

NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

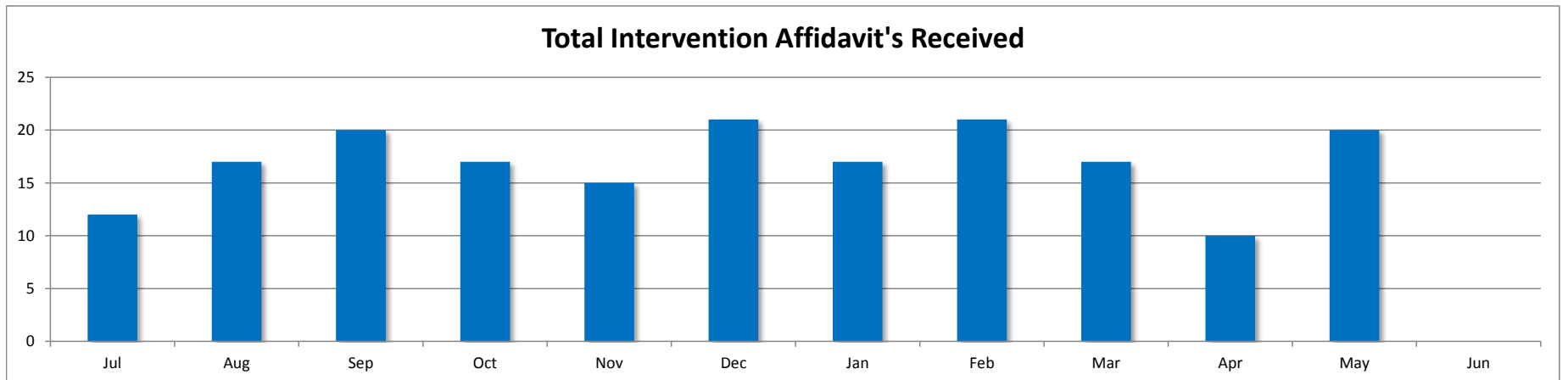
OMBUDSMAN'S OFFICE

REPORTING PERIOD MAY 1 - MAY 31, 2018

FISCAL YEAR 2018

Intervention
Fiscal Year 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Total Intervention Affidavit's Received	12	17	20	17	15	21	17	21	17	10	20	0	187



INFORMAL CONFERENCE SURVEY REPORT
May 2018

IN THE INFORMAL CONFERENCE, I WAS THE	Aggrieved Complainant	Unit Owner Rep.	Respondent/Board	Respondent/Non-board	Management Rep.	Attorney	Other	# Of people that answered question	# Of people that did not answer question
		2		6		3			11
A. Introduction									
	UNACCEPTABLE		NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT		# Of people that answered question	# Of people that did not answer question
(1) Provided welcome and opening comments.				2	2	6		10	1
(2) Explained the mediation process.				2	1	7		10	1
(3) Established ground rules.			1	1	1	7		10	1
(4) Covered the Consent to Mediate form.				2	1	7		10	1
(5) Asked if anyone had questions before starting.				2	1	7		10	1
Comments:								0	
B. Informal Conference Process									
	UNACCEPTABLE		NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT		# Of people that answered question	# Of people that did not answer question
(1) Provided opportunity to give position statement uninterrupted.			1	2	1	6		10	1
(2) Provided opportunity for a rebuttal to the others party's position statement.			1	1	2	6		10	1
(3) Included productive dialogue between the parties.				2	2	6		10	1
(4) Included direction from the mediator.			1	1	2	6		10	1
(5) Provided an opportunity to caucus.			1	1	3	5		10	1
Comments:								0	
C. The Mediator									
	UNACCEPTABLE		NEEDS IMPROVEMENT	SATISFACTORY	HIGHLY COMPETENT	EXCELLENT		# Of people that answered question	# Of people that did not answer question
(1) Actively listened to the parties.				2	1	7		10	1
(2) Remained neutral and impartial.			1	1	1	7		10	1
(3) Treated everyone fairly.				2	1	7		10	1
(4) Maintained control of the process.			1	1	1	7		10	1
(5) Worked to help reach a fair resolution.				2	1	7		10	1
Comments:								0	
D. THE RESULTS									
	RESOLUTION	NO RESOLUTION	NO RESOLUTION-ADR	NO RESOLUTION-NO ADR				# Of people that answered question	# Of people that did not answer question
	3	4						7	4
E. IF AGREEMENT NOT REACHED - HELPFUL?									
						YES	NO	# Of people that answered question	# Of people that did not answer question
						9		9	2
F. WOULD YOU USE THE IC PROCESS AGAIN?									
						YES	NO	# Of people that answered question	# Of people that did not answer question
						8	1	9	2

Informal Conferences

Calendar Year January - December 2017

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled	11	6	3	8	11	11	8	9	6	1	2	0	76
Conferences Held	11	3	1	8	8	8	8	9	6	1	2	0	65
Constituents Assisted in office (eff 8/17)	0	0	0	0	0	0	0	43	40	47	37	46	213
Affidavits Resolved by Conference	9	3	0	5	7	7	7	7	5	1	2	0	53
Affidavits Forwarded to Compliance	1	0	3	1	3	0	0	4	12	6	7	6	43
Affidavits Closed Referred to ADR	0	0	5	0	2	0	2	1	4	3	1	0	18
Affidavits Closed - Other	9	3	11	7	3	19	4	5	9	6	3	4	83

Informal Conference Resolution Rate 2017 = **82%**

Informal Conference Resolution Rate since inception 1/1/14 = **79%**

Calendar Year January - December 2018

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD Total
Conferences Scheduled**	3	0	3	2	5								13
Conferences Held	3	0	3	4	4								14
Constituents Assisted in office (eff 8/17)	38	47	38	52	40								215
Complaints Resolved By Phone/In Office	9	8	19	15	12								63
Affidavits Resolved by Conference	3	0	3	4	4								14
Affidavits Forwarded to Compliance	6	6	6	7	9								34
Affidavits Closed Referred to ADR	13	2	0	0	3								18
Affidavits Closed - Other	4	5	1	8	8								26

Informal Conference Resolution Rate 2018 YTD = **100%**

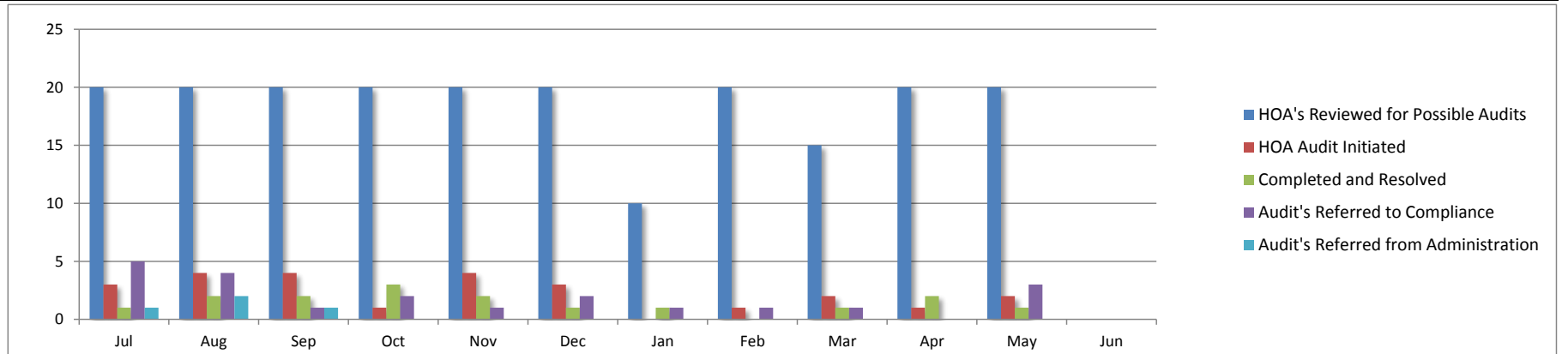
FY18 ADR MONTHLY REPORT

Reporting Period 5/1/2018 - 5/31/2018

ADR Claims Filed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Number of ADR claims filed	21	48	27	21	25	20	17	30	38	15	17	0	279
Number of request for Referee	2	2	0	3	5	3	1	3	2	3	2		26
Number of request for Mediation	19	19	51	18	20	17	16	27	36	12	15	0	250
<i>Number of requests for Mediation - Bank/Mortgage Holder</i>	9	14	31	9	10	9	8	8	5	2	5		110
<i>Number of requests for Mediation - NON-Bank/Mortgage Holder</i>	10	5	20	9	10	8	8	19	31	10	10		140
ADR Claims Assigned													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Mediation - Claims Assigned	33	32	83	63	32	32	21	15	34	29	19		393
Referee - Assigned claims	0	0	0	1	0	0	0	0	0	0	0		1
ADR Claims Closed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Number of ADR's Closed	36	43	44	17	25	10	18	29	21	13	30	0	286
Mediation Un-successful	12	6	26	5	6	3	7	15	12	2	20		114
Referee	3	1	0	0	0	0	1	1	0	0	0		6
Settled	12	4	2	1	7	4	2	5	4	5	1		47
Settled - Prior to Mediation	0	0	1	2	1	0	0	0	0	0	0		4
Withdrawn By Claimant	6	2	6	3	0	1	2	1	1	3	0		25
Dismissed by Mediator	3	2	0	0	0	1	0	2	0	0	0		8
Closed Due to NonResponse	0	0	7	2	9	1	6	3	2	2	7		39
Dismissed by Division*	0	28	2	4	2	0	0	2	2	1	2		43
ADR Bank Claims Closed													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
Number of Bank ADR's Closed	186	44	118	42	91	136	100	67	26	18	13		841
Bank - Settled Prior to Mediation	6	3	2	4	0	0	1	2	0	1	0		19
Bank - Settled	0	2	8	0	3	3	3	6	0	0	0		25
Bank - Withdrawn	17	5	16	8	5	6	12	13	8	5	0		95
Bank - Mediation Un-successful	161	31	89	29	42	41	57	36	13	8	11		518
Bank Closed due to Non-Response	0	0	2	0	41	83	27	9	3	4	1		170
Bank - Dismissed by Division*	2	3	1	1	0	3	0	1	2	0	1		14
ADR Subsidy													
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Running Totals for FY 18
*Final total FY17 = \$87,947													
Number of Subsidy's Applications received	6	20	45	33	25	25	22	10	21	32	20		259
Number of Subsidy's Payments submitted for payment	35	25	8	15	26	18	20	22	13	13	11		206
Amount of Subsidy Payments paid	\$ 8,792.00	\$ 7,749.99	\$ 2,250.00	\$ 4,375.00	\$ 6,625.00	\$4,458.33	\$ 6,250.00	\$ 6,583.33	\$ 3,833.32	\$ 3,125.00	\$ 3,250.00		\$ 57,291.97
ADR Response Received													
Responses received	23	19	24	54	28	30	25	30	27	27	31		318
Totals Payments Received (CLM & RSP)	44	67	51	75	54	50	41	41	52	42	48		565
Dollar Amount	\$2,000.00	\$3,300.00	\$2,000.00	\$3,750.00	\$2,700.00	\$2,550.00	\$2,050.00	\$2,050.00	\$3,250.00	\$2,100.00	\$2,400.00		\$28,150.00

Auditor
FISCAL YEAR 18

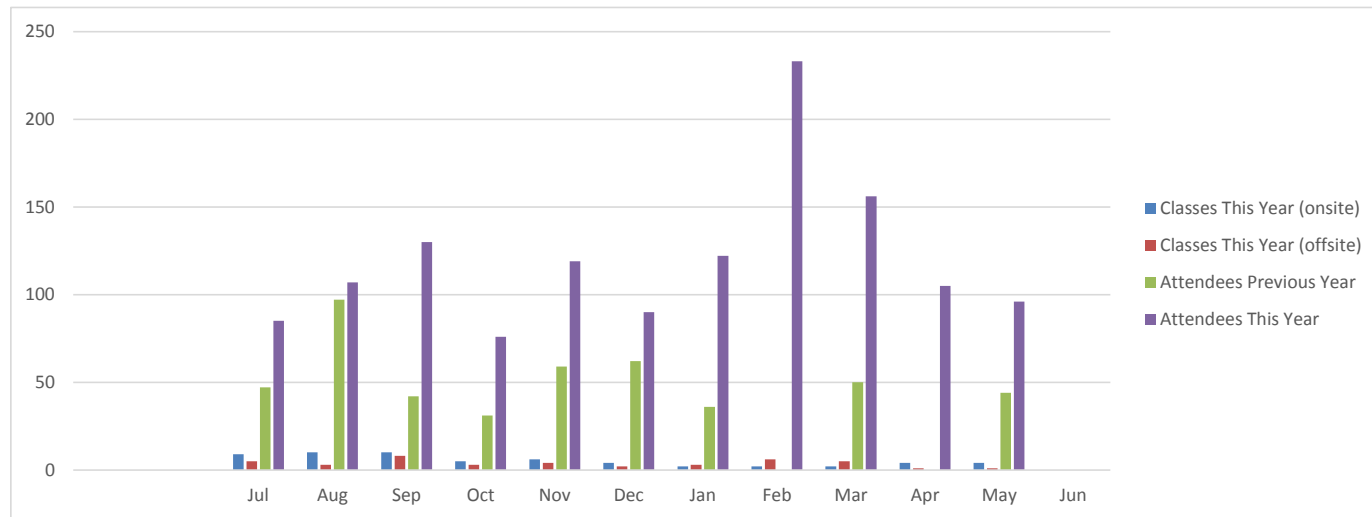
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
HOA's Reviewed for Possible Audits	20	20	20	20	20	20	10	20	15	20	20	0	205
HOA Audit Initiated	3	4	4	1	4	3	0	1	2	1	2	0	25
Completed and Resolved	1	2	2	3	2	1	1	0	1	2	1	0	16
Audit's Referred to Compliance	5	4	1	2	1	2	1	1	1	0	3	0	21
Audit's Referred from Administration	1	2	1	0	0	0	0	0	0	0	0	0	4
Delinquent Fees Paid as Result of Audit Letters	\$0.00	\$76.56	\$116.35	\$3,064.47	\$0.00	\$238.40	\$6,637.00	\$0.00	\$0.00	\$391.00	\$0.00	\$0.00	\$10,523.78
Registration forms (#562) Received	3	1	1	3	1	0	1	1	0	1	0	0	12



Training/Classes

FISCAL YEAR 18

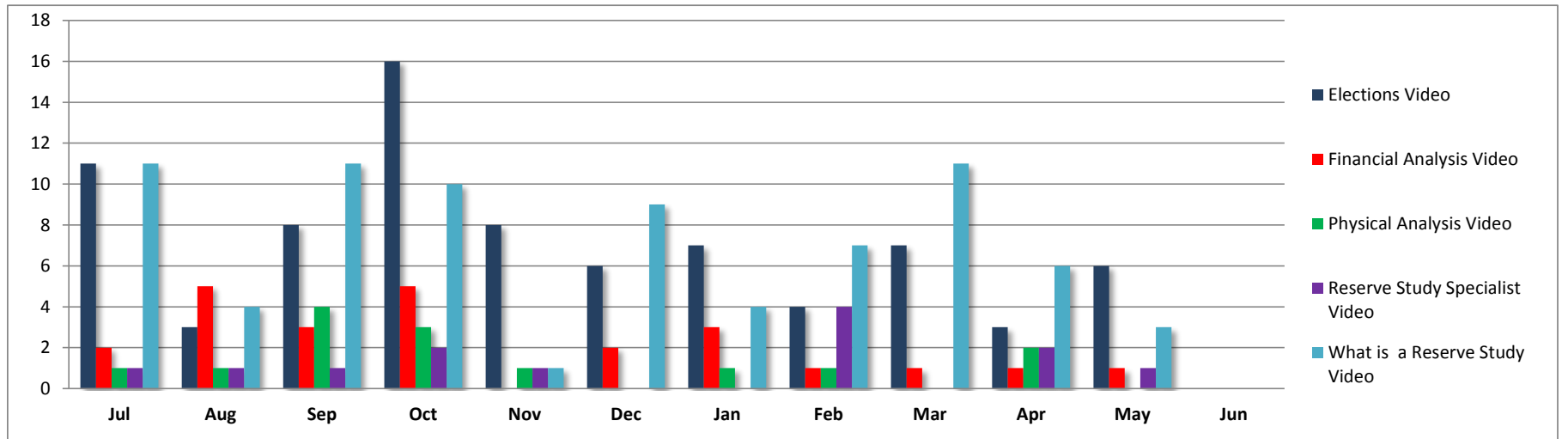
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Previous Year	6	10	12	11	8	11	4	0	3	0	3		68
Classes This Year (onsite)	9	10	10	5	6	4	2	2	2	4	4		58
Classes This Year (offsite)	5	3	8	3	4	2	3	6	5	1	1		41
Attendees Previous Year	47	97	42	31	59	62	36	0	50	0	44		468
Attendees This Year	85	107	130	76	119	90	122	233	156	105	96		1319



Video Views

FISCAL YEAR 18

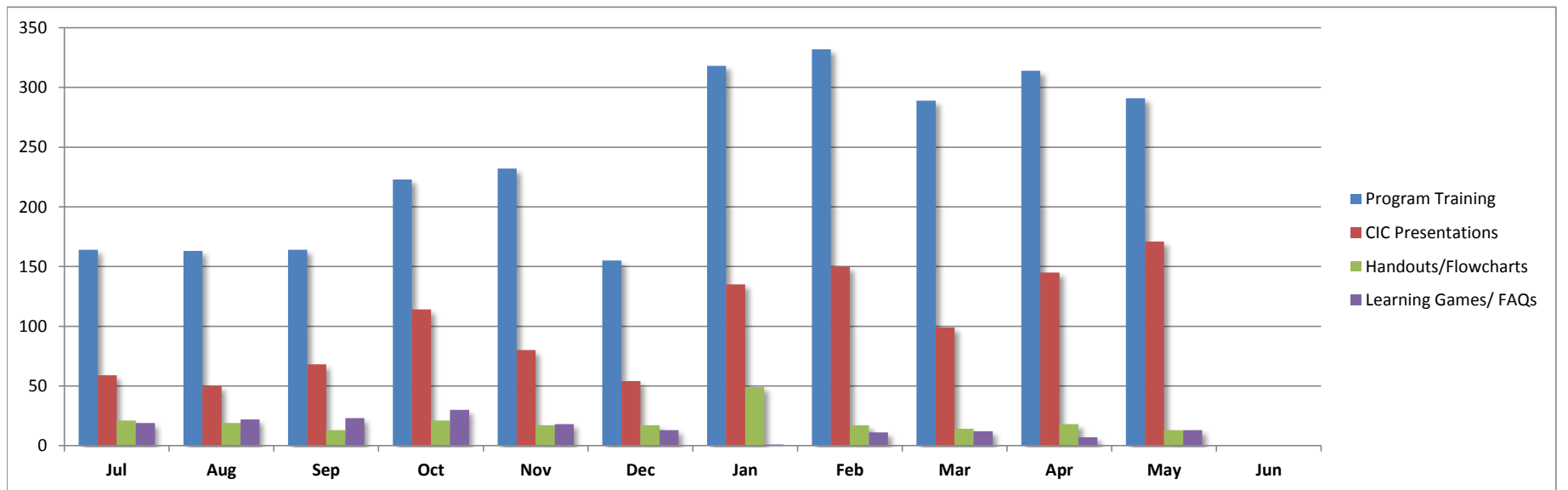
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	11	3	8	16	8	6	7	4	7	3	6	0	79
Financial Analysis Video	2	5	3	5	0	2	3	1	1	1	1	0	24
Physical Analysis Video	1	1	4	3	1	0	1	1	0	2	0	0	14
Reserve Study Specialist Video	1	1	1	2	1	0	0	4	0	2	1	0	13
What is a Reserve Study Video	11	4	11	10	1	9	4	7	11	6	3	0	77
TOTAL VIEWS												207	



Website Page Views

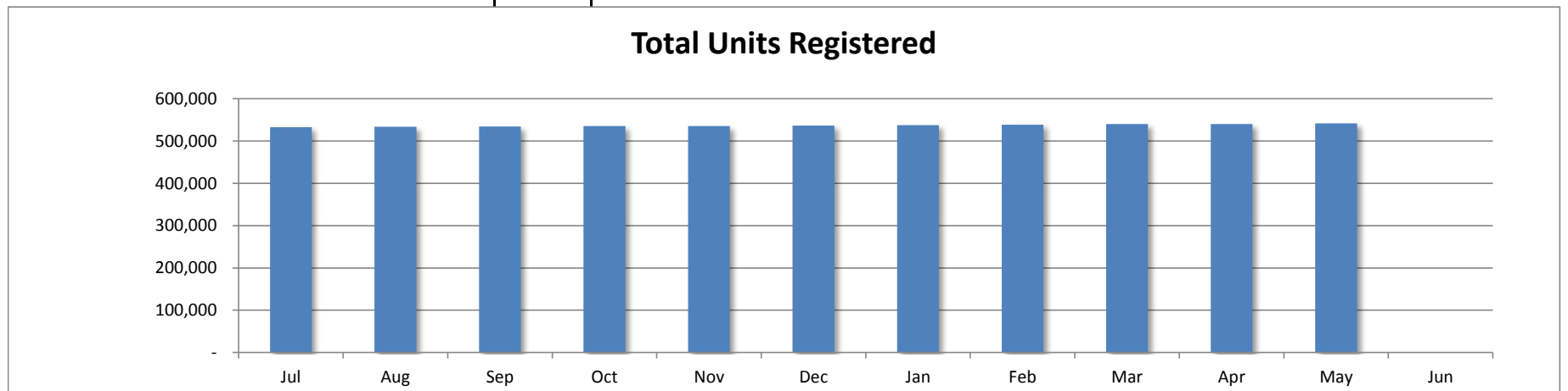
FISCAL YEAR 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	164	163	164	223	232	155	318	332	289	314	291	0	2645
CIC Presentations	59	50	68	114	80	54	135	150	99	145	171	0	1125
Handouts/Flowcharts	21	19	13	21	17	17	49	17	14	18	13	0	219
Learning Games/ FAQs	19	22	23	30	18	13	1	11	12	7	13	0	169



Registration
FISCAL YEAR 18

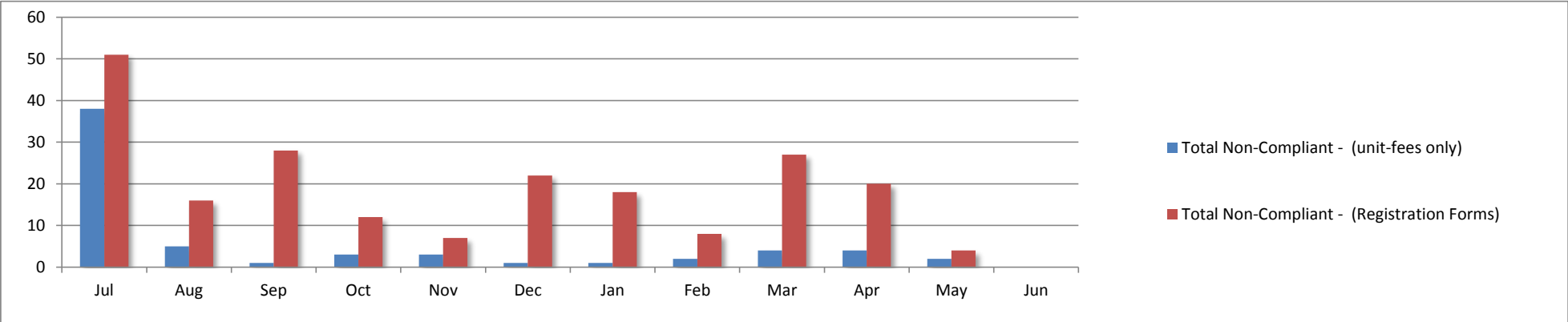
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,185	3,192	3,194	3,194	3,196	3,201	3,215	3,218	3,219	3,228	3,247	0
Total Units in all Registered Associations	532,963	533,563	534,270	535,147	535,549	536,530	537,545	538,391	539,964	540,165	541,763	0
Total of New Associations Registered	1	8	6	2	3	7	7	5	13	8	11	0
Total of New Units	403	600	707	877	407	981	1015	846	1,573	201	1598	0



Association Penalty Report

FISCAL YEAR 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Non-Compliant Per Month (Fees and Registration Forms)	29	23	62	61	48	45	50	28	70	55	39	0	510
Total Non-Compliant - (unit-fees only)	38	5	1	3	3	1	1	2	4	4	2	0	64
Total Non-Compliant - (Registration Forms)	51	16	28	12	7	22	18	8	27	20	4	0	213
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,930	\$1,346	\$2,259	\$3,275	\$2,526	\$3,776	\$2,386	\$711	\$2,980	\$1,671	\$1,849	\$0	\$24,709
Penalty Collected per month	\$2,281	\$2,975	\$1,851	\$1,781	\$928	\$1,525	\$5,387	\$3,581	\$2,865	\$1,569	\$1,260	\$0	\$26,003

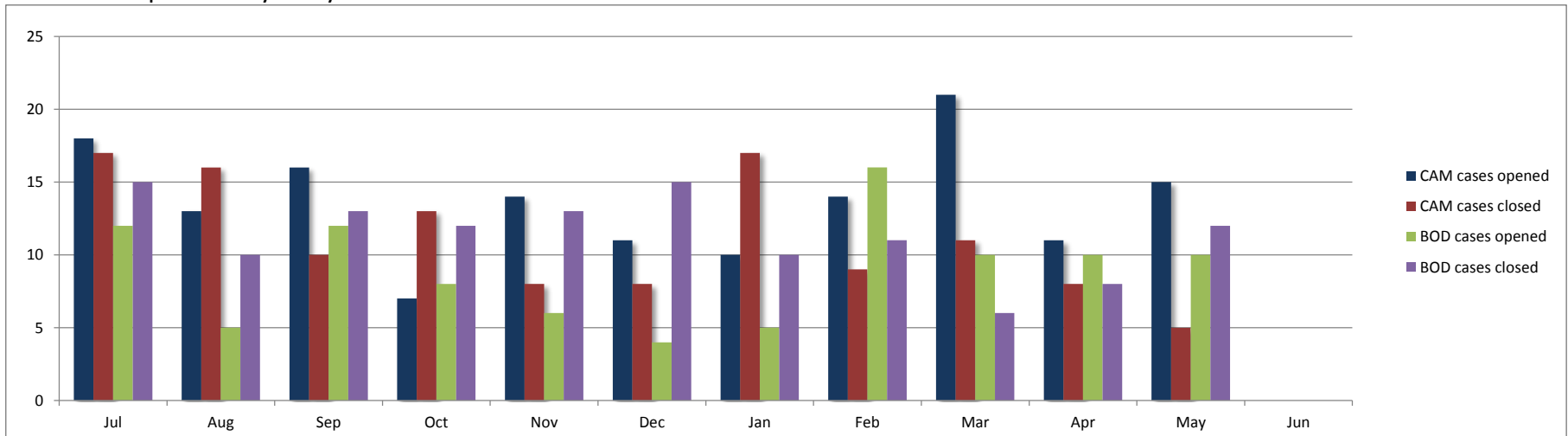


Compliance - Month Totals

FISCAL YEAR 18

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM cases opened	18	13	16	7	14	11	10	14	21	11	15	0	150
CAM cases closed	17	16	10	13	8	8	17	9	11	8	5	0	122
BOD cases opened	12	5	12	8	6	4	5	16	10	10	10	0	98
BOD cases closed	15	10	13	12	13	15	10	11	6	8	12	0	125

****Numbers are reported monthly with a year-to-date cumulative total****



Compliance Active Aging

FISCAL YEAR 18

****Numbers represent current number of active cases****

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CAM Cases Under 90 Days	33	34	33	29	28	25	19	23	32	37	37	0
CAM Cases 91-180 Days	12	6	13	14	14	22	10	20	16	17	22	0
CAM Cases 181-365 Days	6	6	7	5	6	12	14	15	15	14	17	0
CAM Cases 366-730 Days	1	2	1	1	4	0	0	0	0	1	2	0
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CAM - OPEN CASES	52	48	54	49	52	59	43	58	63	69	78	0
BOD Cases Under 90 Days	37	39	31	27	24	16	18	28	35	38	30	0
BOD Cases 91-180 Days	8	7	22	32	25	24	22	36	19	17	27	0
BOD Cases 181-365 Days	16	12	7	8	13	17	18	24	25	25	28	0
BOD Cases 366-730 Days	4	6	4	8	6	4	3	0	2	1	3	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL BOD - OPEN CASES	65	64	64	75	68	61	61	88	81	81	88	0

