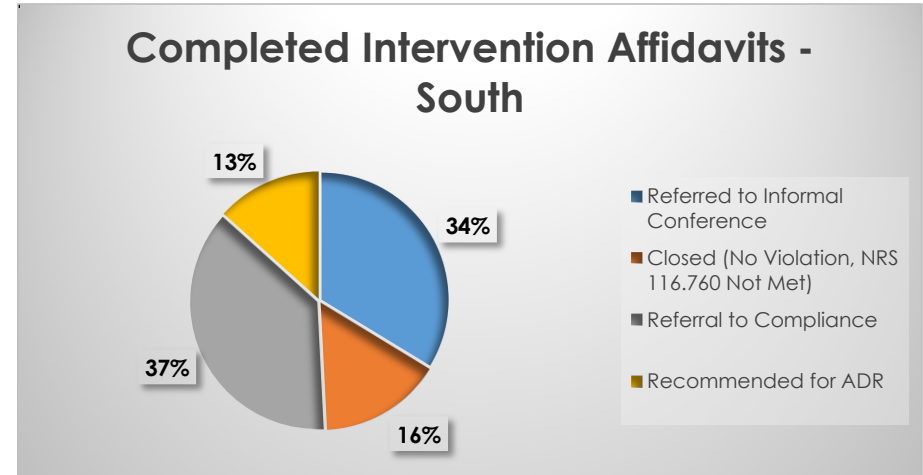
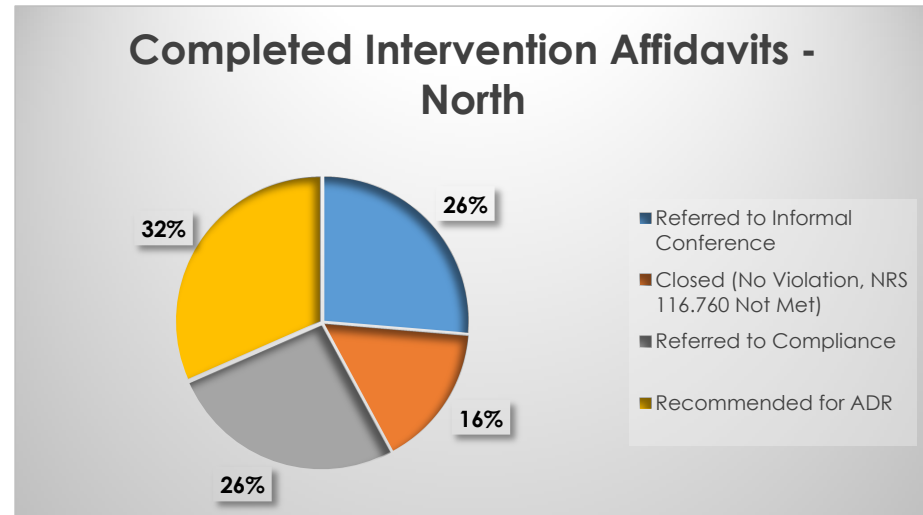


Intervention Affidavit Report

AFFIDAVITS - SOUTH	YTD Total
Affidavits Received	187
Referred to Informal Conference	63
Closed (No Violation, NRS 116.760 Not Met)	29
Referral to Compliance	70
Recommended for ADR	25



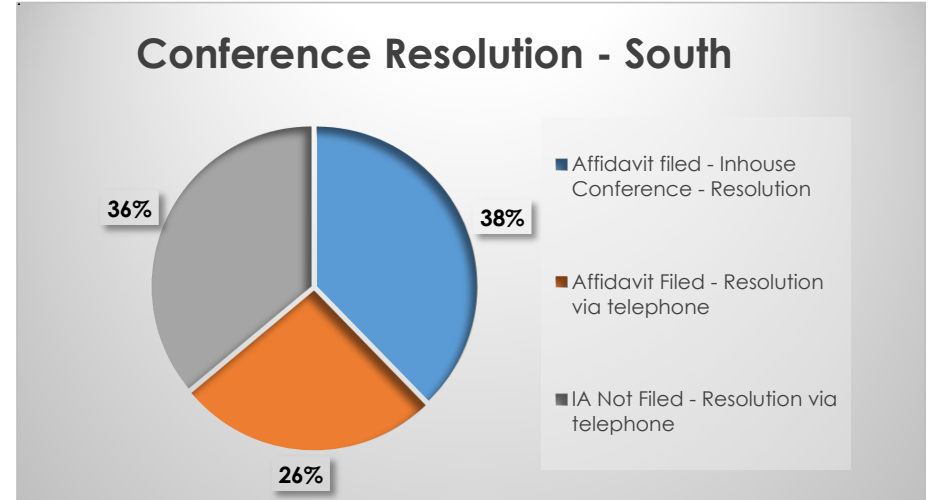
AFFIDAVITS - NORTH	YTD Total
Affidavits Received	19
Referred to Informal Conference	5
Closed (No Violation, NRS 116.760 Not Met)	3
Referred to Compliance	5
Recommended for ADR	6



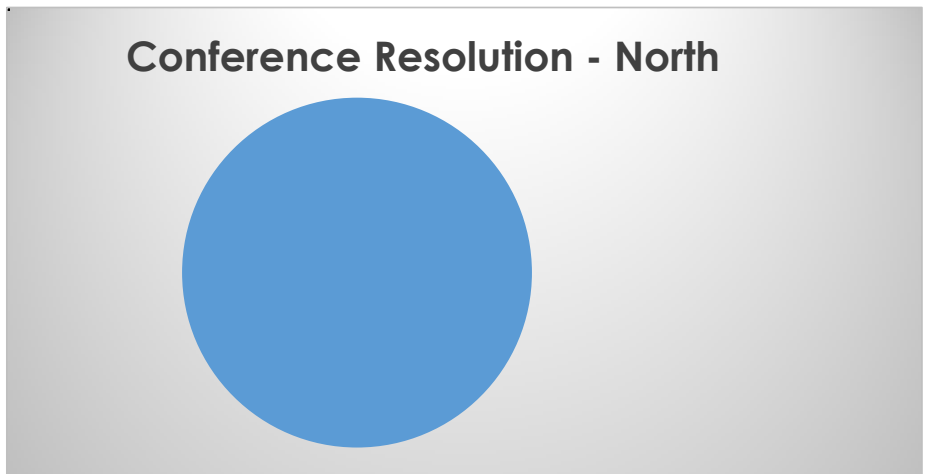
Upon receipt, Intervention Affidavits are reviewed by the Subject Matter Expert to ensure compliance with NRS 116.760. The complaints are then forwarded to the Mediation Specialists who reviews the allegations and may request additional documents. The Ombudsman determines the path of the Intervention Affidavit.

Informal Conference Report

INFORMAL CONFERENCES - SOUTH	
Conferences*	101
Affidavit filed - Inhouse Conference - Resolution	23
Affidavit Filed - Resolution via telephone	16
IA Not Filed - Resolution via telephone	22
No Resolution	40
◆ Issue Not Resolved - No further action appropriate	9
◆ Conference Performed - Recommended for ADR	1
◆ Conference Performed - Referred to Compliance	2
◆ Conference Performed - No Violation	28



INFORMAL CONFERENCES - NORTH	
Conferences*	6
Affidavit filed - Inhouse (telephone) Conference - Resolution	5
No Resolution	1
◆ Issue Not Resolved - No further action appropriate	0
◆ Conference Performed - Recommended for ADR	1
◆ Conference Performed - Referred to Compliance	0
◆ Conference Performed - No Violation	0



**Informal conference assistance may be performed by filing of an Intervention Affidavit, phone call or walk in. Totals include carryovers from previous FY.*

Intervention Affidavit Issues - Informal Conference

ALLEGED ISSUES	COUNT
HOA GOV DOCS - ARC	1
HOA GOV DOCS - FINES	1
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	1
HOA GOV DOCS - DAMAGE TO OWNER'S UNIT	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	1
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	1
NRS 116.3102 - HOA / POWERS	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	8
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	6
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	2
NRS 116.31065 - RULES	1
NRS 116.3107 - CIC / UPKEEP	3
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; 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 116.31151 - UNITS' OWNERS / ANNUAL	1
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1
NRS 116.31184 - THREATS & HARRASSMENT	1
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	1

FOUND ISSUES	COUNT
HOA GOV DOCS - ARC	1
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	2
HOA GOV DOCS - DAMAGE TO OWNER'S UNIT	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	3
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - FINANCIALS	1
HOA GOV DOCS - RULES & REGULATIONS HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	1
NRS 116.3102 - HOA / POWERS	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	3
NRS 116.31065 - RULES	2
NRS 116.3107 - CIC / UPKEEP	1
NRS 116.31125 - HOA / CERTAIN ACTIONS PROHIBITED	1
NRS 116.31152 - STUDY OF RESERVE	1
NRS 116.31177 - HOA CERTAIN FINANCIAL RECORDS / MAINTENANCE & AVAILABILITY	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1

Homeowner Association Registration

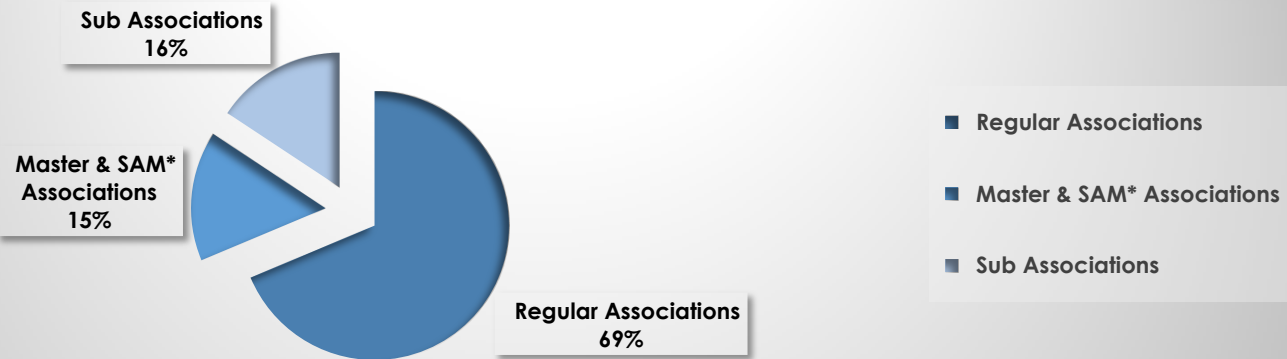
HOA Types	Number of Associations	Number of Units
Regular Associations	2,510	372,212
Master & SAM* Associations	122	84,615
Sub Associations	626	85,112
Total	3,258	541,939

*SAM = uses same board as master

Registered Associations - Type



Registered Associations - Units



Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	3		436	22	2		1	2		197	663
CONDO/HOTEL			9							1	10
COOP			4							3	7
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	3		21	3			1			4	32
PLANNED COMMUNITY - M/H		1	11		1			3	2		18
PLANNED COMMUNITY - UNDEFINED			1								1
PLANNED COMMUNITY - SFD	12	1	1,849	37	7	2	11	6	2	220	2,147
PLANNED COMMUNITY - SFD/CONDO			13	1						3	17
PLANNED COMMUNITY - SFD/CONDO/TH			10	1						2	13
PLANNED COMMUNITY - SFD/MH			1	1						1	3
PLANNED COMMUNITY - SFD/TH			22	3	1					3	29
PLANNED COMMUNITY - SFD/TH/MH			1								1
PLANNED COMMUNITY - TWNHSE	8		236	16	2	1				44	307
MASTER - NO UNITS			1							1	2
TOTAL	26	2	2,622	84	13	3	13	11	4	480	3,258

KEY

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

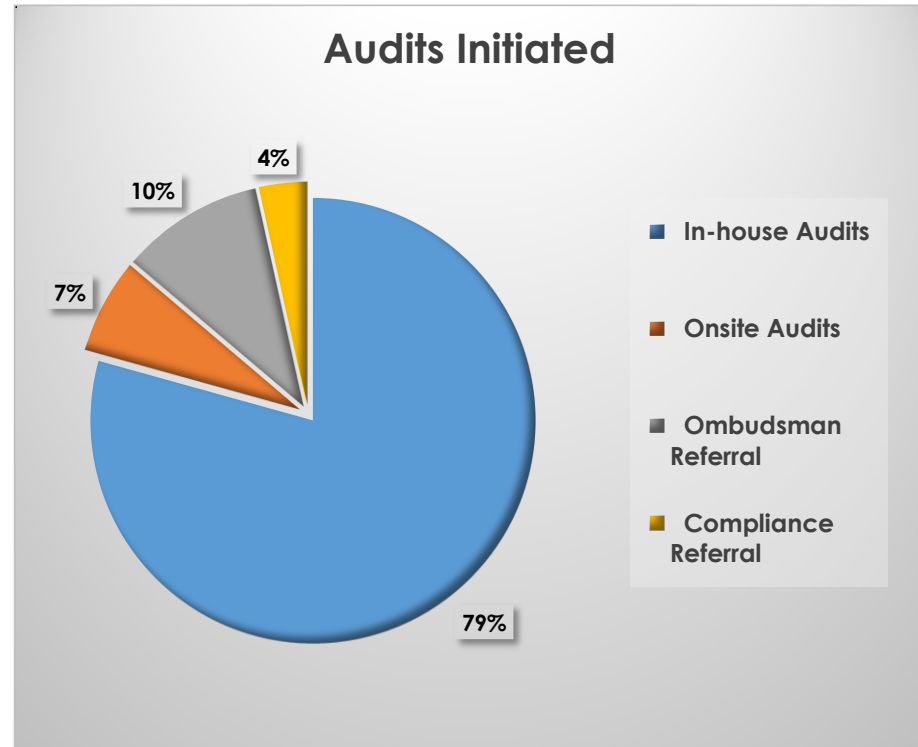
Auditor Report

Carryover from FY17	21
Audit Initiated	
In-house Audits	23
Onsite Audits	2
Ombudsman Referral	3
Compliance Referral	1
Total Audits Initiated*	29

* Includes carryover audits

Disposition of Audits	
Compliance Gained by Auditor	17
Referred to Compliance	24
Total Audits Completed*	41

Special Projects	
Financial Review - Association	3
Special Projects - Other	1
Total Special Projects	4



The Auditor analyzes association information on forms submitted to the Division, determines areas of deficiency and determines whether an audit is appropriate. However, audits 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.

Alternative Dispute Resolution Report

New Claims Initiated	
Claims Filed	296

Responses Received	
Responses Received	333
Number of Filings(CLM & RSP)	598
Filing Fees Received	\$29,800.00

Mediation Requests	
Requests for Mediation	264
Bank/Mortgage Holder	113
Non-Bank/Mortgage Holder	151

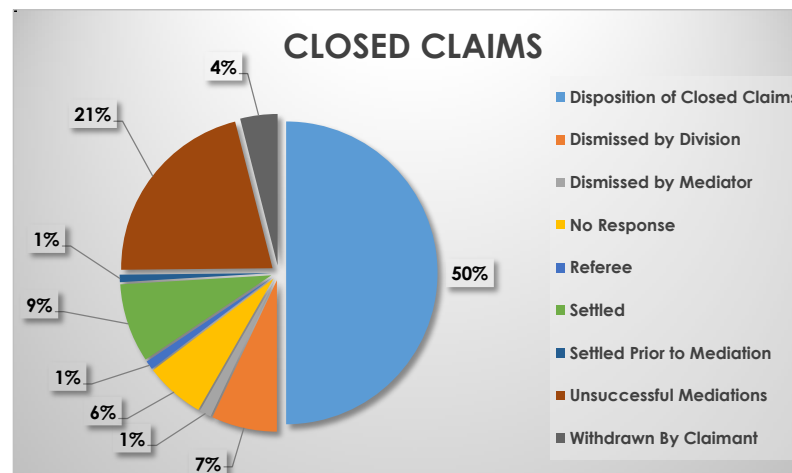
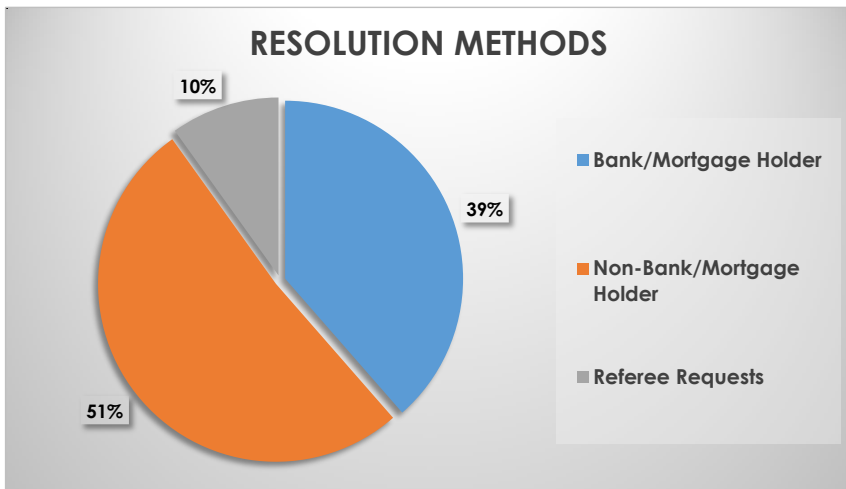
Referee Requests	
Referee Requests	29

Assigned Claims	
Mediation Assignments	20
Referee Assignments	0

Closed Claims	
Disposition of Closed Claims	314
Dismissed by Division	44
Dismissed by Mediator	8
No Response	40
Referee	6
Settled	53
Settled Prior to Mediation	5
Unsuccessful Mediations	133
Withdrawn By Claimant	25

Bank Closed Claims	
Bank Claims Closed	850
No Response	170
Respondent Not Served	17
Settled	25
Settled Prior to Mediation	19
Unsuccessful Mediation	522
Withdrawn	97

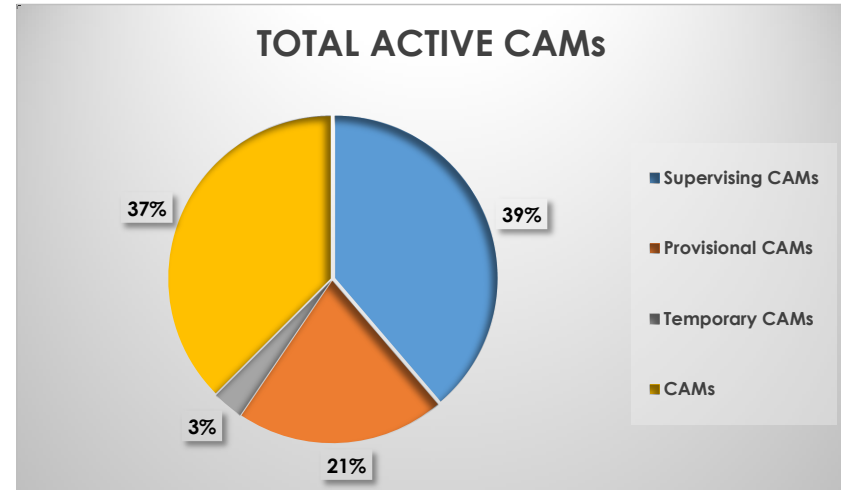
Subsidy	
Applications Received	278
Invoices Approved for Payment	223
Invoices Paid	\$62,251



Education Officer

TOTAL ACTIVE CAMs	715
Supervising CAMs	277
Provisional CAMs	148
Temporary CAMs	22
CAMs	268

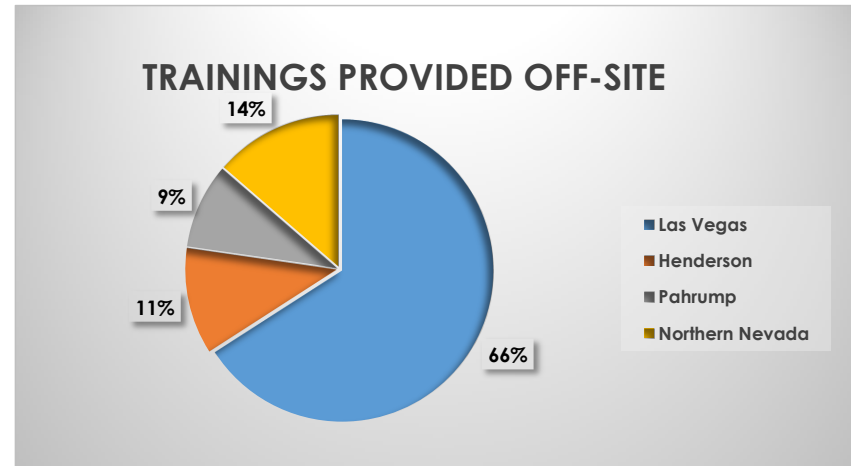
TOTAL ACTIVE CE COURSES	136
Approved for General Credit	113
Approved for Law Credit	23
Newly Approved Courses	43
Renewed Courses	93
Course Offerings*	234
Audits Conducted by Division	10
Educational Materials Created/Published on Website**	19
Website Views (CIC pages)	4782



Training Officer

TRAININGS PROVIDED	106
On-site	62
Off-site (to associations upon request)	44
Las Vegas	29
Henderson	5
Pahrump	4
Northern Nevada	6
Increase from FY 17	45%
TRAINING TOPICS AVAILABLE	25
Top 3 Trainings Requested	
Welcome to the Board***	
Rights of Unit Owners in a CIC	
Fiduciary Duty	
ATTENDEES	1460
Increase from FY 17	174%

Previous year's attendance was 532.



*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.

***Catch-all class covering elections, meetings, records, fines, reserve study, finances, etc.