

**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

**OMBUDSMAN'S OFFICE**

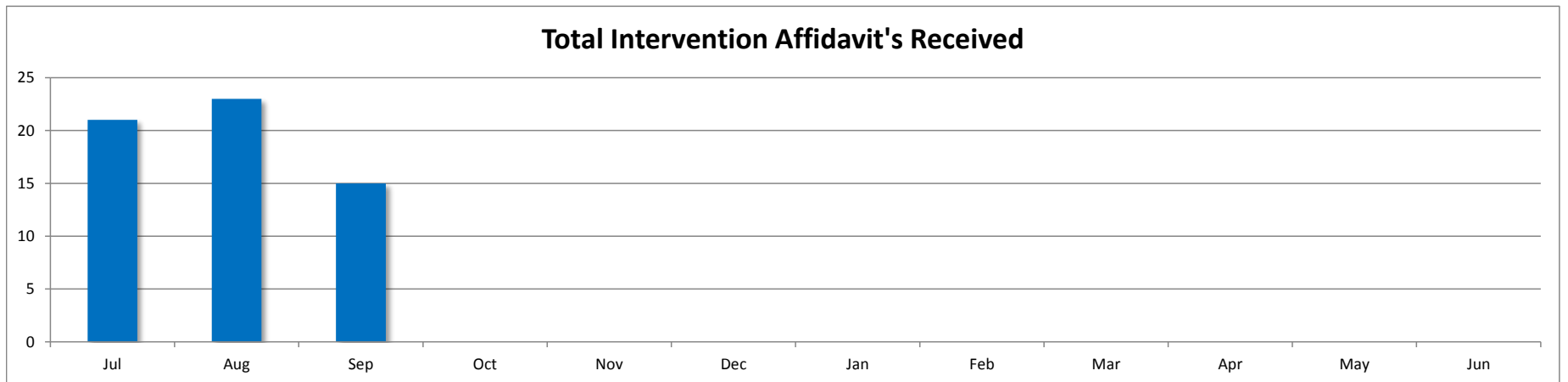
**REPORTING PERIOD JULY 1, 2016 – SEPTEMBER 30, 2016**

**FISCAL YEAR 2017**

**Intervention**

**Fiscal Year 17**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Total Intervention Affidavit's Received	21	23	15	0	0	0	0	0	0	0	0	0	59



## INFORMAL CONFERENCE SURVEY REPORT

### FISCAL YEAR 2017

RATE THE PROCESS							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
How would you rate your satisfaction with the facilitation process?	13	9	3				25
Would you recommend the facilitation process to others?					25	0	25
Was this the first time you were involved in the facilitation process?					18	7	25
Did the informal conference lead to a resolution of the dispute?					16	5	21
I feel the other party understands my view better as a result of the informal conference.					18	6	24
I understand the other parties view better as a result of the informal conference?					18	6	24
I felt the informal conference was fair?					23	1	24
I would use informal conferencing again?					24	1	25
RATE THE FACILITATOR							
Description	EXCELLENT	GOOD	FAIR	POOR	YES	NO	Total Number of People Surveyed
The facilitator clearly explained what was going to happen?					25		25
Rate the facilitator's fairness and impartiality.	17	7	1				25
Grade the facilitator's ability to understand the parties concerns.	21	3	1				25
Score the facilitator's commitment to listening and getting the facts.	21	3	1				25
Evaluate the facilitator's ability to keep the discussion objective and rational.	20	4	1				25
Rate the facilitator's ability to help everyone listen, communicate and stay focused.	21	3	1				25

**Informal Conferences**

**Calendar Year January - December 2015**

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	7	20	15	22	10	12	16	14	8	10	5	1	<b>140</b>
Conferences Held	13	22	18	20	6	12	12	13	8	10	5	1	<b>140</b>
Affidavits Resolved by Conference	12	22	14	17	5	7	12	8	5	10	3	1	<b>116</b>
Affidavits Forwarded to Compliance	12	6	4	0	4	10	23	20	10	15	5	18	<b>127</b>
Affidavits Closed Referred to ADR	13	3	14	5	2	5	1	0	2	1	1	1	<b>48</b>
Affidavits Closed - Other	10	4	6	3	5	10	5	4	4	0	5	1	<b>57</b>

**Informal Conference Resolution Rate 2015 = 83%**

**Informal Conference Resolution Rate since inception 1/1/2014 = 80%**

**Calendar Year January - December 2016**

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	7	6	24	8	9	8	6	8	12	0	0	0	<b>88</b>
Conferences Held	7	4	23	8	9	8	6	4	12	0	0	0	<b>81</b>
Affidavits Resolved by Conference	5	3	17	8	7	5	6	4	11	0	0	0	<b>66</b>
Affidavits Forwarded to Compliance	12	9	13	12	7	9	12	10	8	0	0	0	<b>92</b>
Affidavits Closed Referred to ADR	0	1	2	1	1	1	5	3	1	0	0	0	<b>15</b>
Affidavits Closed - Other	2	4	2	1	2	4	6	8	7	0	0	0	<b>36</b>

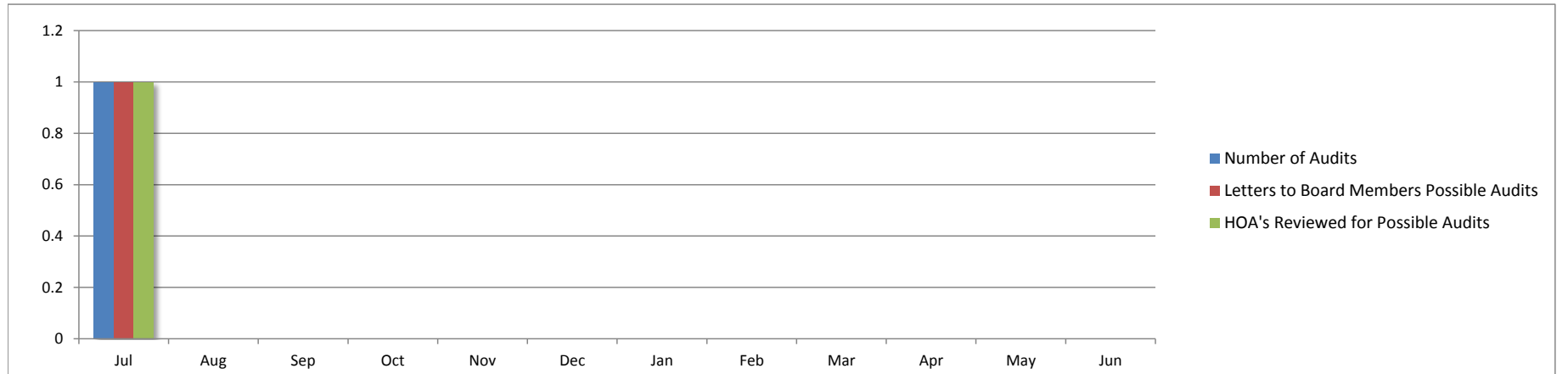
**Informal Conference Resolution Rate 2016 YTD = 81%**

### FY 17 ADR Monthly Report

ADR Claims Filed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Number of ADR claims filed	47	58	42	0	0	0	0	0	0	0	0	0	147
Number of request for Referee	3	3	4										10
Number of request for Mediation	44	55	38	0	0	0	0	0	0	0	0	0	137
Number of requests for Mediation - Bank/Mortgage Holder	35	44	32										111
Number of requests for Mediation - NON-Bank/Mortgage Holder	9	11	6										26
ADR Claims Assigned													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Mediation - Claims Assigned (opened from prior FY)	40	30	64										134
Referee - Assigned claims (opened from prior FY)	1	3	0										4
ADR Claims Closed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Number of ADR's Closed	15	2	24	0	0	0	0	0	0	0	0	0	41
Mediation Un-successful	0	0	3										3
Referee	0	0	1										1
Settled	1	0	0										1
Withdrawn By Claimant	0	0	3										3
Dismissed by Mediator	0	0	5										5
Dismissed by Division*	0	2	0										2
<i>*Closed due to Respondent not responding to Division</i>													
ADR Bank Claims Closed													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Bank - Settled Prior to Mediation	0	0	0										0
Bank - Settled	1	0	1										2
Bank - Withdrawn	0	0	0										0
Bank - Mediation Un-successful	13	0	11										24
Bank - Dismissed by Division*	0	0	0										0
<i>*Closed due to Respondent not responding to Division</i>													
ADR Subsidy													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
<b>*Final total FY16 = \$26,782.15</b> <i>The amount above is inclusive of the July numbers submitted for FY16.</i>													
Number of Subsidy's Applications received	4	12	27										43
Number of Subsidy's Payments submitted for payment	*7	0	2										2
Amount of Subsidy Payments paid	*\$1750	0	\$500										\$500.00
ADR Response Received													
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Running Totals for FY 17
Responses received	116	158	110										384

**FISCAL YEAR 17**

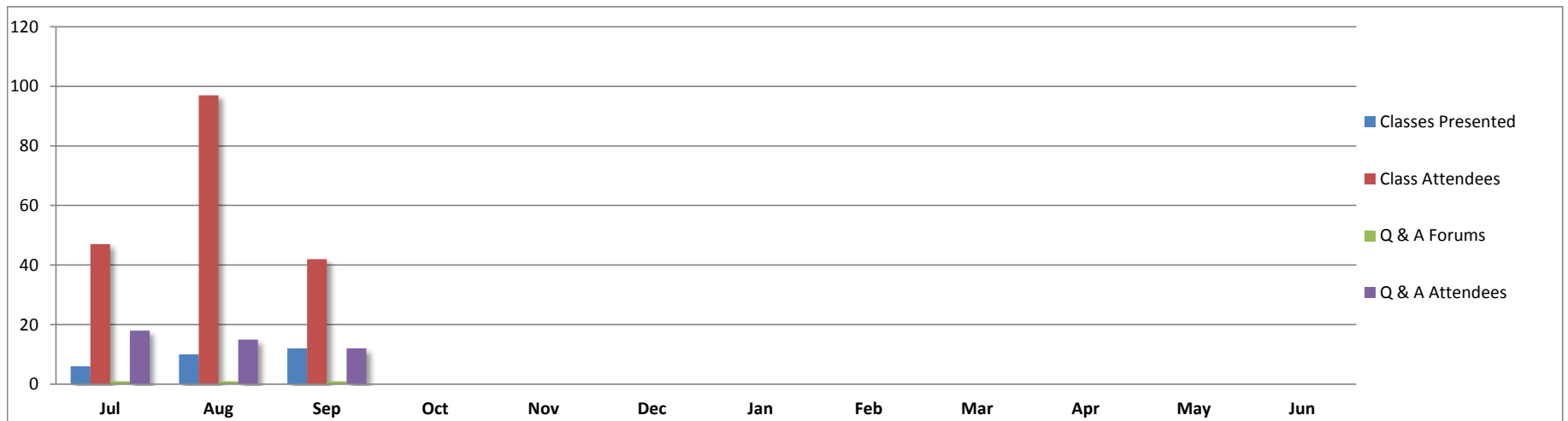
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Number of Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
Letters to Board Members Possible Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
HOA's Reviewed for Possible Audits	1	0	0	0	0	0	0	0	0	0	0	0	1
Delinquent Fees Paid as Result of Audit Letters	\$473.03	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$473.03



## Training/Classes

### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Presented	6	10	12	0	0	0	0	0	0	0	0	0	28
Class Attendees	47	97	42	0	0	0	0	0	0	0	0	0	186
Q & A Forums	1	1	1	0	0	0	0	0	0	0	0	0	3
Q & A Attendees	18	15	12	0	0	0	0	0	0	0	0	0	45



## Video Views

### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	3	8	2	0	0	0	0	0	0	0	0	0	13
Financial Analysis Video	2	3	4	0	0	0	0	0	0	0	0	0	9
Physical Analysis Video	2	1	4	0	0	0	0	0	0	0	0	0	7
Reserve Study Specialist Video	2	4	2	0	0	0	0	0	0	0	0	0	8
What is a Reserve Study Video	6	6	13	0	0	0	0	0	0	0	0	0	25

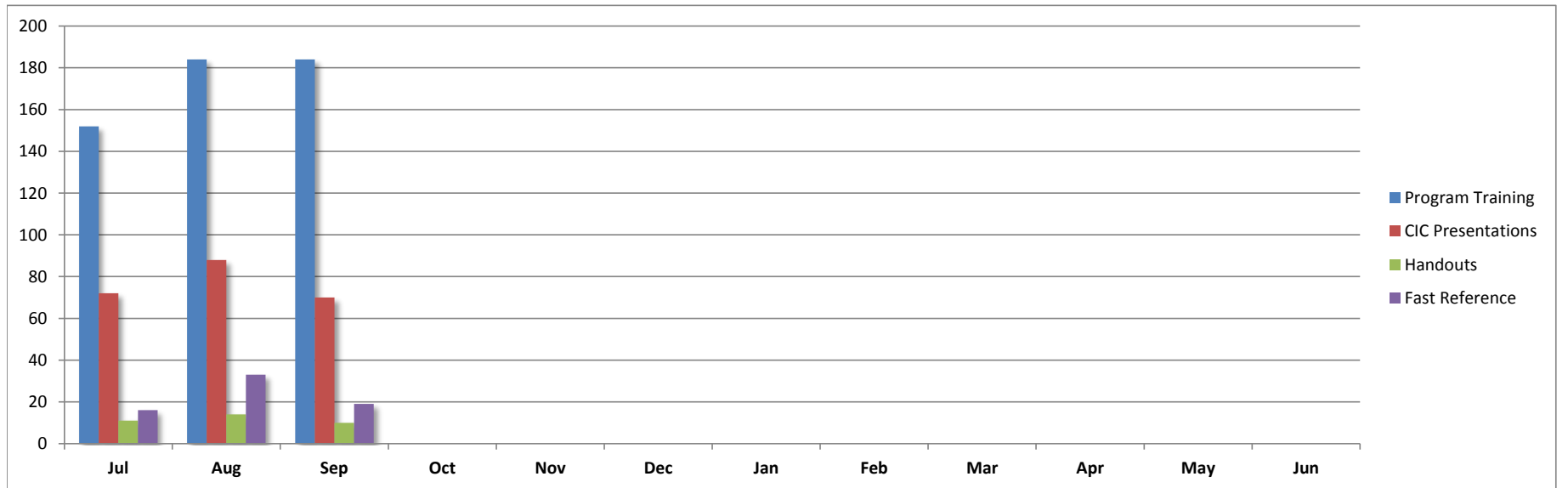




## Website Page Views

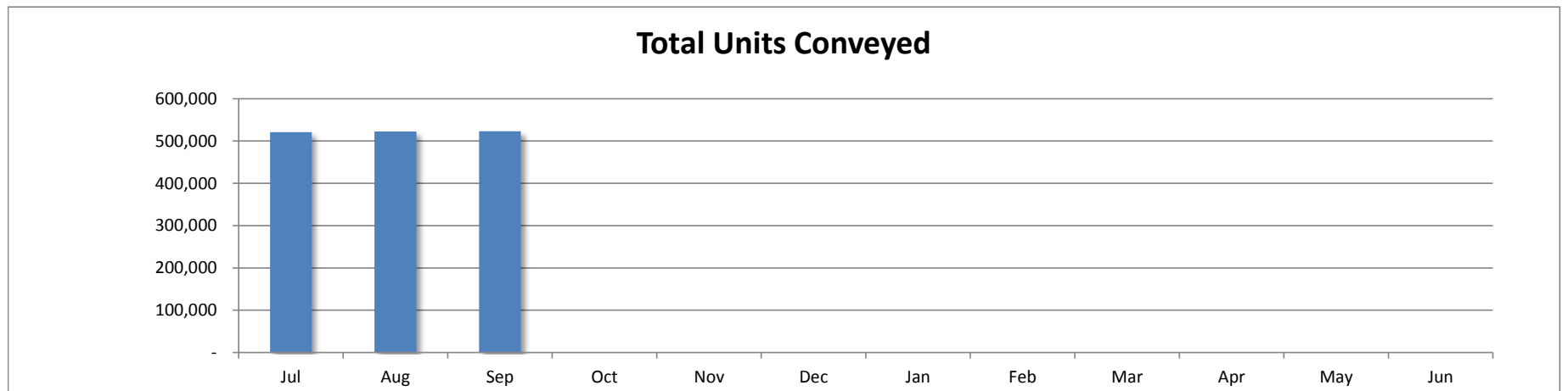
### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	152	184	184	0	0	0	0	0	0	0	0	0	520
CIC Presentations	72	88	70	0	0	0	0	0	0	0	0	0	230
Handouts	11	14	10	0	0	0	0	0	0	0	0	0	35
Fast Reference	16	33	19	0	0	0	0	0	0	0	0	0	68



**Registration**  
**FISCAL YEAR 16**

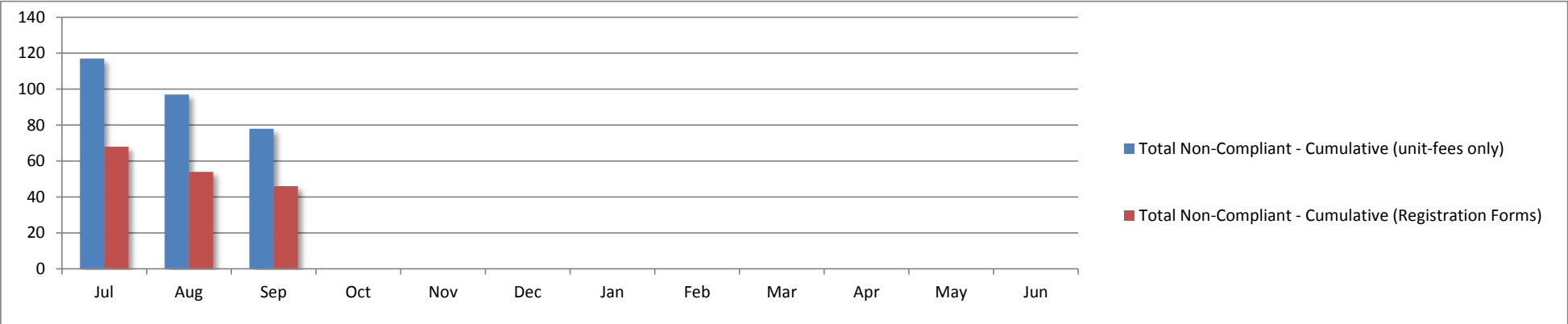
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,137	3,146	3,146	0	0	0	0	0	0	0	0	0
Total Units in all Registered Associations	520,988	522,411	522,908	0	0	0	0	0	0	0	0	0
Total of New Associatons Registered	8	1	0	0	0	0	0	0	0	0	0	0
Total of New Units	62	1,423	497	0	0	0	0	0	0	0	0	0



### Association Penalty Report

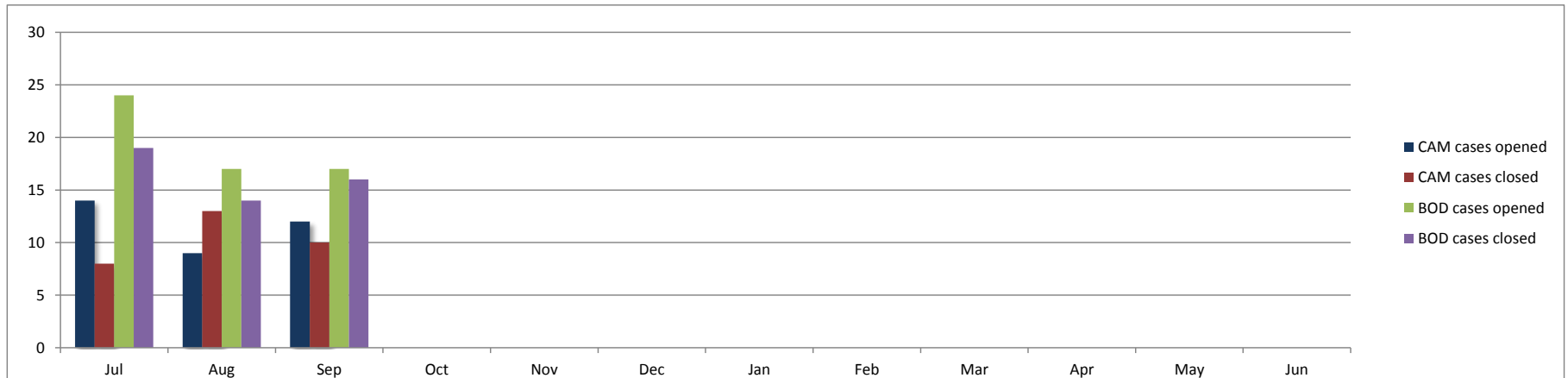
### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	25	35	26	0	0	0	0	0	0	0	0	0	86
Total Non-Compliant - Cumulative (unit-fees only)	117	97	78	0	0	0	0	0	0	0	0	0	292
Total Non-Compliant - Cumulative (Registration Forms)	68	54	46	0	0	0	0	0	0	0	0	0	168
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,144	\$1,427	\$1,380	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,951
Penalty Collected per month	\$1,003	\$2,023	\$2,653	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$5,679



**Compliance**  
**FISCAL YEAR 17**

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM cases opened	14	9	12	0	0	0	0	0	0	0	0	0	35
CAM cases closed	8	13	10	0	0	0	0	0	0	0	0	0	31
BOD cases opened	24	17	17	0	0	0	0	0	0	0	0	0	58
BOD cases closed	19	14	16	0	0	0	0	0	0	0	0	0	49
CAM cases currently open												53	
BOD cases currently open												78	
Total Cases Open												131	



### Compliance Aging

#### FISCAL YEAR 17

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CAM Cases Under 90 Days	18	18	22	0	0	0	0	0	0	0	0	0
CAM Cases 91-180 Days	9	9	8	0	0	0	0	0	0	0	0	0
CAM Cases 181-365 Days	21	22	22	0	0	0	0	0	0	0	0	0
CAM Cases 366-730 Days	2	0	1	0	0	0	0	0	0	0	0	0
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
BOD Cases Under 90 Days	23	30	36	0	0	0	0	0	0	0	0	0
BOD Cases 91-180 Days	16	22	16	0	0	0	0	0	0	0	0	0
BOD Cases 181-365 Days	13	13	19	0	0	0	0	0	0	0	0	0
BOD Cases 366-730 Days	9	9	7	0	0	0	0	0	0	0	0	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>111</b>	<b>123</b>	<b>131</b>									

