



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

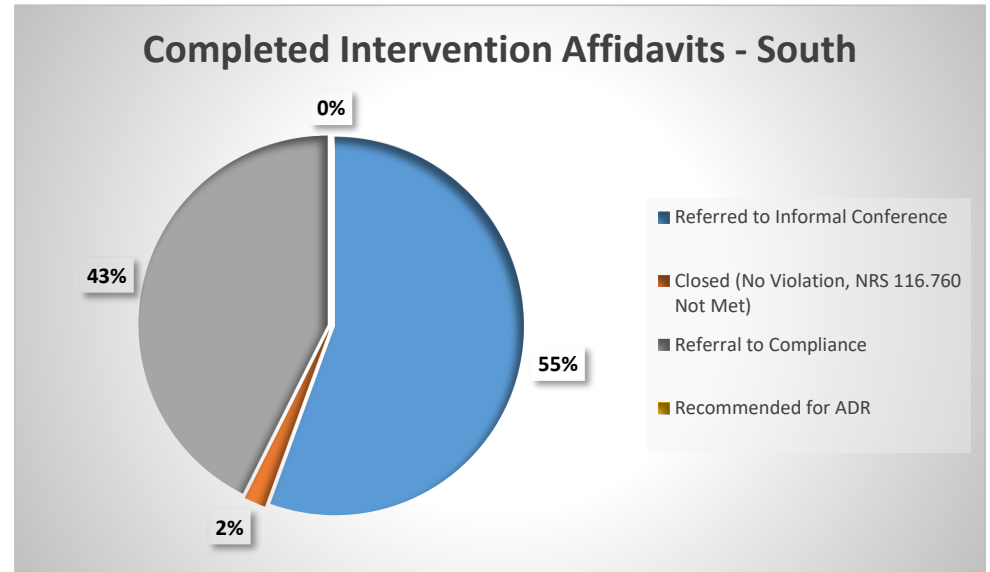
OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2019 - OCTOBER 31, 2019

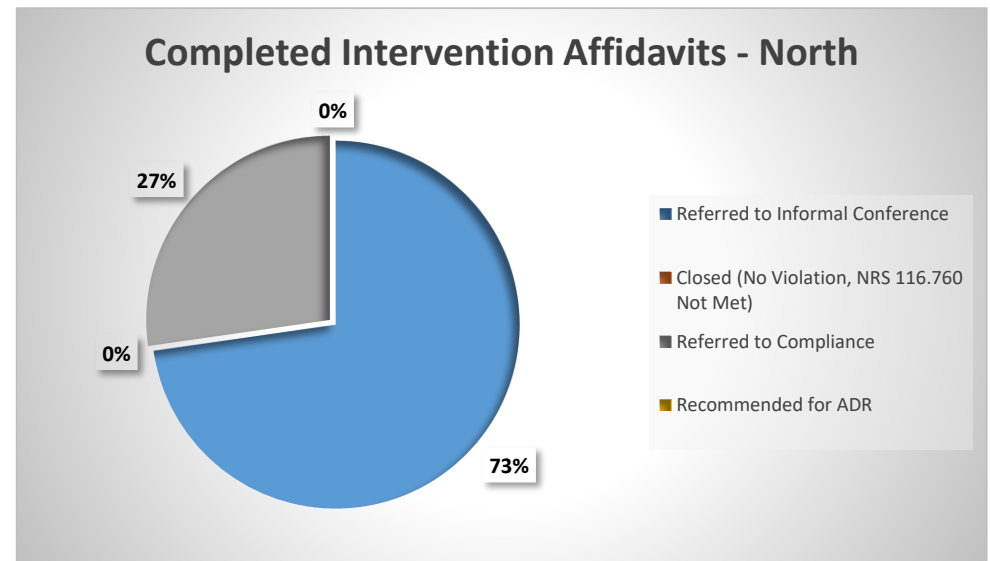
FISCAL YEAR 2020

Intervention Affidavit Report

| AFFIDAVITS - SOUTH | YTD Total |
|--|-----------|
| Affidavits Received | 53 |
| Referred to Informal Conference | 30 |
| Closed (No Violation, NRS 116.760 Not Met) | 1 |
| Referral to Compliance | 23 |
| Recommended for ADR | 0 |

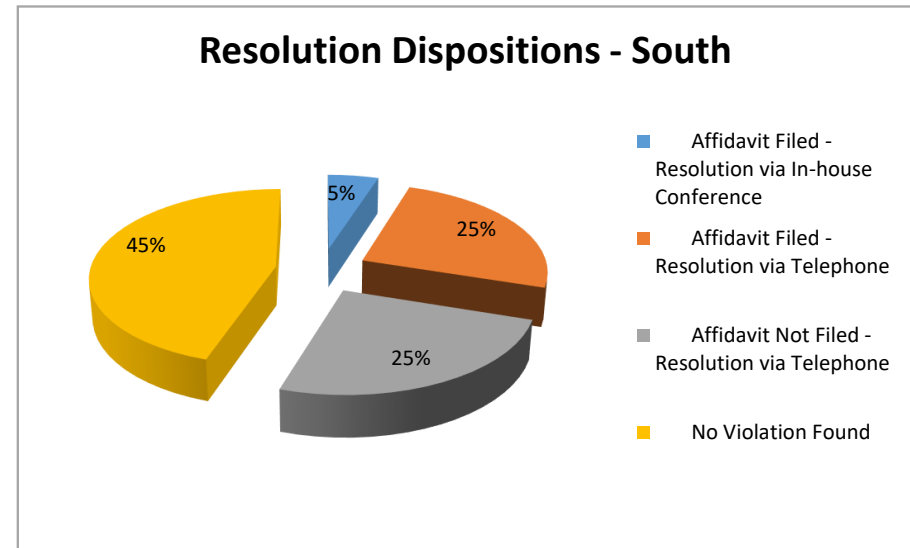


| AFFIDAVITS - NORTH | YTD Total |
|--|-----------|
| Affidavits Received | 11 |
| Referred to Informal Conference | 8 |
| Closed (No Violation, NRS 116.760 Not Met) | 0 |
| Referral to Compliance | 3 |
| Recommended for ADR | 0 |

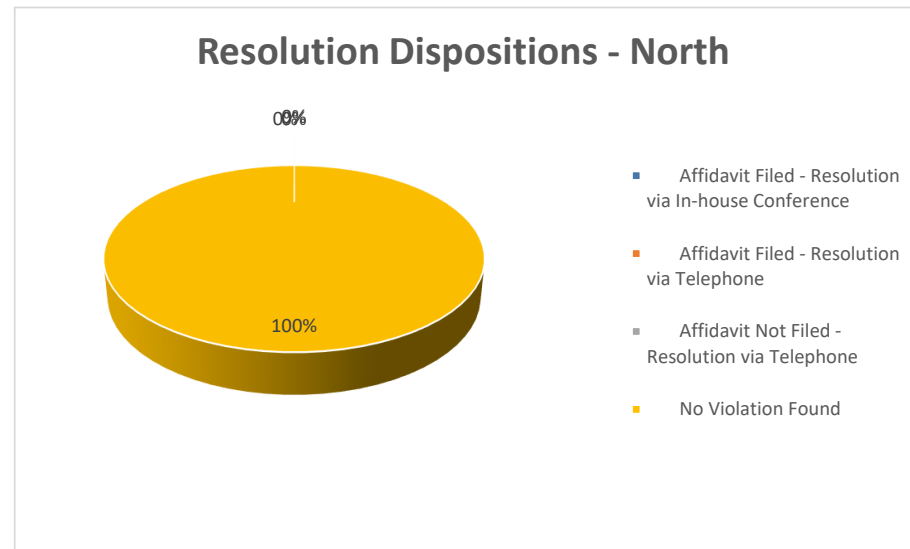


Informal Conference/Mediation Report

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



| DISPOSITION OF COMPLAINTS - NORTH | |
|--|----------|
| Affidavit Filed - Resolution | 0 |
| Affidavit Filed - Resolution via In-house Conference | 0 |
| Affidavit Filed - Resolution via Telephone | 0 |
| Affidavit Not Filed - Resolution via Telephone | 0 |
| No Violation Found | 1 |
| Affidavit Filed - No Resolution | 2 |
| 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**

| ALLEGED ISSUES | |
|---|---|
| HOA GOV DOCS - ARC | 1 |
| HOA GOV DOCS - BYLAWS | 3 |
| HOA GOV DOCS - DAMAGE TO OWNERS UNIT | 3 |
| HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT | 5 |
| HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS | 2 |
| HOA GOV DOCS - RULES & REGULATIONS | 4 |
| NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION | 8 |
| NRS 116.2111 - ALTERATION OF UNITS | 1 |
| NRS 116.2117 - AMENDMENT OF DECLARATION | 1 |
| NRS 116.3102 - HOA/POWERS | 1 |
| NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY | 9 |
| NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES | 3 |
| NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS | 1 |
| NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY | 3 |
| NRS 116.31036 - EXECUTIVE BOARD/ MEMBER REMOVAL | 1 |
| NRS 116.31065 - RULES | 2 |
| NRS 116.3107 - CIC MAINTENANCE/UPKEEP | 7 |
| NRS 116.3108 - UNITS' OWNERS/MEETINGS | 2 |
| NRS 116.31083 - EXECUTIVE BOARD/MEETINGS | 7 |
| NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS | 2 |
| NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COPMLAINTS PLACED ON AGENDA | 3 |
| NRS 116.31107 - VOTING BY UNITS' OWNERS | 2 |
| 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 | 3 |
| NRS 116.31183 - RETALIATORY ACTION | 2 |
| NRS 116.31184 - THREATS & HARASSMENT | 2 |
| NRS 116.31189 - BRIBERY OF COMMUNITY MANAGER | 1 |
| NRS 116.345 - ASSOCIATION PROHIBITED FROM CERTAIN ACTION | 1 |
| NRS 116.4109 - RE SALE OF UNITS | 1 |

| FOUND ISSUES | |
|---|---|
| HOA GOV DOCS - ARC | 1 |
| HOA GOV DOCS - BYLAWS | 1 |
| HOA GOV DOCS - DAMAGE TO COMMON ELEMENT | 1 |
| HOA GOV DOCS - DAMAGE TO OWNERS UNIT | 1 |
| HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT | 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 | 2 |
| 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

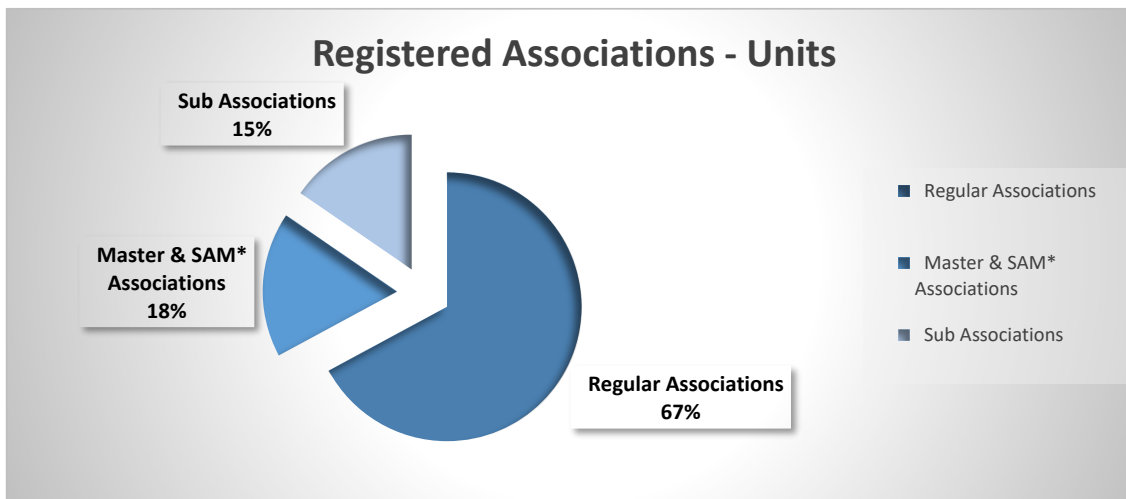
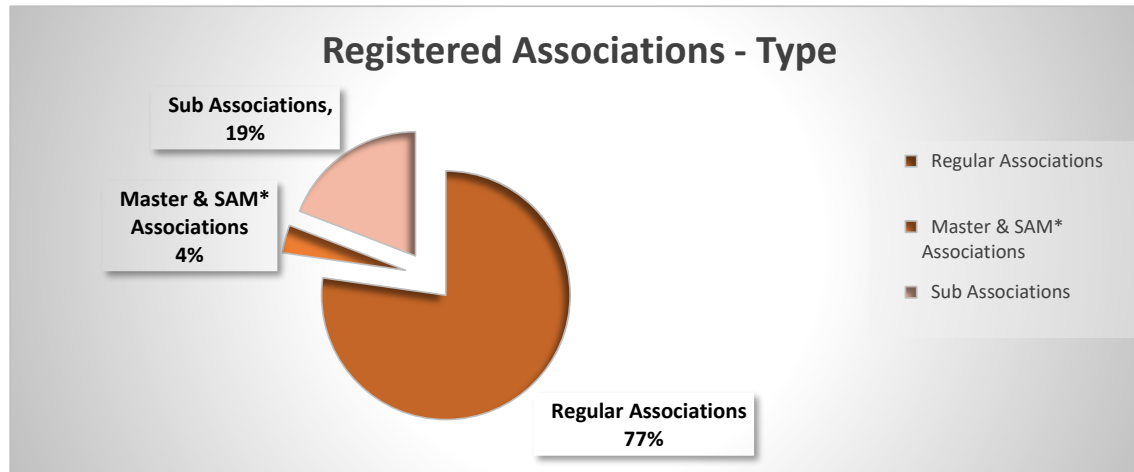
| <i>ALLEGED ISSUES</i> | |
|---|---|
| HOA GOV DOCS - BYLAWS | 1 |
| HOA GOV DOCS - DAMAGE TO OWNERS UNIT | 1 |
| HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENTS | 1 |
| HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS | 2 |
| NRS 116.2111 - ALTERATION OF UNITS | 1 |
| NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY | 1 |
| NRS 116.3107 - CIC MAINTENANCE/UPKEEP | 3 |
| NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION | 1 |

| <i>FOUND ISSUES</i> | |
|--|---|
| HOA GOV DOCS - NON-COMPLIANCE OF GOV. DOCS | 1 |
| NRS 116.3107 - CIC MAINTENANCE/UPKEEP | 1 |

Homeowner Association Registration

| HOA Types | Number of Associations | Number of Units |
|----------------------------|------------------------|-----------------------|
| Regular Associations | 2,610 | 383,629 |
| Master & SAM* Associations | 123 | 99,708 |
| Sub Associations | <u>646</u> | <u>88,191</u> |
| <u>Total</u> | <u>3,379</u> | <u>571,528</u> |

*SAM = uses same board as master



Nevada Associations by County

| | Carson City | Churchill | Clark | Douglas | Elko | Humboldt | Lyon | Nye | Storey | Washoe | Grand Total |
|----------------------------------|-------------|-----------|--------------|-----------|-----------|----------|-----------|-----------|----------|------------|--------------|
| CONDOMINIUMS | 3 | | 435 | 29 | 3 | | 1 | 2 | | 200 | 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 | 10 | 1 | 1,936 | 27 | 9 | 2 | 12 | 10 | 2 | 240 | 2,249 |
| 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 |
| TOTAL | 23 | 2 | 2,715 | 80 | 16 | 2 | 13 | 15 | 4 | 509 | 3,379 |

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

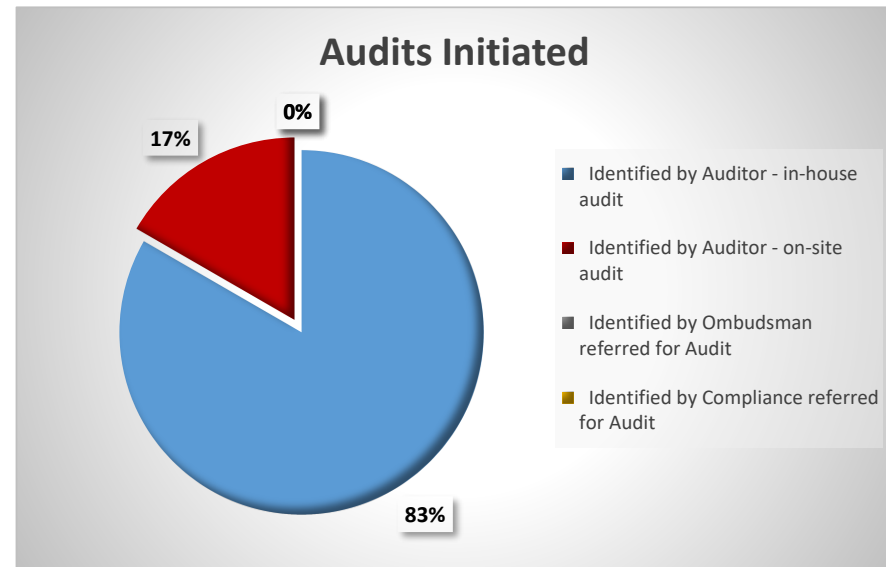
Auditor Report

| | |
|---|------------------|
| Carryover from FY 19 | <u>5</u> |
| <u>Audits Conducted</u> | |
| Identified by Auditor - in-house audit | 5 |
| Identified by Auditor - on-site audit | 1 |
| Identified by Ombudsman referred for Audit | 0 |
| Identified by Compliance referred for Audit | 0 |
| Total Audits Initiated | <u>11</u> |

* Includes carryover audits included from previous year

| | |
|---|-----------------|
| <u>Disposition of Audits</u> | |
| Completed audits - compliance gained by Auditor | 2 |
| Completed audits referred to Compliance | 4 |
| Total Audits Completed* | <u>6</u> |

| | |
|--------------------------------|-----------------|
| <u>Special Projects</u> | |
| Financial Review - Association | 0 |
| Special Projects - Other | 5 |
| Total Special Projects | <u>5</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 | 78 |

| Responses Received | |
|------------------------------|------------|
| Responses Received | 63 |
| Number of Filings(CLM & RSP) | 141 |
| Filing Fees Received | \$6,950.00 |

| Mediation Requests | |
|--------------------------|------------|
| Requests for Mediation | 107 |
| Bank/Mortgage Holder | 1 |
| Non-Bank/Mortgage Holder | 106 |

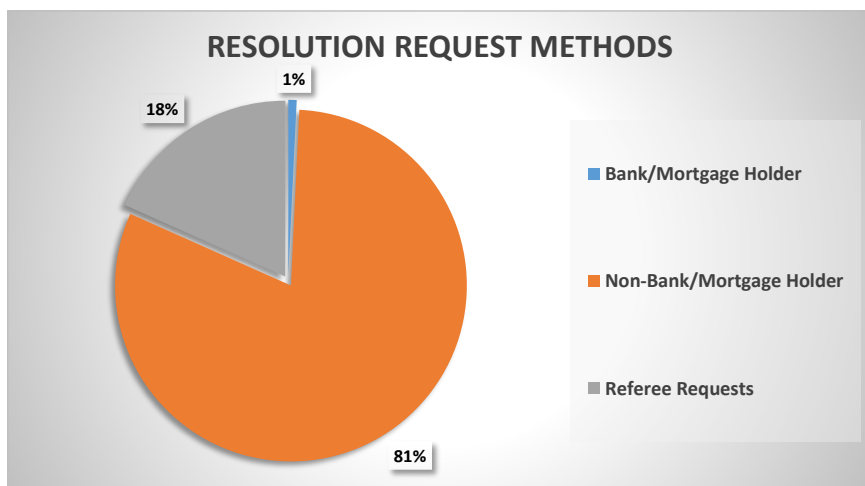
| Referee Requests | |
|------------------|----|
| Referee Requests | 24 |

| Assigned Claims | |
|--|----|
| Mediation Assignments | 61 |
| Referee Assignments | 1 |
| FY18 Assigned Claims / Pending Mediation | 79 |

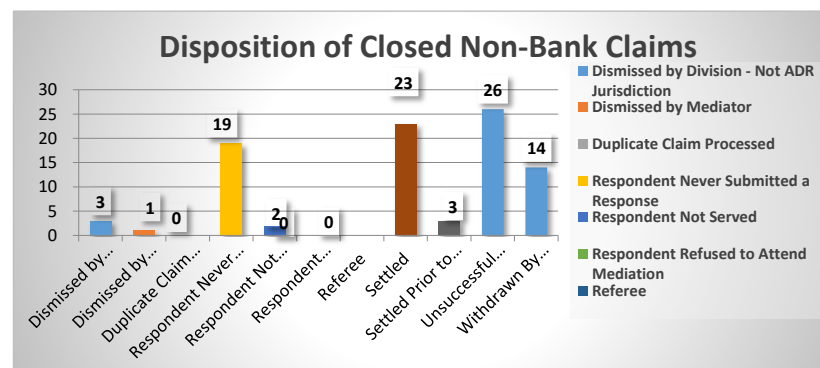
| Closed Claims | |
|--|-----------|
| Disposition of Closed Claims | 91 |
| Dismissed by Division - Not ADR Jurisdiction | 3 |
| Dismissed by Mediator | 1 |
| Duplicate Claim Processed | 0 |
| Respondent Never Submitted a Response | 19 |
| Respondent Not Served | 2 |
| Respondent Refused to Attend Mediation | 0 |
| Referee | 0 |
| Settled | 23 |
| Settled Prior to Mediation | 3 |
| Unsuccessful Mediations | 26 |
| Withdrawn By Claimant | 14 |

| Bank Closed Claims | |
|--|-----------|
| Bank Claims Closed | 18 |
| 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 | 12 |

| Subsidy | |
|-------------------------------|--------------------|
| Applications Received | 80 |
| Invoices Approved for Payment | 36 |
| Invoices Paid | \$11,625.33 |



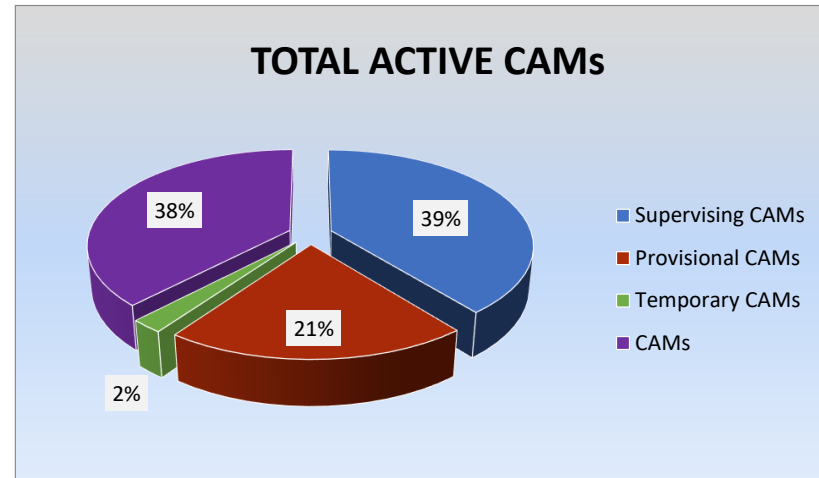
* Amount reflected due to internal decision.



Education and Training Report

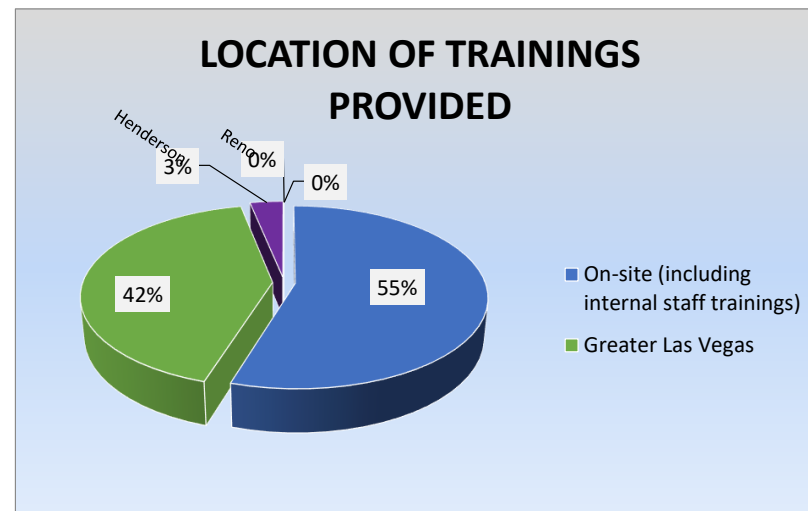
EDUCATION OFFICER

| | |
|--|-------------|
| TOTAL ACTIVE CAMs | 758 |
| Supervising CAMs | 297 |
| Provisional CAMs | 157 |
| Temporary CAMs | 17 |
| CAMs | 287 |
| TOTAL ACTIVE CE COURSES | 152 |
| Approved for General Credit | 118 |
| Approved for Law Credit | 34 |
| | |
| Newly Approved Courses | 17 |
| Renewed Courses | 28 |
| Course Offerings* | 101 |
| Audits Conducted by Division | 4 |
| Educational Materials Created/Published on Website** | 12 |
| Website Views (CIC pages) | 3499 |



TRAINING OFFICER

| | |
|--|------------|
| Training Topics Available | 23 |
| TRAININGS PROVIDED | 31 |
| On-site (including internal staff trainings) | 17 |
| Off-site (to associations upon request) | |
| Greater Las Vegas | 13 |
| Henderson | 1 |
| Pahrump | 0 |
| Northern Nevada | 0 |
| Increase from FY 19 | 55% |
| ATTENDEES | 494 |
| Increase from FY 19 | 21% |



*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 - OCTOBER 31, 2019

FISCAL YEAR 2020

INTERVENTION AFFIDAVIT

| Cases | South | North |
|-----------------------------|-------|-------|
| Cases Opened YTD | 37 | 16 |
| Total # of Active Cases | 29 | 5 |
| Total # of Cases Closed YTD | 67 | 15 |

| Aging Report - Active | South | North |
|-----------------------|-----------|----------|
| 90 days or less | 11 | 5 |
| 3 to 6 months | 14 | 0 |
| 6 to 9 months | 0 | 0 |
| 9 months to 1 year | 2 | 0 |
| 1 to 2 years | 2 | 0 |
| 2 to 3 years | 0 | 0 |
| 3 to 4 years | 0 | 0 |
| Total | 29 | 5 |

| Aging Report - Closed | South | North |
|-----------------------|-----------|-----------|
| 90 days or less | 31 | 14 |
| 3 to 6 months | 8 | 0 |
| 6 to 9 months | 6 | 0 |
| 9 months to 1 year | 4 | 0 |
| 1 to 2 years | 18 | 1 |
| 2 to 3 years | 0 | 0 |
| 3 to 4 years | 0 | 0 |
| Total | 67 | 15 |



DEMOGRAPHICS

| Active Cases South | |
|--------------------|-----------|
| Henderson | 2 |
| Las Vegas | 25 |
| Laughlin | 1 |
| Mesquite | 0 |
| North Las Vegas | 1 |
| Pahrump | 0 |
| Total | 29 |

| Active Cases North | |
|--------------------|----------|
| Gardenerville | 2 |
| Incline Village | 1 |
| Reno | 1 |
| Sparks | 0 |
| Virginia City | 0 |
| Zephyr Cove | 1 |
| Total | 5 |

| Closed Cases South | |
|--------------------|-----------|
| Boulder City | 0 |
| Henderson | 4 |
| Las Vegas | 56 |
| Laughlin | 1 |
| Mesquite | 2 |
| Mt. Charleston | 0 |
| N. Las Vegas | 3 |
| Pahrump | 1 |
| Total | 67 |

| Closed Cases North | |
|--------------------|-----------|
| Carson City | 1 |
| Glenbrook | 0 |
| Incline Village | 2 |
| Reno | 10 |
| Sparks | 1 |
| Virginia City | 1 |
| | |
| Total | 15 |

| Outcome of Closed Cases | South | North |
|-------------------------------------|-----------|-----------|
| CLOSED AT CLAIMANT'S REQUEST | 2 | 1 |
| COMPLIANCE DEMAND LETTER | 1 | 0 |
| CONSOLIDATE W/CICC CASES | 4 | 1 |
| DIVISION RESOLVED ALLEGATIONS | 12 | 2 |
| DIVISION TERMINATED INVESTIGATION | 2 | 0 |
| DUPLICATE CASE | 1 | 1 |
| GOVERNING DOCS ISSUES | 1 | 0 |
| INSUFFICIENT EVIDENCE | 1 | 0 |
| LETTER OF INSTRUCTION | 24 | 2 |
| NONJURISDICTIONAL | 0 | 0 |
| NO VIOLATION | 8 | 3 |
| RECOMMENDATION FOR HEARING - CIC | 7 | 1 |
| RESOLVED PRIOR TO COMPL. OF INVEST. | 0 | 1 |
| STATUTE OF LIMITATION EXPIRED | 0 | 0 |
| TERMINATED INVESTIGATION | 0 | 0 |
| UNSUBSTANTIATED ALLEGATIONS | 4 | 3 |
| Total | 67 | 15 |

Intervention II Affidavit Issues**Southern Cases**

| ALLEGED ISSUES | |
|--|----|
| NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION | 7 |
| 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 | 21 |
| NRS 116.31031 - EXECUTIVE BOARD / IMPOSE | 5 |
| 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 | 7 |
| NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL | 2 |

| ALLEGED ISSUES | |
|---|----|
| NRS 116.31065 - RULES | 1 |
| NRS 116.3107 - CIC / UPKEEP | 3 |
| NRS 116.3108 - UNITS' OWNERS / MEETINGS | 1 |
| 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 | 1 |
| 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 | 4 |
| NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES | 12 |
| NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION | 6 |
| NRS 116.31152 - STUDY OF RESERVE | 6 |
| NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED | 3 |

| ALLEGED ISSUES | |
|---|---|
| NRS 116.1113 - OBLIGATION OF GOOD FAITH | 1 |
| NRS 116.12065 - NOTICE OF CHANGES TO GOVERNING DOCUMENTS | 1 |
| NRS 116.2117 - AMENDMENT OF DECLARATION | 1 |
| NRS 116.31037 - INDEMNIFICATION & DEFENSE OF | 1 |
| NRS 116.31158 - HOA / REGISTRATION W/ OMB | 1 |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER | 4 |
| MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS | 2 |
| NRS 116.31183 - RETALIATORY ACTION | 4 |
| NRS 116.31184 - THREATS & HARRASSMENT | 2 |
| NRS 116.31185 - PROHIBITION / CERTAIN | 3 |
| PERSONNEL ACCEPTING COMPENSATION FROM HOA | 3 |
| NRS 116.4117 - VIOLATIONS ON RIGHTS OF | 1 |
| NRS 116.4119 - DECLARANT'S OBLIGATION TO | 1 |
| NRS 116A.620 - MGMT. AGREEMENT; | 1 |
| NRS 116A.640 - CM PROHIBITED IN ENGAGING IN | 1 |
| NRS 116.3118 - UNITS' OWNERS RIGHTS / | 2 |
| NRS 116.31183 - RETALIATORY ACTION | 4 |
| NRS 116.31184 - THREATS & HARRASSMENT | 2 |
| NRS 116.31185 - PROHIBITION / CERTAIN | 3 |
| NRS 116.31187 - PROHIBITION / CERTAIN | 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; | 2 |
| NRS 116A.640 - CM PROHIBITED IN ENGAGING IN | 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 | 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

| ALLEGED ISSUES | |
|--|---|
| 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 |

| FOUND ISSUES | |
|---|---|
| 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 | 43 | 10 |
| Total # of Active Cases | 15 | 2 |
| Total # of Cases Closed YTD | 72 | 12 |

| Aging Report - Active | South | North |
|-----------------------|-------|-------|
| 90 days or less | 9 | 1 |
| 3 to 6 months | 5 | 0 |
| 6 to 9 months | 1 | 1 |
| 9 months to 1 year | 0 | 0 |
| 1 to 2 years | 0 | 0 |
| 2 to 3 years | 0 | 0 |
| 3 to 4 years | 0 | 0 |
| Total | 15 | 2 |

| Aging Report - Closed | South | North |
|-----------------------|-------|-------|
| 90 days or less | 38 | 9 |
| 3 to 6 months | 10 | 0 |
| 6 to 9 months | 5 | 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 | 72 | 12 |



DEMOGRAPHICS

| Active Cases South | |
|--------------------|-----------|
| Boulder City | 0 |
| Henderson | 2 |
| Las Vegas | 12 |
| North Las Vegas | 1 |
| | 0 |
| Total | 15 |

| Active Cases North | |
|--------------------|----------|
| Carson City | 0 |
| Incline Village | 1 |
| Reno | 1 |
| Sparks | 0 |
| Virginia City | 0 |
| Zephyr Cove | 0 |
| Total | 2 |

| Closed Cases South | |
|--------------------|-----------|
| Boulder City | 0 |
| Henderson | 8 |
| Las Vegas | 60 |
| Laughlin | 0 |
| North Las Vegas | 4 |
| Pahrump | 0 |
| Total | 72 |

| Closed Cases North | |
|--------------------|-----------|
| Carson City | 0 |
| Incline Village | 1 |
| Reno | 9 |
| Silver Springs | 0 |
| Sparks | 2 |
| Zephyr Cove | 0 |
| Total | 12 |

| 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 | 1 |
| DIVISION TERMINATED INVESTIGATION | 25 | 2 |
| FORWARDED TO DISCIPLINE (LAO) FOR HEARING | 10 | 0 |
| INSUFFICIENT EVIDENCE | 0 | 0 |
| LETTER OF INSTRUCTION | 8 | 1 |
| NO JURISDICTION LETTER | 2 | 2 |
| NO VIOLATION | 6 | 1 |
| PENDING HOA COMPL PREP OF CASE FILE FOR LEGAL | 1 | 0 |
| SUBMITTED FOR HEARING CICCH | 1 | 0 |
| UNSUBSTANTIATED LETTER | 5 | 1 |
| UNKNOWN | 0 | 0 |
| RESOLVED PRIOR TO COMPLETE INVEST. | 4 | 0 |
| Total | 72 | 12 |

Statement of Fact Issues

Southern Cases

| ALLEGED ISSUES | |
|---|---|
| NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE | 1 |
| NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT | 2 |
| NRS 116.3102 - HOA / POWERS | 1 |
| NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY | 1 |
| NRS 116.3108 - UNITS' OWNERS / MEETINGS | 1 |
| NRS 116.31083 - EXECUTIVE BOARD / MEETINGS | 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 | 1 |
| NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT | 1 |
| NRS 116.31152 - STUDY OF RESERVE | 1 |
| NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED | 7 |
| NRS 116.31158 - HOA / REGISTRATION W/ OMB | 1 |
| NRS 116.31166 - FORECLOSURE OF LIENS / EFFECTS OF RECITALS IN DEED | 1 |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY | 7 |

| FOUND ISSUES | |
|--|---|
| NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE | 1 |
| NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT | 2 |
| NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY | 1 |
| NRS 116.3108 - UNITS' OWNERS / MEETINGS | 1 |
| NRS 116.31083 - EXECUTIVE BOARD / MEETINGS | 1 |
| PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD | 1 |
| NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT | 1 |
| NRS 116.31152 - STUDY OF RESERVE | 5 |
| NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED | 7 |
| NRS 116.31166 - FORECLOSURE OF LIENS / EFFECTS OF RECITALS IN DEED | 1 |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY | 5 |
| NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS | 1 |
| NRS 116.4109 - RESALE OF UNITS | 1 |
| NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE | 2 |
| NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION | 3 |

| | |
|--|----|
| NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS | 1 |
| NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA | 1 |
| NRS 116.4109 - RESALE OF UNITS | 1 |
| NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE | 3 |
| NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION | 4 |
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM | 24 |
| NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS | 3 |

| | |
|--|----|
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM | 17 |
| NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS | 2 |

Northern Cases

| ALLEGED ISSUES | |
|---|---|
| NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION | 1 |
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM | 0 |
| NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE | 1 |

| FOUND ISSUES | |
|--|---|
| NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION | 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 |