements in this process is that the complainant must send by certified mail notice of the allegations to the respondent. This step serves as a means of opening or renewing communication between the parties, and sometimes, simply sending this notice can lead to a resolution without requiring involvement from our office.

If, however, the respondent does not respond or the matter cannot be resolved through communication, the complainant can proceed with the division's IA process.

The IA must include proof of the certified notice and relevant documentation supporting the allegations. At this point, the case will be assigned to a program officer, who will investigate the allegations. However, if the allegations pertain to matters required to utilize the ADR process and efforts for resolution have been exhausted, the complainant will be informed of the ADR process.

If the issue involves violations of law, the program officer will investigate the allegations. This investigation may result in scheduling a conference with the parties, issuing a Letter of Findings, or referring the matter to Compliance for further investigation. If the allegations are egregious, the matter may immediately be referred to Compliance without further action by the program officer.

Compliance Investigation Process

From the intake of an IA initially investigated by the program officer, when potential violations of NRS/ Nevada Administrative Code 116/116B are identified, the case may be referred to Compliance for further investigation. Depending on the outcome of their investigation, the disposition may involve issuing a Letter of Instruction, a Compliance Demand Letter, closing the case, or presenting the case to the CIC Commission.

In some cases, complaints may involve allegations against a community manager or reserve study specialist.

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MAINTENANCE & LANDSCAPING

Spring in Nevada is the perfect time to refresh your outdoor spaces, but it's important to start with a plan that balances beauty, sustainability, and compliance with your community's Covenants, Conditions & Restrictions (CC&R). Begin by cleaning up winter debris: remove fallen leaves, dead plants, and check irrigation systems for leaks or clogs. Efficient watering is critical in our desert climate, and drip irrigation is an excellent choice for conserving water. (Check out page 5 on water savings).

Next, prepare your soil by adding organic compost or slow-release fertilizers to replenish nutrients often lacking in Nevada's arid conditions. Mulching around trees and shrubs helps retain moisture and regulate soil temperature. When selecting plants, opt for drought-tolerant and native species such as desert marigold, lavender, agave or other approved plants by your community. These not only thrive in the heat but also reduce water usage and maintenance.

Pruning shrubs and trees encourage healthy growth, while aerating your lawn and reseeding bare spots with heat-tolerant grass varieties will keep your yard looking lush, please ensure you are in an area which allows for grass. Always review your CC&R guidelines before making changes, many communities have rules on plant types, tree heights, and hardscape additions. Staying compliant avoids costly fines and ensures your landscaping enhances neighborhood aesthetics.

By focusing on water efficiency, soil health, and CC&R approved designs, you'll create a vibrant, sustainable landscape that flourishes through Nevada's hot summers. Spring is the ideal season to start planning for a beautiful outdoor space that meets both your vision and community standards.

Helpful resource compiled by UNR's extended studies program:

<https://extension.unr.edu/living-with-drought/resources-residential-landscaping.aspx>

From the Inbox:

Your Most Commonly Asked Questions Answered



Can a community manager enforce rules without direction from the board?

Generally, no.

- NRS 116A.630(5), explicitly states that a community manager must "under the direction of a client" (the association), uniformly enforce the provisions of the governing documents of the association.
- Exception: NRS 116A.630(18) unless a board's instruction would require the community manager to break the law or violate the governing documents.
- NRS 116A.620, review the management agreement, to determine the bounds of the community manager's duties and scope of authority.

What records must be made available to homeowners under NRS/NAC 116?

- Under NRS 116.31175(1), the executive board of an association shall, upon the written request of a unit's owner, make available the books, records and other papers of the association for review at the business office of the association or a designated business location not to exceed 60 miles from the physical location of the common-interest community and during the regular working hours of the association, including, without limitation:
 - (a) The financial statement of the association;
 - (b) The budgets of the association required to be prepared pursuant to [NRS 116.31151](#);
 - (c) The study of the reserves of the association required to be conducted pursuant to [NRS 116.31152](#); and
 - (d) All contracts to which the association is a party and all records filed with a court relating to a civil or criminal action to which the association is a party.
- (2) The executive board shall provide a copy of any of the records described in paragraphs (a), (b) and (c) of subsection 1 to a unit's owner or the Ombudsman within 21 days after receiving a written request therefor. Such records must be provided in electronic format at no charge to the unit's owner or, if the association is unable to provide the records in electronic format, the executive board may charge a fee to cover the actual costs of preparing a copy, but the fee may not exceed 25 cents per page for the first 10 pages, and 10 cents per page thereafter.

Check out our brochure on Association Records:

https://red.nv.gov/uploadedFiles/rednv.gov/Content/CIC/Brochures/HOA_Record_Keeping.pdf



Alternative Dispute Resolution (ADR)

Nevada Real Estate Division, Office of the Ombudsman for Owners in Common-Interest Communities and Condominium Hotels, has released Request for Proposals (RFP) for the Alternative Dispute Resolution (ADR) Program. The Division is actively seeking qualified mediators, referees, and arbitrators to address disputes arising out of the interpretation, application, or enforcement of the governing documents for common-interest communities pursuant to Nevada Revised Statutes (NRS) 38.

Interested?

To apply, please go to:
<https://red.nv.gov/Content/CIC/ADR/>





SPRING INTO WATER SAVINGS

BY TOM BRADLEY JR.,
PUBLIC INFORMATION SOUTHERN NEVADA WATER AUTHORITY

Spring's arrival in Southern Nevada signals the start of a new watering season, but warmer weather doesn't mean your landscape needs maximum water right away.

In effect from March 1 through April 30, the community's mandatory seasonal watering restrictions limit watering grass with spray irrigation to up to three assigned days per week, for 12 minutes each day, ideally divided into three cycles of four minutes each set one hour apart. And remember, sprinkler watering is prohibited on Sunday.

Drip irrigated plants and trees need much less water and should generally be watered no more than two days per week during spring; consider slowly ramping up your watering schedule as temperatures rise and plants show signs of need. Find your assigned watering days at snwa.com.

Watering outside of your assigned schedule or allowing water to spray or run off onto sidewalks or streets can result in water waste fines. To avoid potential water-waste fees, turn your system off on windy and rainy days and inspect it regularly for leaks.

You also can save water and money by replacing

thirsty grass with drip irrigated landscaping through the Southern Nevada Water Authority's Water Smart Landscapes Rebate Program (WSL). Qualifying single-family property owners can earn a cash incentive of \$5 for each square foot of grass upgraded to water-efficient plants and trees up to the first 10,000 square feet converted and \$2.50 per square foot thereafter.

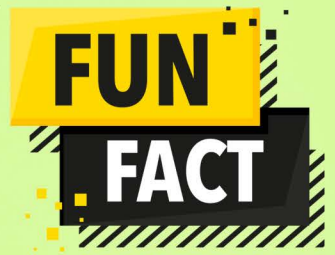
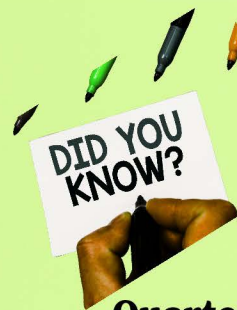
WSL participants may also qualify for the Tree Enhancement Program, which provides a \$100 bonus for each new tree installed. Additional cash rebates may be available through your local water provider, so be sure to check with them for any supplemental incentives.

Outdoor water use in Southern Nevada makes up about 60 percent of all residential water use, and nearly all water waste occurs outdoors. Unlike indoor water, water used outdoors is not reclaimed and returned to Lake Mead, making efficient landscape watering especially important.

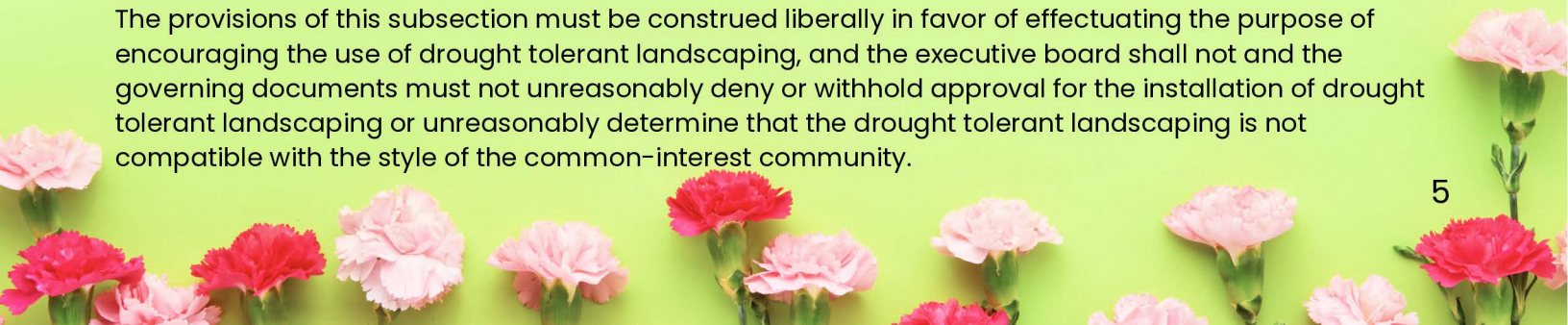
By following the seasonal watering restrictions and choosing water efficient landscapes, you can play an important role in conserving Southern Nevada's most valuable resource. For more landscape watering tips, seasonal watering schedules, and WSL rebate information, visit snwa.com.

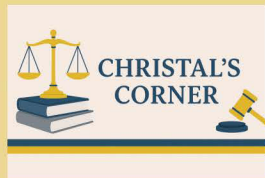
Per NRS 116.330(1)(a), before installing drought tolerant landscaping, the unit's owner must submit a detailed description or plans for the drought tolerant landscaping for architectural review and approval in accordance with the procedures, if any, set forth in the governing documents of the association; and
(b) the drought tolerant landscaping must be selected or designed to the maximum extent practicable to be compatible with the style of the common-interest community.

The provisions of this subsection must be construed liberally in favor of effectuating the purpose of encouraging the use of drought tolerant landscaping, and the executive board shall not and the governing documents must not unreasonably deny or withhold approval for the installation of drought tolerant landscaping or unreasonably determine that the drought tolerant landscaping is not compatible with the style of the common-interest community.



Quarterly Check-In Required!





Hot Topics in Common-Interest Communities Law

Hot Topic 2: Persistent Underfunding of Reserves – Business Judgment Rule is Not a Free Pass for HOA Directors

In carrying out the performance of their duties, the executive board is required to adhere to certain codes of conduct codified in the association’s governing documents, the provisions of NRS 116 (or 116B), and the corresponding administrative code (NAC),³ in accordance with the specifications enumerated under NRS 116.3103, which provide such acts must be on an informed basis – in good faith – and in the honest belief that their actions are in the best interest of the association. The executive board is required to exercise the ordinary and reasonable care of officers and directors of a nonprofit corporation organized under the laws of this state, subject to the business-judgment rule and conflict of interest rules, which are understood within the broader framework of NRS 78.138. While the rule generally protects the executive board’s directors or officers from individual liability for decisions on behalf of the association,⁴ failings to adhere to NRS 116.3103 standards can result in accountability through administrative disciplinary action, pursuant to NRS 116.750, as well as legal liability from damages arising from official conduct.⁵

A growing area of non-compliance concerns the specific requirements for reserve studies for communities (NRS 116.31152), which not only mandates an executive board commission reserve study at least once every five years (NAC 116.427), but also that the board, on an annual basis, diligently review the study – not merely a “rubber-stamp” – to determine if its reserves are sufficient and to make necessary funding adjustments though a sound, actionable plan for funding their reserves (NRS 116.3115). This is an area of great significance, as demonstrated in major recent headlines in southern Nevada involving a community with damaged pipes that led to a massive sinkhole, illustrating the potential catastrophic results of underfunding and financial mismanagement.

Hot Topic 1: Failure of Declarant to Transition Control Back to Homeowners

In Nevada, a declarant creates a common-interest community, and during the initial development phase, controls the association’s executive board – but that period is not indefinite. Pursuant to NRS 116.31032, the period of declarant control must terminate no later than the earliest of the milestones set forth under NRS 116.31032(1):

- a) Communities with less than 1,000 units, 60 days after conveyance of 75 percent of units;
- b) Communities with 1,000 units or more, 60 days after conveyance of 90 percent of the units;
- c) Communities that operate as a time-share plan NRS 119A, 120 days after conveyance of 80 percent of the units;
- d) Five years after all declarants have ceased to offer units for sale;
- e) Five years after any right to add new units was last exercised; or
- f) The day the declarant, after giving notice to units’ owners, records an instrument voluntarily surrendering all rights to control activities of the association.

But even prior to complete turnover, the law provides for transitional milestones as set forth under NRS 116.31032(2), which allow unit owners to be part of the decision-making process for the community. Declarants failing to relinquish control as required by law have become an area of non-compliance as often discovered by the Nevada Real Estate Division’s (NRED) Compliance Section, through information reported on the Association’s Annual Association Registration Form 562² and upon consultation of the respective county assessor’s office to identify the declarant transition timelines.

By Christal Park Keegan,
Senior Deputy Attorney,
NRED – CIC Program

Throughout our great state, common-interest communities (CIC) represent a significant portion of our communities – with more than 3,600 homeowner associations (HOA) comprising more than 620,000 housing units – and as you are reading this, there’s a possibility you may even live in a community governed by an HOA.¹

These self-governing entities are expected, (i) upon certain thresholds of units conveyed, to transition from developer (“declarant”) control to the unit owners (NRS 116.31032), (ii) to be managed by community-minded board directors or officers (“executive board”) (NRS 116.3103, NAC 116.405 and NRS 78.138), and if applicable, (iii) represented by community managers (NRS 116A.035, but often referred to as “CAMs” for short) compliant with their statutory standards of practice (NRS 116A.630, NAC 116A.320). These three areas – declarant control, the association by and through its executive board, and the CAM – are the hot-topic areas in Common-Interest-Communities Law identified for this article.

It is also recommended that this article be considered along with the complementary article featured in Nevada Lawyer’s August 2025 issue “Inside the Office of the Nevada CIC Ombudsman: An Overview of Resources” to understand the tremendous resources the Ombudsman’s Office provides to community managers, board members, and owners in understanding their rights and obligations, and to assist with dispute resolution.

NRS 116 and Stormwater

As winter loosens its grip and spring approaches, Nevada's skies are shifting from crisp, dry days to the promise of rain. These seasonal changes aren't just about temperature. But they also have a big impact on stormwater. Every drop of rain that falls on our streets, rooftops, and driveways become part of a larger system that affects water quality, flood control, and even local ecosystems.

Therefore, understanding stormwater isn't just for engineers, it's for all of us as homeowners. How we manage runoff today determines the health of our communities tomorrow.

Allowing pollutants to enter stormwater drains or failure to maintain drainage infrastructure in common-interest communities, can have dual implications beyond just municipal code violations:

- Association's Duty to Maintain – NRS 116.3107. The association is responsible for maintenance, repair, and replacement of common elements.
- Violations and Fines – NRS 116.31031. A Board has the power to fine unit owners for violating maintenance or nuisance sections of their governing documents.
- Duty of Care / Failure of Board to Act – NRS 116.3103. Board members have a fiduciary duty of care, and allowing illegal pollution to occur exposes the community to city fines.



Learn More with Stormwater Resources



State Resources:

Nevada Division of Environmental Protection (NDEP)

<https://ndep.nv.gov/water/water-pollution-control/permitting/stormwater-discharge-permits>

Nevada Department of Transportation (NDOT)

<https://www.dot.nv.gov/doing-business/about-ndot/ndot-divisions/stormwater>

Southern Nevada Resources:

Clark County

https://www.clarkcountynv.gov/government/departments/water_quality/stormwater-faqs#industrial-facilities

Henderson (City)

<https://www.cityofhenderson.com/our-city/initiatives/sustainability/stormwater>

Las Vegas (City)

<https://www.lasvegasnevada.gov/Residents/Environment/Stormwater>

North Las Vegas (City)

<https://www.lvstormwater.com/>

Northern Nevada Resources:

Carson City

<https://www.carsoncity.gov/government/department-s-g-z/public-works/stormwater-flood-plain-management/stormwater-management>

Douglas County

https://www.douglascountynv.gov/government/departments/community_development/stormwater_and_flood_management

Elko (City)

https://elkocity.com/departments/environmental_department/stormwater.php

Lyon County

<https://www.lyon-county.org/993/Development-Standards>

Reno (City)

<https://www.reno.gov/government/departments/utility-services/stormwater-utility>

Sparks (City)

https://www.cityofsparks.us/your_government/departments/environmental_control/stormwater_manuals.php

Washoe County

<https://www.tmstormwater.com>

Inside the Office of the Nevada CIC Ombudsman

In such instances, the Statement of Fact Form 514a for community managers, or Form 514b for reserve study specialist, is required. These complaints automatically go to the Compliance section, as the allegations are directed toward licensed professionals. In cases involving a licensee, disciplinary action, including fines and/or license revocation, may be imposed.

The Education Section Role

Over time, we have identified that one of our primary focuses should be educating our constituents about CIC living. Understanding CIC living is critical for homeowners and board members. Without accurate information, misunderstandings and disputes are inevitable. The adage “knowledge is power” rings especially true in this context. By understanding your rights and responsibilities in a CIC, you can avoid many common conflicts. However, unless you work in the CIC industry, many people are not fully aware of the complexities involved in community association living. This is where our education section plays a key role.

Our education section offers a variety of classes aimed at informing homeowners and board members about the principles of CIC living. These classes are provided in person and online ranging from “Welcome to the Board” to “Pathway of Complaints,” covering essential topics for both. The classes are designed to be interactive, allowing participants to engage with one another and gain a better understanding of how CIC living works.

In addition to our instructional classes, we offer personalized training for unit owners and board members. Our training officers, stationed in both the northern and southern regions, are available to provide on-site training at the association’s location of choice. This mobility allows for a more tailored learning experience. However, the educational opportunities don’t stop with training classes. We also produce quarterly newsletters that keep constituents informed of developments in the CIC sector. We offer brochures, cheat sheets, and templates that help individuals and associations stay compliant with the law. We highly recommend visiting https://red.nv.gov/Content/CIC/Program_Training/, where numerous educational materials are available.

The office also has an Education and Information (E&I) officer who oversees the sponsor-approved professional education courses for community managers (CAM), with a focus on continuing education and regulatory compliance. These courses provide the training required for managers to maintain their CAM license. The E&I officer also conducts audits of these courses to ensure quality and adherence to standards.

The Registration of Associations

The office is also responsible for maintaining the registration of associations within the state. This process includes receiving registration forms and the \$4.25 per unit fee annually, tracking specific association information including the number of units, total annual assessments, foreclosures resulting from unpaid assessments or fines, and whether a reserve study has been conducted. This data is essential for ensuring that associations operate in compliance with the law.

The Ombudsman’s office provides a wide range of services aimed at supporting homeowners, board members, and managers. These services include dispute resolution options, compliance assistance, and education programs. By understanding the different services available and how to navigate the processes, constituents can better address disputes, ensure compliance with the law, and create a more harmonious living environment.

Meet the Staff

Now that you have a better understanding of what our office does, let me introduce you to the staff that makes all of this happen, each dedicated to specific sections providing these services. We are a diverse team that works collectively to serve the community and maintain effective operations within the program.

The office is divided into various sections. Four employees are part of the Ombudsman’s administrative section, overseeing the day-to-day operations of the Intervention Affidavit process and handling various administrative tasks. Three employees are dedicated to the education section, which plays a crucial role in ensuring that our constituents and community managers are informed and educated about community association living. Six employees work in areas such as ADR, registration, and fiscal sections within the program. These employees handle vital processes that ensure the smooth functioning of the office and address key issues within the program. Seven employees are dedicated to the compliance section, ensuring that the laws and regulations related to CICs are properly followed and enforced. Together, we assist in a wide range of CIC matters, from addressing complaints related to laws or governing documents to registering new homeowner associations that will add to the current 3,735 associations encompassing 631,285 homes within these communities. And so, we encourage you to visit www.red.nv.gov or reach out to our staff regarding the resources available. Our office is here to assist and guide you through the intricacies of CIC living and help resolve issues that may arise.



Ombudsman Office - Out in the Community

By Noelle Garcia

Breakfast Buzz with Councilwoman Kara Kelley



On Saturday, January 31, 2026, from 9:00 a.m. to 10:00 a.m. at the Veterans Memorial Community Center in Summerlin, I attended and presented at the Breakfast Buzz with Councilwoman Kelley. There were approximately 35 people in attendance from Ward 2. In addition to sharing information about the Ombudsman's Office, I presented on the education section and highlighted the classes offered to homeowners and board members in common-interest communities (CIC). These classes are available both in-person and virtually on a weekly basis and are taught by the Division's training officers. I emphasized the importance of these educational opportunities in helping homeowners and board members better understand their rights and responsibilities. Additional presenters were Lieutenant Matthew Arnold and Marshal Paul Hartz, who discussed community safety and their respective roles in maintaining public security. The event provided a valuable opportunity for open dialogue between residents and local officials. I stayed afterwards to answer questions and was approached by a couple attendees who expressed enthusiasm about the Division's efforts to provide education to CIC owners. Councilwoman Kelley also shared updates with her constituents during the event and announced that her next Breakfast Buzz will take place in April. Overall, the session fostered community engagement and strengthened awareness of available resources.



Community Association Institute Awards Gala - Glam Metal

On Friday, February 27, 2026, at 4:45 p.m., at the Durango Resort, I attended the Community Association Institute (CAI) Nevada Glam Metal Awards Gala with the Ombudsman. The theme was Big Hair, Big Energy and Big Awards! And to say the least, it was a big event with over 400 people in attendance from across Nevada. A big congratulations to the nominees and the winners and a big thank you to the CAI Awards Gala Committee, who volunteer their time to host the event, as well as the sponsors.



The event opened with check-in and drinks which allowed for hellos to fellow attendees, then it moved straight to the award ceremony. There were a mix of people wearing 70s and 80s metal themed dress attire along with the usual gala glam attire. CAI Executive Director Chris Snow opened the award ceremony with introductions from special guest the Nevada Real Estate Division's Ombudsman Sonya Meriweather and 2025 CAI National Board of Trustees President Melissa Ramsey. Following, Chris introduced comedian and host Patrick Keane, who kept the room laughing and the event rolling as nominees were listed and winners were praised. There were numerous categories of recognition ranging from Rising Stars to the Northern and Southern Nevada Portfolio Managers of the Year with each category introduced by a presenter, building anticipation as the envelope was opened to reveal the winner.

I appreciated hearing the winners discuss their work and explain their personal "why" that drives them in this field. Their passion for their work was unmistakable and energizing, resonating throughout every remark. Their unwavering commitment to the communities they serve was not only admirable but truly inspiring, creating a sense of excitement about the impact they continue to make and the communities they strengthen.

As this was my first time attending, I was uplifted to hear that people have been attending the event for over 15 years and how the people we serve are the reason they keep going. In addition, I had the opportunity to meet many individuals whom I communicate with daily as continuing education sponsors, who continue to create and submit more classes. I also appreciated seeing all the names that I see on the instructor evaluations or class rosters being recognized in person.

Now, I cannot neglect to include a couple words highlighting the delicious meal that we were served as it was perfect for the event. I am grateful for the conversation at table one where I heard more on the history of the Nevada CAI chapter. I met members who have been part of CAI since the founding, and we discussed our votes on the creative and hilarious commercials from the sponsors. For me, I had a Big Blast and valued my experience attending.



Growing a Stronger Board

Dre Anderson, Ombudsman Training Officer

A strong board is the heart of a thriving community. As the year springs ahead, this is the perfect time for association leaders to reflect on their achievements, identify areas for growth, and strengthen the foundation for the year.

Effective boards are built on teamwork, transparency, and trust. Each member brings unique strengths, but success comes from collaboration and a shared commitment to serve the best interests of the community. Taking time to review past decisions, evaluate current goals, and plan strategically for the coming year helps ensure steady leadership and consistency.

Education is key to building a confident and capable board. Understanding the duties outlined in NRS 116, from fiduciary responsibilities to meeting requirements, helps prevent conflict and promotes fair, informed governance. Attending classes offered by the Office of the Ombudsman or engaging in continuing education opportunities can empower board members to make decisions with greater clarity and confidence.

Communication and engagement also strengthen trust between the board and homeowners. Regular updates, transparent budgeting, and welcoming homeowner feedback can transform challenges into opportunities for collaboration.

As winter reminded us of the importance of preparation and unity, boards are encouraged to take the spring season to plan ahead, learn together, and recommit to leading with integrity. A stronger board today grows a stronger community tomorrow.



Reminder!

Informational Bulletin #39

The Nevada Real Estate Division outlines rules for livestream and hybrid courses under NRS 116A.410 and NAC 116A.275. Licensees attending via livestream must stay attentive, keep cameras on, participate when prompted, dress appropriately, and avoid distracting activities to receive credit. Instructors must follow approved course plans, maintain control, use varied teaching techniques, ensure technology works, and for hybrid classes, use assistants and manage participation effectively.

https://red.nv.gov/uploadedFiles/rednvgov/Content/Publications/Bulletins/Informational-Bulletin-39_CAM-Delivery-Method-Standards.pdf



Meet Our New Team Members

Andrea Anguiano

Administrative Assistant III

She joined the Nevada State team as a Service Technician for the Department of Motor Vehicles in April 2022 and then transferred to The Nevada Equal Rights Commission as an Administrative Assistant II. She is extremely excited to be able to be part of a new team and new home and extend her knowledge about the Real Estate Division. Her hobbies include spending time with her fur babies and her fiancé as well as working out to destress and reading spiritual books.



Veronique McCoy

Program Officer I

Veronique grew up in California, graduating from the University of California, Davis with a degree in Sociology. She then worked for Alameda County Department of Social Services for 7 years and then later worked in the Department of Family Services, Child Support Division. In 2020, Veronique started her own skincare line, and upon moving to Las Vegas in 2024, she attended Milan Institute for her Esthetician Certification and received her Esthetician License in the summer of 2025. Veronique's hobbies include skating, creating beauty products and spending time with her 8-year-old daughter. She is also an avid 49ers fan.



UPDATE

DIVISION UPDATES

UPDATE

For your awareness, the Division has made a few updates we would like to share.

Website Links

The information for the Commission Meetings has moved on our website. We've made this update for easier navigation and finding. To find on the **Homepage** (<https://red.nv.gov/>), click on **Administration** at the top and find the **Commission Meetings & Agenda** dropdown: <https://red.nv.gov/Content/Meetings/Commissions/>



Forms

Two forms have been updated reflecting the updated ADR panels. These can be found on the website which are still located on the forms page: <https://red.nv.gov/Content/Forms/All/>

- Form 520: Alternative Dispute Resolution (ADR) Claim Form
- Form 521: Alternative Dispute Resolution (ADR) Respondent Form

CONTINUED FROM PAGE 6

Hot Topics in Common-Interest Communities Law

In this regard, NAC 116.405 provides guidance in determining whether an executive board has performed their duties for purposes of administrative compliance. Importantly, in evaluating board action, documentation of decision making is critical. Association records, such as meeting minutes with sufficient detail, financial statements, architectural approvals/denials, contracts, etc., all provide an opportunity for the board to justify its association actions, to demonstrate consistency, and remain transparent.

Hot Topic 3: CAMs Held to Professional Licensing Standards

An association, comprised of volunteer board members that may have other full-time work and life commitments, certainly aren't required to hire a CAM, but often do to help manage the complex business of the community. Problems often arise when the association's expectations of hiring a licensed professional aren't met.

An area of non-compliance includes negligent and/or incompetent conduct for failing to transfer records to a succeeding management company that impact the association's ability to file its taxes and incur costs to recreate financials (NRS 116A.620(6), NAC 116A.325(6)), or failing to properly document the association's financial documents and/ or refusing to make such documents available to unit owners or NRED upon request (NRS 116A.630(6)-(13), (15)), which can subject the executive board to penalties (NRS 116.31175(3)).

In the most egregious cases, a CAM is discovered embezzling funds from the association (NRS 116A.630(1)(a), NRS 116A.640(4), (10), NAC 116A.355(2)(c), (2)(h), (3)(b), (4)(a), (g)), and in those instances, NRED has sought summary suspension pursuant to NRS 233B.127(3) in the interest of public health, safety, and/or welfare. Additionally, as discussed in the previous section, just because a board hires a CAM does not mean it stops being a board, and oversight through its established internal controls is vital.

ENDNOTES:

1. Common-interest communities in Nevada must register with the Nevada Real Estate Division through the Ombudsman's Office and pay the required fees to comply with state law. This registration is a critical step for HOAs to operate legally and fulfill their responsibilities under NRS Chapter 116. Failure to register with the ombudsman as required by NRS 116.31158 and NRS 116.31155 may result in legal consequences for the HOA.
2. The Annual Association Registration form 562 and the annual unit fee must be received in the Ombudsman's Office, no earlier than 45 days and no later than the last business day for the state of Nevada, in the month the association incorporated with the Office of the Secretary of State. <https://red.nv.gov/uploadedfiles/rednv.gov/Content/Forms/562.pdf>
3. Executive board members are required to sign the form prescribed by the NRED, Form 602 Declaration of Certification, stating that they have read and understood the association's governing documents, NRS 116 or 116B and NAC 116 or 116B. NRS 116 and NAC 116, or NRS 116B and NAC 116B, and all association governing documents (CC&Rs, articles, bylaws, rules & regulations, other documents, contracts, etc.), and as applicable, NRS 116A, NRS 116B, NRS 38, NRS 78, NRS 82, NRS 84, NRS 86, NRS 87, NRS 88A, NRS 89, etc.
4. Wynn Resorts, Ltd. v. Eighth Judicial District Court, 133 Nev. 369, 376 (2017) (citing 18B Am. Jur. 2d Corporations § 1451 (2016)).
5. NRS 78.138(7), Chur v. Eighth Judicial District Court, 136 Nev. 68, 72-73 (2020)

Upcoming Events

& EDUCATIONAL OPPORTUNITIES

Stay connected. Stay informed. Stay compliant.

Tips for Responsible Community Living! Whether you're a unit owner, board member, or CAM, our statute-based classes are here to help you gather insight, strengthen your skills, and support your community's success.



Ombudsman April and May 2026 Education Schedule

**April
Week 2**

Forms

April 14 | 12:00 PM – 1:30 PM (Virtual)

**April
Week 3**

NRS 116 vs Governing Documents

April 23 | 9:00 AM – 10:30 AM (Virtual)

**April
Week 4**

Robert's Rule of Order

April 30 | 12:00 PM – 1:00 PM (In-Person)

**May
Week 1**

Welcome to the Board

May 5 | 9:00 AM – 10:30 AM (Virtual)

**May
Week 2**

Responsibilities of the Community Manager

May 14 | 12:00 PM – 1:30 PM (Virtual)

**May
Week 3**

Fiduciary Duty

May 19 | 9:00 AM – 10:30 AM (Virtual)

**May
Week 4**

Unit Owner Rights

May 28 | 12:00 PM – 1:30 PM (In-Person)

REGISTER HERE >

https://hal.nv.gov/form/RED/CICCH_Class_Registration

Helpful Resources from the Recorders Association of Nevada (RAN)

RAN has compiled links to county property notification alert systems that allow property owners to register for FREE and receive alerts if any document is recorded against their name or property. These alerts are an effective tool to help detect potential property fraud early.

This is a great resource to:

- Share with customers at the counter or on the phone
- Reference when discussing property fraud prevention
- Encourage residents to sign up for added peace of mind

You can find the statewide information and links here:

<https://recordersassociationofnevada.org/about-property-fraud>

Want Us to Teach at Your HOA?

Let us bring the class to you!
Trainings are available for HOA unit owners and boards statewide.

Request a session:



Virtual and in-person options
available.

What Happened at the December 2025 Commission?

Allegations/ Stipulations Stipulations are formal, written agreements between the Division and the Respondent to resolve alleged violations often through remedial actions in lieu of a full-blown hearing, wherein the Respondent admits or does not contest the violations.

Disciplinary Actions Acts of the Commission for Common-Interest Communities and Condominium Hotels are not published 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.

NRED v. JOHN BIELUN

Case Number: 2023-622, 2023-670 & 2023-979

Allegations/Stipulations: At the reconsideration hearing, John Bielun argued that his previous attorney provided ineffective assistance during the underlying disciplinary matters and settlement negotiations. He claimed that important exculpatory evidence was never presented to the Commission and that this evidence could have exonerated him or reduced the disciplinary consequences.

Disciplinary Actions: The Division's counsel emphasized that Bielun had been represented by an attorney during settlement discussions and that the stipulations signed were binding contractual agreements already approved by the Commission. As a result, the Commission found no basis to disturb the previously ratified settlement terms.

NRED v. RANCHO SAN JUAN HOA

Case Number: 2021-161

Allegations/Stipulations: The Commission conducted a scheduled status check on the Rancho San Juan Homeowners Association regarding Case No. 2021-161. During the meeting, the Association, represented by its CAM and legal counsel, provided updated financial records for October 2025 along with four-year budget projections.

Disciplinary Actions: The Commission determined that the HOA had fully complied with the requirements of its prior December 2024 order. As a result, the Commission issued an order formally declaring the matter resolved and closed Case No. 2021-161.

NRED v. SOMERSET PARK HOA

Case Number: 2022-530

Allegations/Stipulations: At the December 10, 2025, hearing, Somerset Park HOA admitted the factual allegations in the Division's complaint and stipulated to the single legal violation alleged, involving NRS 116.3115. The Division presented testimony from its investigator, confirming the evidence supporting the violation, while the HOA introduced its proposed reserve funding plan prepared with reduced-cost assistance from vendors due to the association's financial constraints.

Disciplinary Actions: The Commission found the HOA in violation of NRS 116.3115 but, considering its financial hardships and vendor cost reductions in preparing the reserve plan, imposed no fines, fees, or costs. The HOA's board members must complete six hours of CICCH/HOA Board Member and Unit Owner Training before the December 2026 hearing, and the Association must appear at that hearing to provide a status update including financial statements, reserve funding updates, the 2027 budget, a comparison of planned vs. actual funding progress, proof of required training, and its audited 2025 financials.

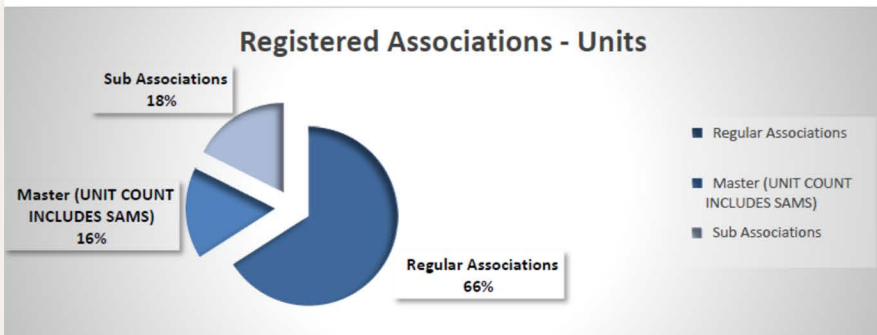
Ombudsman's Office Information

July 2025 through March 2026



HOA Types	Number of Associations	Number of Units
Regular Associations	2,954	420,881
Master (UNIT COUNT INCLUDES SAMS)	117	105,141
Sub Associations	758	112,269
Hotel Associations	9	643,949
Total	3,838	643,949

*SAM = uses same board as master



Holiday	Date	Day of the Week
Memorial Day	May 25	Monday
Juneteenth Day	June 19	Friday
Independence Day	July 3	Friday

In official publication of the

STATE OF NEVADA DEPARTMENT OF BUSINESS & INDUSTRY

Dr. Kristopher Sanchez
DIRECTOR

REAL ESTATE DIVISION

Sharath Chandra
ADMINISTRATOR

Charvez Foger
DEPUTY ADMINISTRATOR

COMMON-INTEREST COMMUNITIES & CONDOMINIUM HOTELS

OFFICE OF THE OMBUDSMAN

Sonya Meriweather
OMBUDSMAN

Noelle Garcia
EDUCATION & INFORMATION OFFICER
EDITOR

COMMISSION FOR COMMON-INTEREST COMMUNITIES & CONDOMINIUM HOTELS

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HOMEOWNER MEMBER

Robert Sweetin, Commissioner
ATTORNEY MEMBER

Kyle Tibbitts, Commissioner
DEVELOPER MEMBER

REAL ESTATE DIVISION
OFFICE OF THE OMBUDSMAN
3300 W. SAHARA AVE. SUITE 325
PHONE: 702-486-4480
FAX: 702-486-4520