



**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

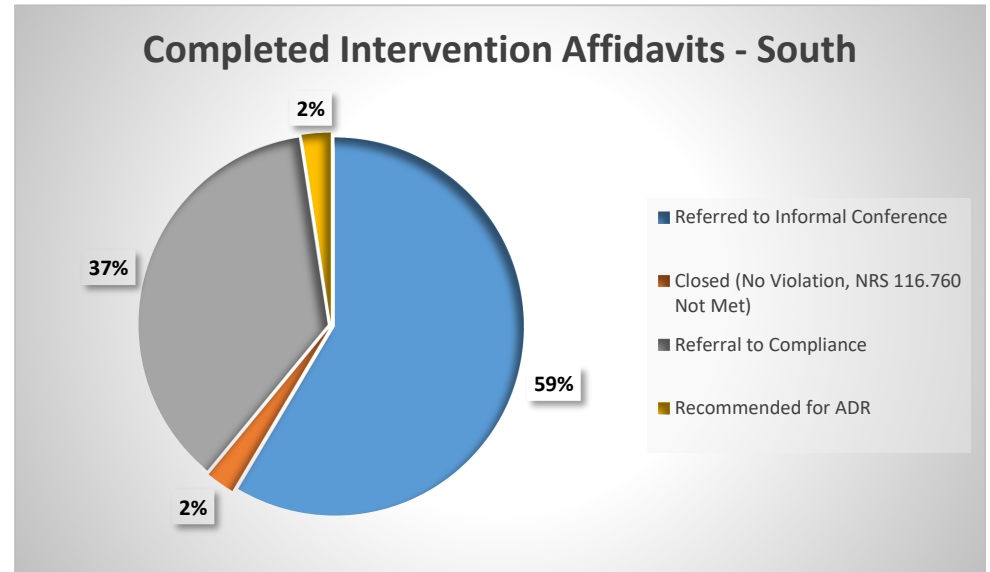
**OMBUDSMAN'S OFFICE**

**REPORTING PERIOD JULY 1, 2019 - SEPTEMBER 30, 2019**

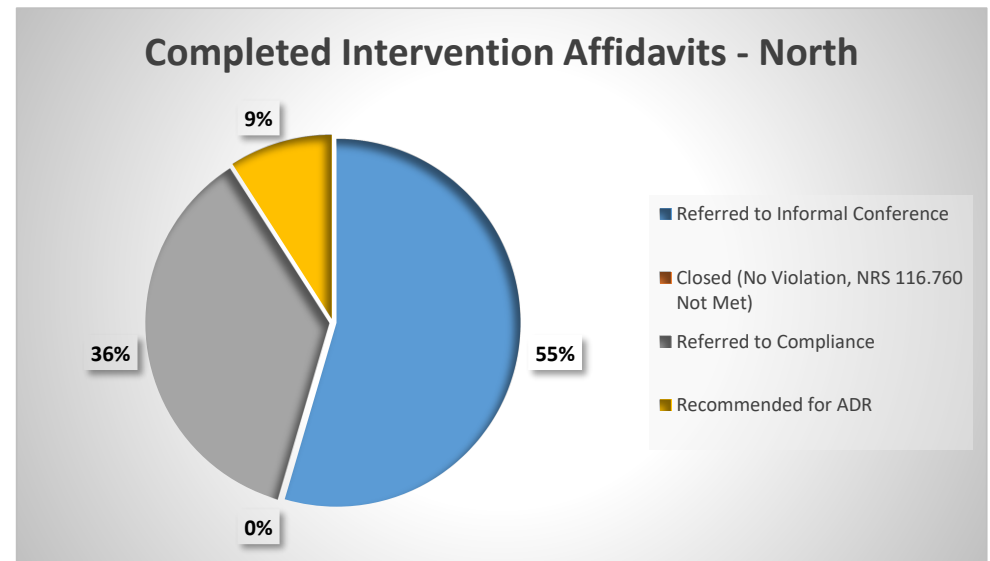
**FISCAL YEAR 2020**

# Intervention Affidavit Report

<b>AFFIDAVITS - SOUTH</b>		<b>YTD Total</b>
Affidavits Received		40
Referred to Informal Conference		24
Closed (No Violation, NRS 116.760 Not Met)		1
Referral to Compliance		15
Recommended for ADR		1

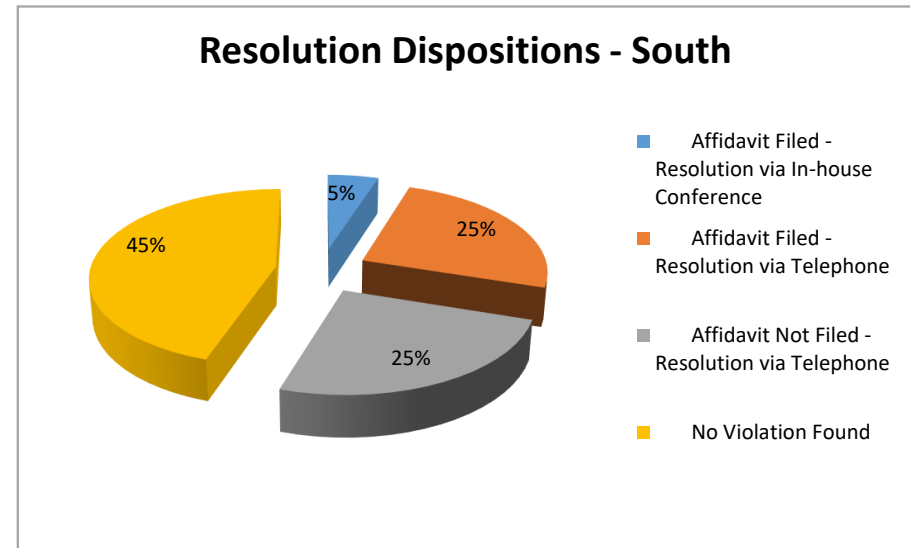


<b>AFFIDAVITS - NORTH</b>		<b>YTD Total</b>
Affidavits Received		11
Referred to Informal Conference		6
Closed (No Violation, NRS 116.760 Not Met)		0
Referred to Compliance		4
Recommended for ADR		1

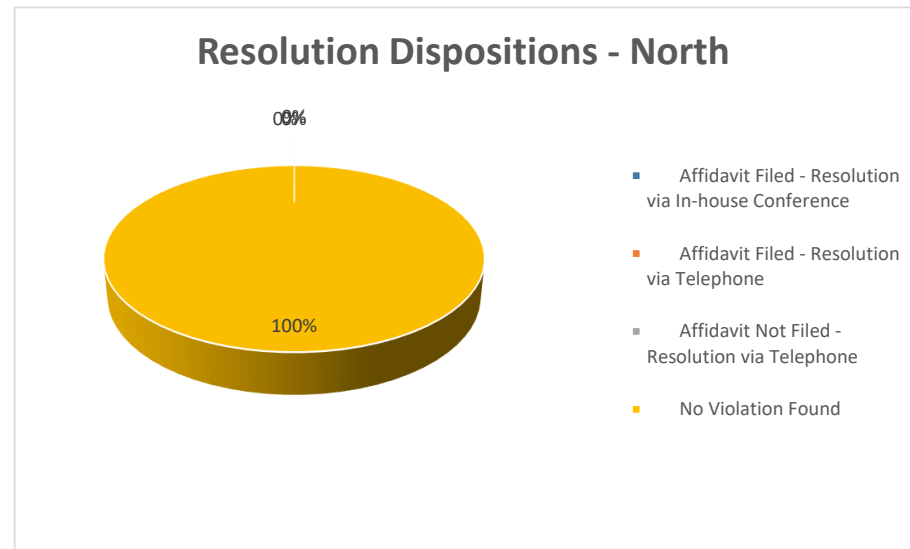


## Informal Conference/Mediation Report

DISPOSITION OF COMPLAINTS - SOUTH	
<b>Affidavit Filed - Resolution</b>	<b>11</b>
Affidavit Filed - Resolution via In-house Conference	1
Affidavit Filed - Resolution via Telephone	5
Affidavit Not Filed - Resolution via Telephone	5
<b>No Violation Found</b>	<b>9</b>
<b>Affidavit Filed - No Resolution</b>	<b>5</b>
Issue Not Resolved - No Further Action Warranted	1
Provided ADR Information to the Parties	4
Recommended Referral to Compliance	0



DISPOSITION OF COMPLAINTS - NORTH	
<b>Affidavit Filed - Resolution</b>	<b>0</b>
Affidavit Filed - Resolution via In-house Conference	0
Affidavit Filed - Resolution via Telephone	0
Affidavit Not Filed - Resolution via Telephone	0
<b>No Violation Found</b>	<b>1</b>
<b>Affidavit Filed - No Resolution</b>	<b>2</b>
Issue Not Resolved - No Further Action Warranted	0
Provided ADR Information to the Parties	2
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	1
HOA GOV DOCS - BYLAWS	3
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	2
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	4
HOA GOV DOCS - RULES & REGULATIONS	4
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	5
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	6
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	1
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	2
NRS 116.31036 - EXECUTIVE BOARD/ MEMBER REMOVAL	1
NRS 116.31065 - RULES	2
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	6
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	5
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	1
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2
NRS 116.31107 - VOTING BY UNITS' OWNERS	1
NRS 116.31135 - INSURANCE/ REPAIR & REPLACEMENT OF DAMAGED COMMON ELEMENT	1
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.3115 - ASSESSMENTS/ COMMON EXPENSES	1
NRS 116.31175 - HOA BOOKS, RECORDS	1
NRS 116.31183 - RETALIATORY ACTION	1
NRS 116.31184 - THREATS & HARASSMENT	1
NRS 116.4109 - RESALE OF UNITS	1

<b>FOUND ISSUES</b>	
HOA GOV DOCS - ARC	1
HOA GOV DOCS - BYLAWS	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	2
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	2
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	2
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	1
NRS 116.31065 - RULES	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	1
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	3
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1
NRS 116.3114 - SURPLUS FUNDS	1

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

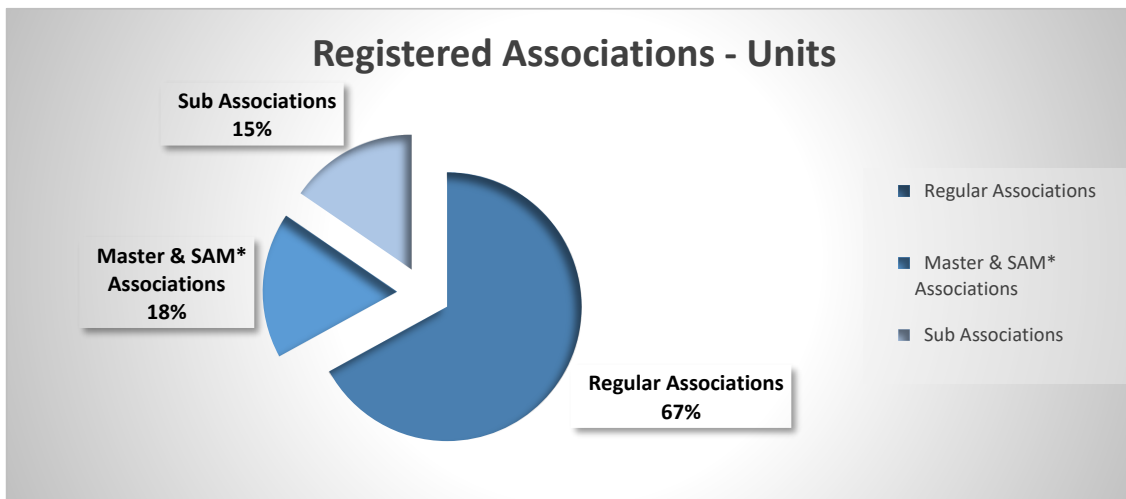
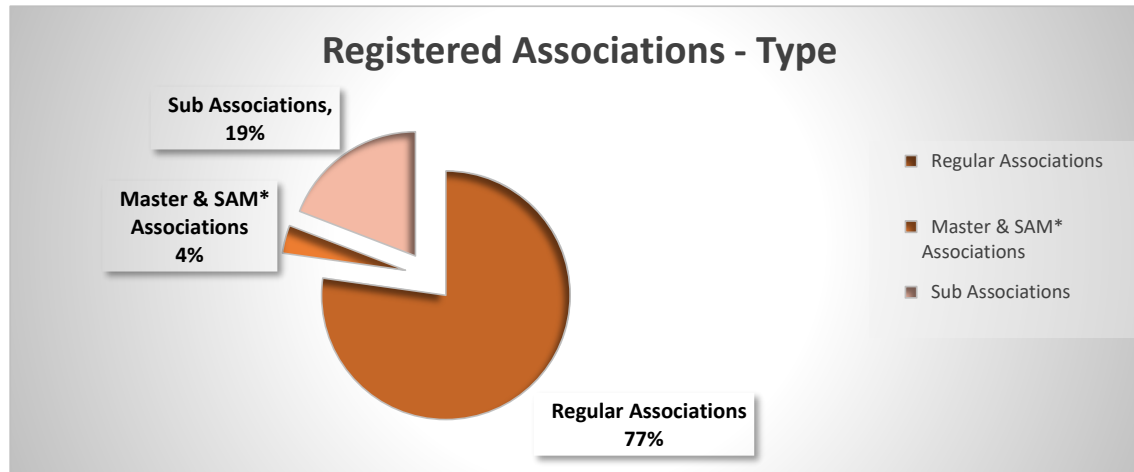
<b>ALLEGED ISSUES</b>	
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENTS	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS	2
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	2
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1

<b>FOUND ISSUES</b>	
HOA GOV DOCS - NON-COMPLIANCE OF GOV. DOCS	1

## Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,602	382,033
Master & SAM* Associations	123	100,035
Sub Associations	<u>645</u>	<u>88,047</u>
<b><u>Total</u></b>	<b><u>3,370</u></b>	<b><u>570,115</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	6		436	25	4		3	3		196	673
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 - UNDEFINED											-
PLANNED COMMUNITY - SFD	21	2	1,925	27	9	2	10	5	2	237	2,240
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	8		240	15	2	-				51	316
MASTER - NO UNITS			1							1	2
<b>TOTAL</b>	<b>37</b>	<b>3</b>	<b>2,705</b>	<b>76</b>	<b>17</b>	<b>2</b>	<b>13</b>	<b>11</b>	<b>4</b>	<b>502</b>	<b>3,370</b>

### KEY

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

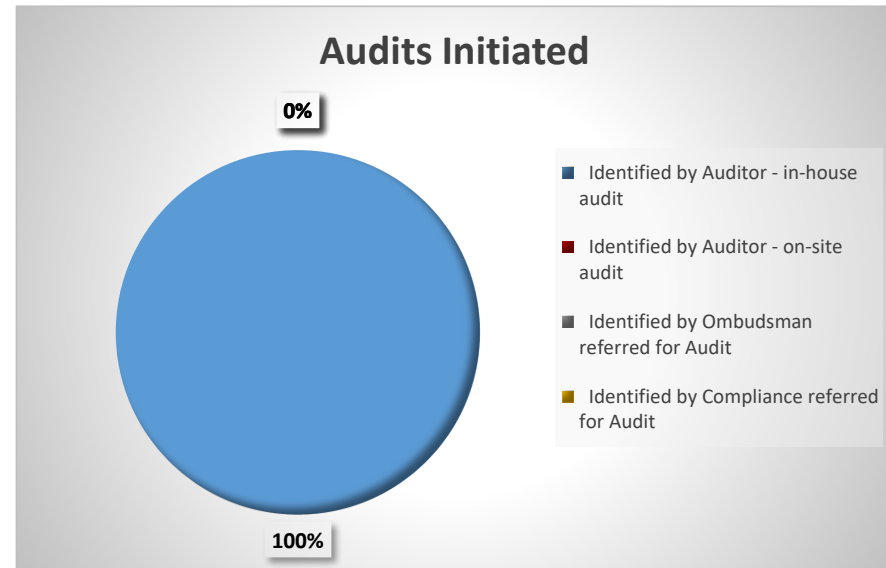
# Auditor Report

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

\* Includes carryover audits included from previous year

<b>Disposition of Audits</b>	
Completed audits - compliance gained by Auditor	1
Completed audits referred to Compliance	4
<b>Total Audits Completed*</b>	<u>5</u>

<b>Special Projects</b>	
Financial Review - Association	0
Special Projects - Other	4
<b>Total Special Projects</b>	<u>4</u>



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	55

Responses Received	
Responses Received	53
Number of Filings(CLM & RSP)	108
Filing Fees Received	\$5,300.00

Mediation Requests	
Requests for Mediation	<b>79</b>
Bank/Mortgage Holder	0
Non-Bank/Mortgage Holder	79

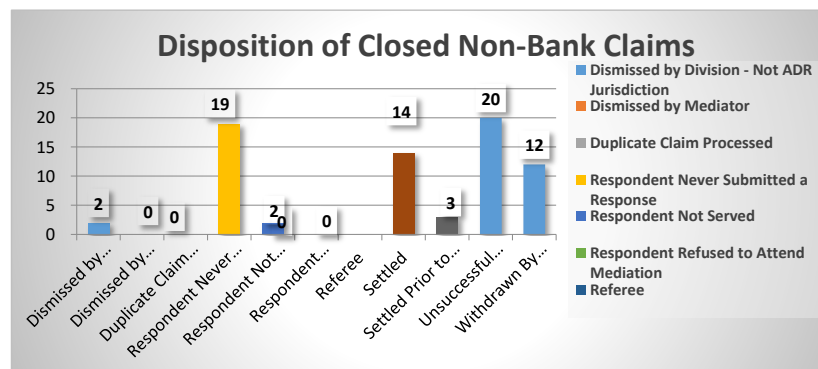
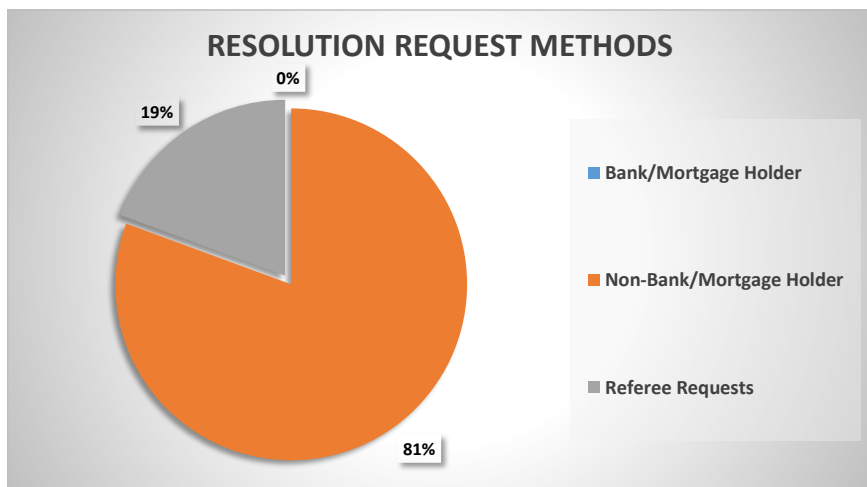
Referee Requests	
Referee Requests	19

Assigned Claims	
Mediation Assignments	49
Referee Assignments	1
FY18 Assigned Claims / Pending Mediation	83

Closed Claims	
<b>Disposition of Closed Claims</b>	<b>72</b>
Dismissed by Division - Not ADR Jurisdiction	2
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	19
Respondent Not Served	2
Respondent Refused to Attend Mediation	0
Referee	0
Settled	14
Settled Prior to Mediation	3
Unsuccessful Mediations	20
Withdrawn By Claimant	12

Bank Closed Claims	
<b>Bank Claims Closed</b>	<b>16</b>
Dismissed by Division - Not ADR Jurisdiction	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	2
Respondent Not Served	0
Respondent Refused to Attend Mediation	1
Settled	0
Settled Prior to Mediation	1
Unsuccessful Mediation	2
Withdrawn By Claimant	10

Subsidy	
Applications Received	59
Invoices Approved for Payment	31
Invoices Paid	<b>\$10,125.33</b>

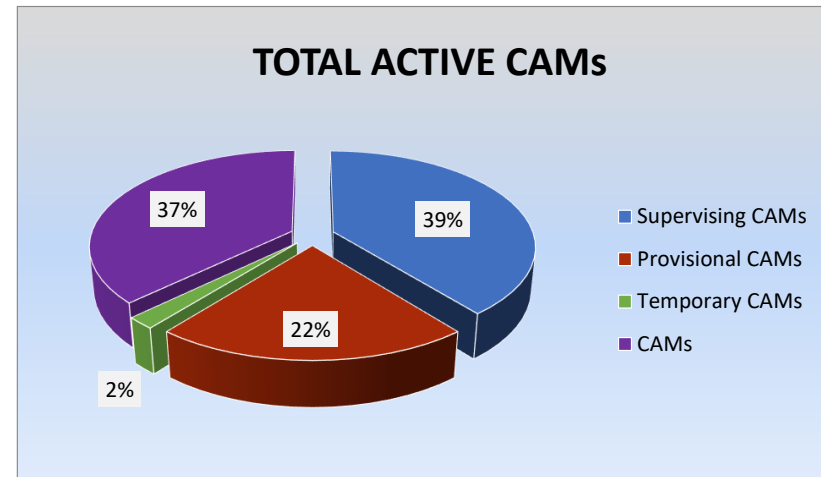


\* Amount reflected due to internal decision.

## Education and Training Report

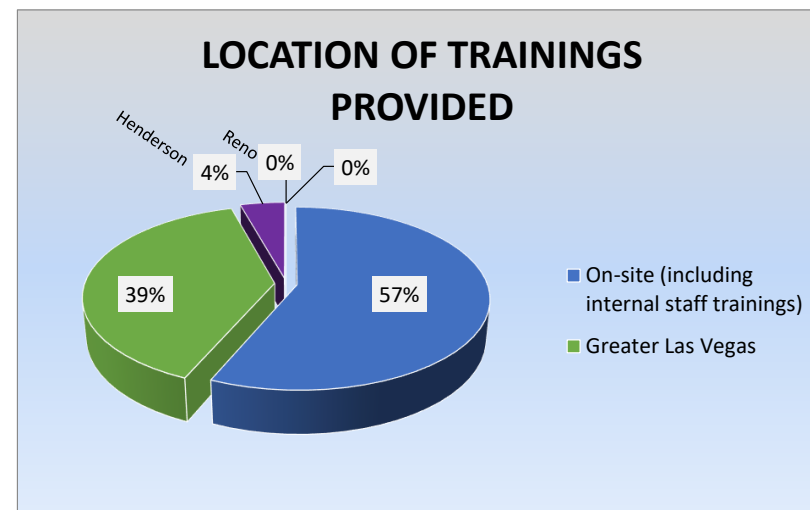
### EDUCATION OFFICER

<b>TOTAL ACTIVE CAMs</b>	<b>752</b>
Supervising CAMs	295
Provisional CAMs	162
Temporary CAMs	15
CAMs	280
<b>TOTAL ACTIVE CE COURSES</b>	<b>151</b>
Approved for General Credit	117
Approved for Law Credit	34
Newly Approved Courses	16
Renewed Courses	21
Course Offerings*	76
Audits Conducted by Division	3
Educational Materials Created/Published on Website**	9
Website Views (CIC pages)	2601



### TRAINING OFFICER

Training Topics Available	23
<b>TRAININGS PROVIDED</b>	<b>23</b>
On-site (including internal staff trainings)	13
Off-site (to associations upon request)	
Greater Las Vegas	9
Henderson	1
Pahrump	0
Northern Nevada	0
<b>Increase from FY 19</b>	<b>44%</b>
<b>ATTENDEES</b>	<b>361</b>
<b>Increase from FY 19</b>	<b>21%</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 - SEPTEMBER 30, 2019**

**FISCAL YEAR 2020**

## INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	13	7
Total # of Active Cases	41	5
Total # of Cases Closed	42	12

Aging Report - Active	South	North
90 days or less	16	5
3 to 6 months	12	0
6 to 9 months	3	0
9 months to 1 year	4	0
1 to 2 years	6	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>41</b>	<b>5</b>

Aging Report - Closed	South	North
90 days or less	18	11
3 to 6 months	5	0
6 to 9 months	4	0
9 months to 1 year	3	0
1 to 2 years	12	1
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>42</b>	<b>12</b>



**DEMOGRAPHICS**

Active Cases South	
Henderson	1
Las Vegas	38
Laughlin	0
Mesquite	1
North Las Vegas	1
Pahrump	0
<b>Total</b>	<b>41</b>

Active Cases North	
Gardnerville	2
Incline Village	1
Reno	1
Sparks	0
Virginia City	0
Zephyr Cove	1
<b>Total</b>	<b>5</b>

Closed Cases South	
Boulder City	0
Henderson	4
Las Vegas	33
Laughlin	1
Mesquite	1
Mt. Charleston	0
North Las Vegas	2
Pahrump	1
<b>Total</b>	<b>42</b>

Closed Cases North	
Carson City	1
Glenbrook	0
Incline Village	1
Reno	8
Sparks	1
Virginia City	1
<b>Total</b>	<b>12</b>

Outcome of Closed Cases	South	North
CLOSED AT CLAIMANT'S REQUEST	1	1
COMPLIANCE DEMAND LETTER	1	0
CONSOLIDATE W/CICC CASES	2	1
DIVISION RESOLVED ALLEGATIONS	6	1
DIVISION TERMINATED INVESTIGATION	1	0
DUPLICATE CASE	1	1
INSUFFICIENT EVIDENCE	0	0
LETTER OF INSTRUCTION	20	2
NONJURISDICTIONAL	0	0
NO VIOLATION	4	2
RECOMMENDATION FOR HEARING - CIC	6	1
RESOLVED PRIOR TO COMPL. OF INVEST.	0	1
STATUTE OF LIMITATION EXPIRED	0	0
TERMINATED INVESTIGATION	0	0
UNSUBSTANTIATED ALLEGATIONS	0	2
<b>Total</b>	<b>42</b>	<b>12</b>

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

ALLEGED ISSUES	
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	9
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN	2
NAC 116.425 - RESERVE STUDY; CONTENT	2
NAC 116.435 - RESERVE STUDY: DISSEMINATION OF SUMMARY OF RESULTS	2
DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	5
AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	4
NAC 116.480 - RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE BOARDS AND OFFICERS OF ASSOCIATION	0
NRS 116.089 - "SPECIAL DECLARANT'S RIGHTS" DEFINED	1
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1
NRS 116.2111 - ALTERATION OF UNITS; ACCESS	1
NRS 116.2117 - AMENDMENT OF DECLARATION	2
NRS 116.3101 - HOA / ORGANIZATION	0
NRS 116.3102 - HOA / POWERS	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	31
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE	9
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1
NRS 116.310313 - COLLECTION OF PAST DUE	0
NRS 116.310315 ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	1
NRS 116.31032 - DECLARANT / CONTROL PERIOD	3
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	10
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	2

ALLEGED ISSUES	
NRS 116.31065 - RULES	1
NRS 116.3107 - CIC / UPKEEP	5
NRS 116.3108 - UNITS' OWNERS / MEETINGS	3
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1
DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	3
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS	1
NRS 116.3109 - QUORUM	2
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED	1
NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1
NRS 116.31133 - INSURANCE / POLICIES	1
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF	2
NRS 116.3114 - SURPLUS FUNDS	1
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	2
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	3
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	13
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	5
NRS 116.31152 - STUDY OF RESERVE	6
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	2

ALLEGED ISSUES	
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	1
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER	6
NRS 116.3118 - UNITS' OWNERS RIGHTS /	2
NRS 116.31183 - RETALIATORY ACTION	4
NRS 116.31184 - THREATS & HARRASSMENT	2
NRS 116.31185 - PROHIBITION / CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	3
PERSONNEL ACCEPTING COMPENSATION FROM HOA	3
ACTION; CIVIL ACTION/FAILURE OR REFUSAL TO COMPLY W/ CHAPTER OR GOVERNING	1
NRS 116.4119 - DECLARANT'S OBLIGATION TO	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1

FOUND ISSUES	
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	8
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1
NRS 116.3101 - HOA / ORGANIZATION	1
NRS 116.3102 - HOA / POWERS	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	12
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	2
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	9
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	1
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY	1
NRS 116.3106 - BYLAWS	1
NRS 116.31065 - RULES	1
NRS 116.31068 - NOTICE TO UNIT OWNERS	1
NRS 116.3107 - CIC / UPKEEP	2
NRS 116.3108 - UNITS' OWNERS / MEETINGS	3
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	5
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD;	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION	2
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS	1
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	2
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	3
NRS 116.31152 - STUDY OF RESERVE	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	6
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS /	3
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	2
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING	2

**Northern Cases**

<b>ALLEGED ISSUES</b>	
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	2
NRS 116.31152 - STUDY OF RESERVE	1
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1
NRS 116.31183 - RETALIATORY ACTION	1
NRS 116.757 - CONFIDENTIALITY OF RECORDS	1

<b>FOUND ISSUES</b>	
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1
NRS 116.31152 - STUDY OF RESERVE	1



## Statement of Fact

Cases	South	North
Cases Opened YTD	33	7
Total # of Active Cases	14	2
Total # of Cases Closed	63	9

Aging Report - Active	South	North
90 days or less	7	1
3 to 6 months	4	1
6 to 9 months	2	0
9 months to 1 year	0	0
1 to 2 years	1	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	14	2

Aging Report - Closed	South	North
90 days or less	31	6
3 to 6 months	9	0
6 to 9 months	4	1
9 months to 1 year	2	0
1 to 2 years	17	2
2 to 3 years	0	0
3 to 4 years	0	0
Total	63	9



**DEMOGRAPHICS**

Active Cases South	
Boulder City	0
Henderson	2
Las Vegas	11
North Las Vegas	1
	0
<b>Total</b>	<b>14</b>

Active Cases North	
Carson City	0
Incline Village	1
Reno	1
Sparks	0
Virginia City	0
Zephyr Cove	0
<b>Total</b>	<b>2</b>

Closed Cases South	
Boulder City	0
Henderson	7
Las Vegas	52
Laughlin	0
North Las Vegas	4
Pahrump	0
<b>Total</b>	<b>63</b>

Closed Cases North	
Carson City	0
Incline Village	1
Reno	7
Silver Springs	0
Sparks	1
Zephyr Cove	0
<b>Total</b>	<b>9</b>

Outcome of Closed Cases	South	North
CLOSED ADMIN. SANCTION	1	2
CLOSED AT CLAIMANT'S REQUEST	1	0
CLOSED DUPLICATE CASE	7	2
CLOSED UNSUBSTANTIATED ALLEGATIONS	0	0
DIVISION RESOLVED ALLEGATIONS	1	0
DIVISION TERMINATED INVESTIGATION	22	2
FORWARDED TO DISCIPLINE (LAO) FOR HEARING	10	0
INSUFFICIENT EVIDENCE	0	0
LETTER OF INSTRUCTION	7	1
NO JURISDICTION LETTER	2	2
NO VIOLATION	6	0
PENDING HOA COMPL PREP OF CASE FILE FOR LEGAL	0	0
SUBMITTED FOR HEARING CICCH	2	0
UNSUBSTANTIATED LETTER	2	0
UNKNOWN	0	0
RESOLVED PRIOR TO COMPLETE INVEST.	2	0
<b>Total</b>	<b>63</b>	<b>9</b>

## Statement of Fact Issues

### Southern Cases

#### ALLEGED ISSUES

NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES	2
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER	2
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1
NRS 116A.400 - PROHIBITED FROM ACTING AS	2
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR	6

#### FOUND ISSUES

NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPR	2
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILI	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMEN	1
NRS 116.31152 - STUDY OF RESERVE	5
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	7
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1
NRS 116.31166 - FORECLOUSRE OF LIENS / EFFECTS OF RECITALS IN DEED	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS /	5
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	1
NRS 116.4109 - RESALE OF UNITS	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM	2
NRS 116A.620 - MGMT. AGREEMENT;	3
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	17
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN	2

**Northern Cases**

<b>ALLEGED ISSUES</b>	
NRS 116A.630 - STANDARDS OF PRACTICE FOR	3
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	3

<b>FOUND ISSUES</b>	
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED	0
NAC 116A.165 - SUPERVISING COMMUNITY MANAGERS: QUALIFICATIONS & RESPONSIBILITIES	0
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0
NAC 116A.345 - PROHIBITED ACTS	0
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION;	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1
NRS 116A.620 - MGMT. AGREEMENT;	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	2