

NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

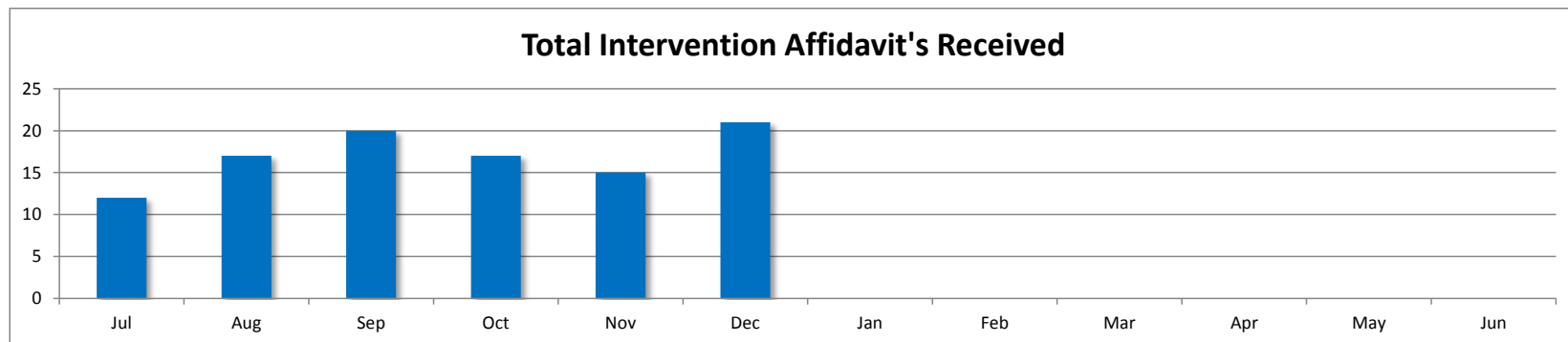
REPORTING PERIOD JULY 1 - DECEMBER 31, 2017

FISCAL YEAR 2018 - QUARTER 2

Intervention

Fiscal Year 18 - Quarter 2

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	0	0	0	0	0	0	102



INFORMAL CONFERENCE SURVEY REPORT
Quarter 2 (October - December 2017)

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
	1		1		1			3	
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.					1	2		3	
(2) Explained the mediation process.					1	2		3	
(3) Established ground rules.					1	2		3	
(4) Covered the Consent to Mediate form.						3		3	
(5) Asked if anyone had questions before starting.						3		3	
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.						3		3	
(2) Provided opportunity for a rebuttal to the others party's position statement.					1	2		3	
(3) Included productive dialogue between the parties.						3		3	
(4) Included direction from the mediator.					1	2		3	
(5) Provided an opportunity to caucus.						2		2	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.						3		3	
(2) Remained neutral and impartial.					1	2		3	
(3) Treated everyone fairly.						3		3	
(4) Maintained control of the process.						3		3	
(5) Worked to help reach a fair resolution.						3		3	
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
	1							1	2
E. IF AGREEMENT NOT REACHED - HELPFUL?									
						YES	NO	# Of people that answered question	# Of people that did not answer question
								0	
F. WOULD YOU USE THE IC PROCESS AGAIN?									
						YES	NO	# Of people that answered question	# Of people that did not answer question
						2		2	1

Informal Conferences

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	11	5	9	113
Conferences Held	7	4	23	8	9	8	6	4	12	11	5	9	106
Affidavits Resolved by Conference	5	3	17	8	7	5	6	4	11	7	2	9	84
Affidavits Forwarded to Compliance	12	9	13	12	7	9	12	10	8	7	0	5	104
Affidavits Closed Referred to ADR	0	1	2	1	1	1	5	3	1	3	1	0	19
Affidavits Closed - Other	2	4	2	1	2	4	6	8	7	7	4	5	52

Informal Conference Resolution Rate 2016 = 79%

Informal Conference Resolution Rate since inception 1/1/2014 = 77%

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

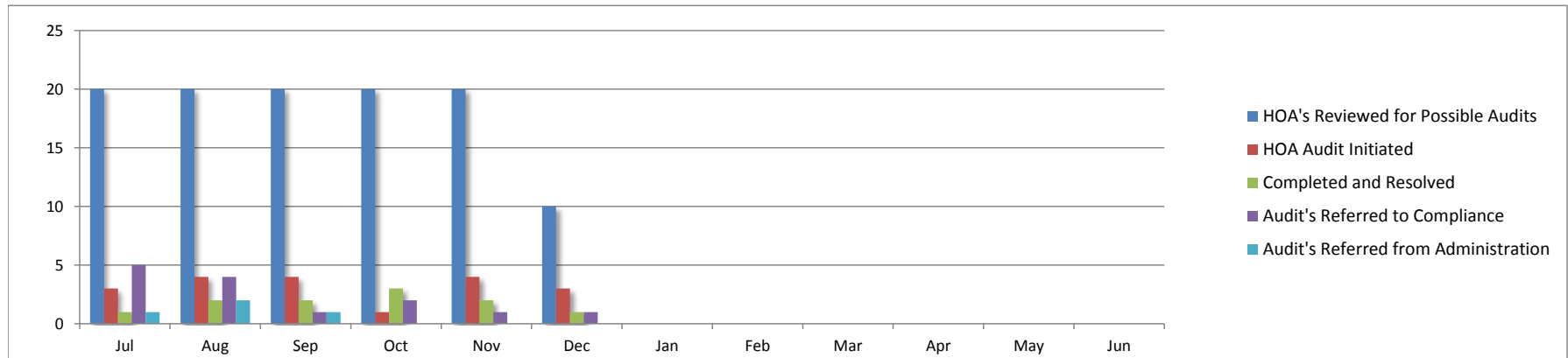
Informal Conference Resolution Rate 2017 YTD = 82%

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	10	0	0	0	0	0	0	152
Number of request for Referee	2	2	0	3	5	1							13
Number of request for Mediation	19	19	51	18	20	10	0	0	0	0	0	0	137
<i>Number of requests for Mediation - Bank/Mortgage Holder</i>	9	14	31	9	10	5							78
<i>Number of requests for Mediation - NON-Bank/Mortgage Holder</i>	10	5	20	9	10	5							59
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
Mediation - Claims Assigned	33	32	83	63	32	11							254
Referee - Assigned claims	0	0	0	1	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	4	0	0	0	0	0	0	1227
Mediation Un-successful	12	6	26	5	6	1							56
Referee	3	1	0	0	0	0							4
Settled	12	4	2	1	7	2							28
Settled - Prior to Mediation	0	0	1	2	1	0							4
Withdrawn By Claimant	6	2	6	3	0	0							17
Dismissed by Mediator	3	2	0	0	0	0							5
Closed Due to NonResponse	0	0	7	2	9	1							19
Dismissed by Division*	0	28	2	4	2	0							36
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	48							529
Bank - Settled Prior to Mediation	6	3	2	4	0	0							15
Bank - Settled	0	2	8	0	3	3							16
Bank - Withdrawn	17	5	16	8	5	3							54
Bank - Mediation Un-successful	161	31	89	29	42	12							364
Bank Closed due to Non-Response	0	0	2	0	41	30							73
Bank - Dismissed by Division*	2	3	1	1	0	0							7
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	9							138
Number of Subsidy's Payments submitted for payment	35	25	8	15	26	5							114
Amount of Subsidy Payments paid	\$ 8,792.00	\$ 7,749.99	\$ 2,250.00	\$ 4,375.00	\$ 6,625.00	\$1,250.00							\$ 22,249.99
ADR Response Received													
Responses received	23	19	24	54	28	14							162
Totals Payments Received (CLM & RSP)	44	67	51	75	54	26							317
Dollar Amount	\$2,000.00	\$3,300.00	\$2,000.00	\$3,750.00	\$2,700.00	\$1,300.00							\$15,050.00

Auditor

FISCAL YEAR 18 - Quarter 2

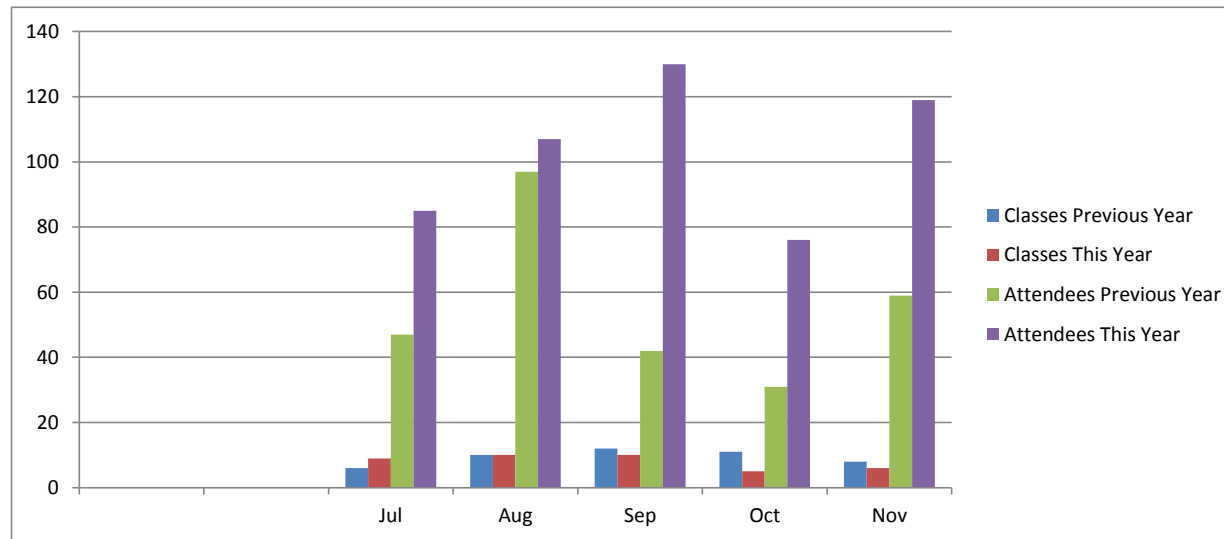
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
HOA's Reviewed for Possible Audits	20	20	20	20	20	10	0	0	0	0	0	0	110
HOA Audit Initiated	3	4	4	1	4	3	0	0	0	0	0	0	19
Completed and Resolved	1	2	2	3	2	1	0	0	0	0	0	0	11
Audit's Referred to Compliance	5	4	1	2	1	1	0	0	0	0	0	0	14
Audit's 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	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,257.38
Registration forms (#562) Received	3				1				0	0	0	0	



Training/Classes

FISCAL YEAR 18 - Quarter 2

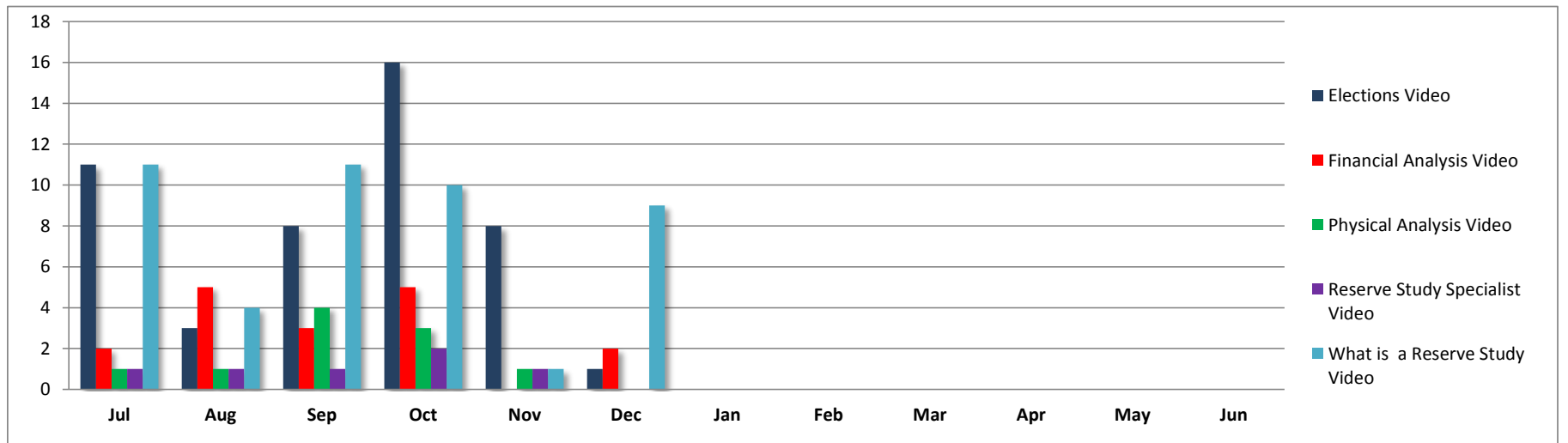
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Classes Previous Year	6	10	12	11	8	11	0	0	0	0	0	0	58
Classes This Year	9	10	10	5	6	4	0	0	0	0	0	0	44
Attendees Previous Year	47	97	42	31	59	62	0	0	0	0	0	0	338
Attendees This Year	85	107	130	76	119	90	0	0	0	0	0	0	607



Video Views

FISCAL YEAR 18 - Quarter 2

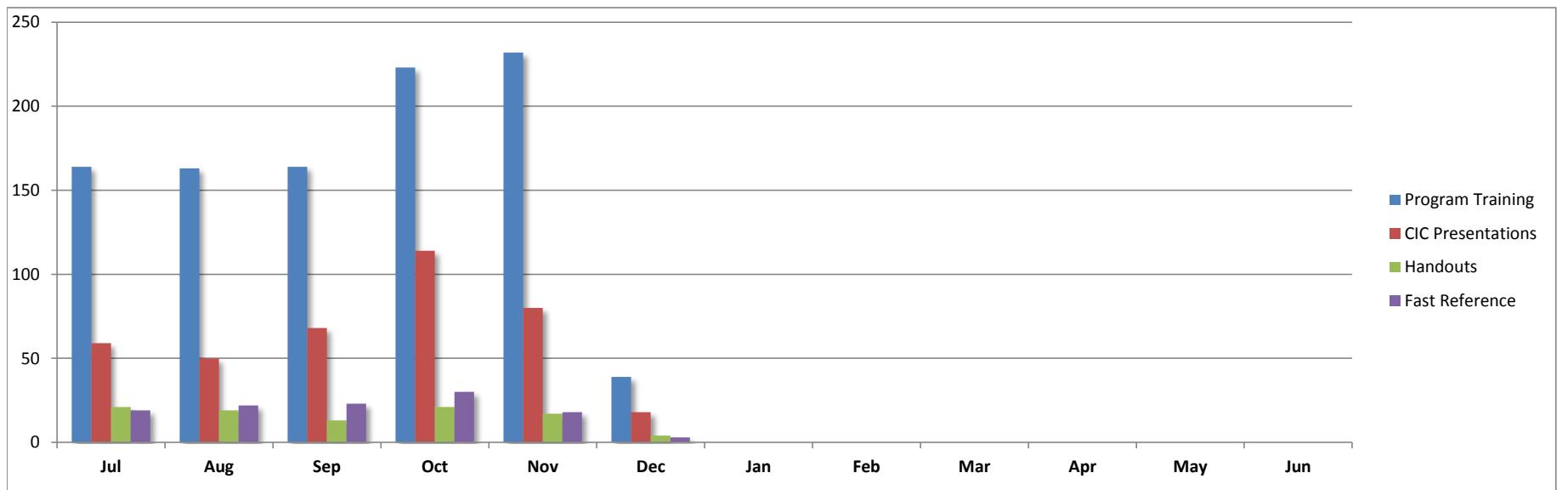
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Elections Video	11	3	8	16	8	1	0	0	0	0	0	0	47
Financial Analysis Video	2	5	3	5	0	2	0	0	0	0	0	0	17
Physical Analysis Video	1	1	4	3	1	0	0	0	0	0	0	0	10
Reserve Study Specialist Video	1	1	1	2	1	0	0	0	0	0	0	0	6
What is a Reserve Study Video	11	4	11	10	1	9	0	0	0	0	0	0	46



Website Page Views

FISCAL YEAR 18 - Quarter 2

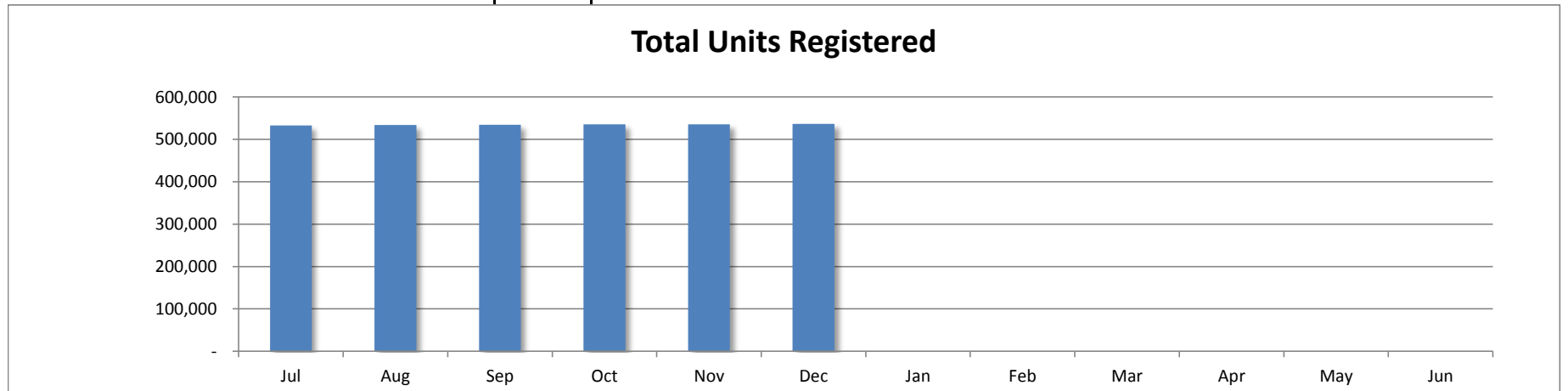
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
Program Training	164	163	164	223	232	39	0	0	0	0	0	0	985
CIC Presentations	59	50	68	114	80	18	0	0	0	0	0	0	389
Handouts	21	19	13	21	17	4	0	0	0	0	0	0	95
Fast Reference	19	22	23	30	18	3	0	0	0	0	0	0	115



Registration

FISCAL YEAR 18 - Quarter 2

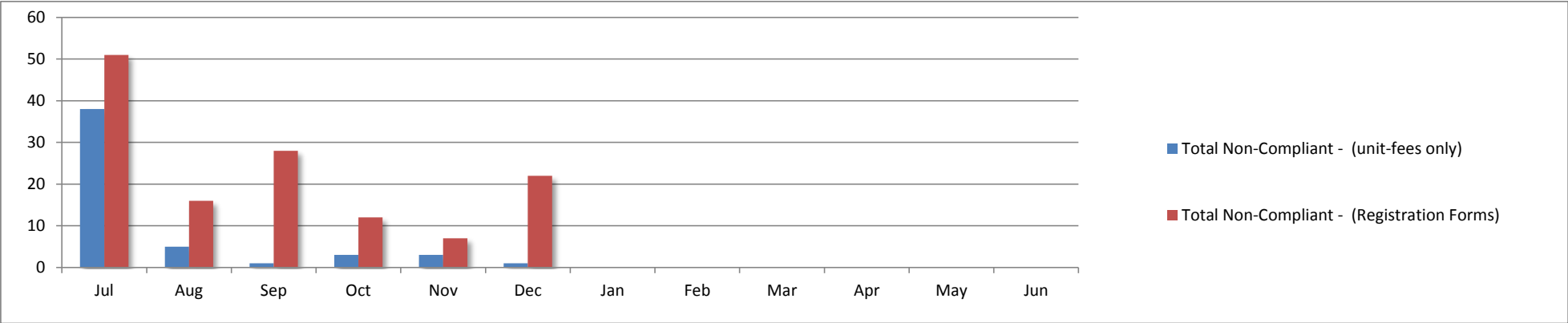
Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Associations Registered	3,185	3,192	3,194	3,194	3,196	3,201	0	0	0	0	0	0
Total Units in all Registered Associations	532,963	533,563	534,270	535,147	535,549	536,530	0	0	0	0	0	0
Total of New Associations Registered	1	8	6	2	3	7	0	0	0	0	0	0
Total of New Units	403	600	707	877	407	981	0	0	0	0	0	0



Association Penalty Report

FISCAL YEAR 18 - Quarter 2

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	68	0	0	0	0	0	0	291
Total Non-Compliant - (unit-fees only)	38	5	1	3	3	1	0	0	0	0	0	0	51
Total Non-Compliant - (Registration Forms)	51	16	28	12	7	22	0	0	0	0	0	0	136
Penalty Imposed per month (10% x Unit Fees Outstanding)	\$1,930	\$1,346	\$2,259	\$3,275	\$2,526	\$3,776	\$0	\$0	\$0	\$0	\$0	\$0	\$15,112
Penalty Collected per month	\$2,281	\$2,975	\$1,851	\$1,781	\$928	\$1,525	\$0	\$0	\$0	\$0	\$0	\$0	\$11,341

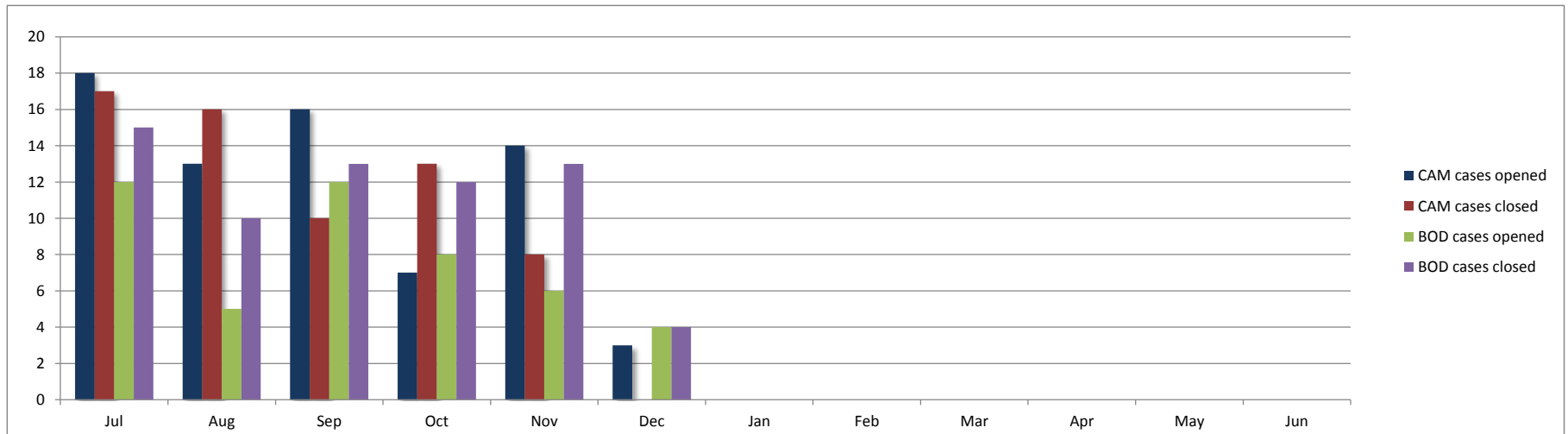


Compliance - Month Totals

FISCAL YEAR 18 - Quarter 2

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total
CAM cases opened	18	13	16	7	14	3	0	0	0	0	0	0	71
CAM cases closed	17	16	10	13	8	0	0	0	0	0	0	0	64
BOD cases opened	12	5	12	8	6	4	0	0	0	0	0	0	47
BOD cases closed	15	10	13	12	13	4	0	0	0	0	0	0	67

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



Compliance Active Aging

FISCAL YEAR 18 - Quarter 2

Description	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
CAM Cases Under 90 Days	33	34	33	29	28	24	0	0	0	0	0	0
CAM Cases 91-180 Days	12	6	13	14	14	18	0	0	0	0	0	0
CAM Cases 181-365 Days	6	6	7	5	6	12	0	0	0	0	0	0
CAM Cases 366-730 Days	1	2	1	1	4	0	0	0	0	0	0	0
CAM Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CAM CASES	52	48	54	49	52	54	0	0	0	0	0	0
BOD Cases Under 90 Days	37	39	31	27	24	20	0	0	0	0	0	0
BOD Cases 91-180 Days	8	7	22	32	25	24	0	0	0	0	0	0
BOD Cases 181-365 Days	16	12	7	8	13	16	0	0	0	0	0	0
BOD Cases 366-730 Days	4	6	4	8	6	0	0	0	0	0	0	0
BOD Cases 731 - Older	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL BOD CASES	65	64	64	75	68	60	0	0	0	0	0	0

