



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

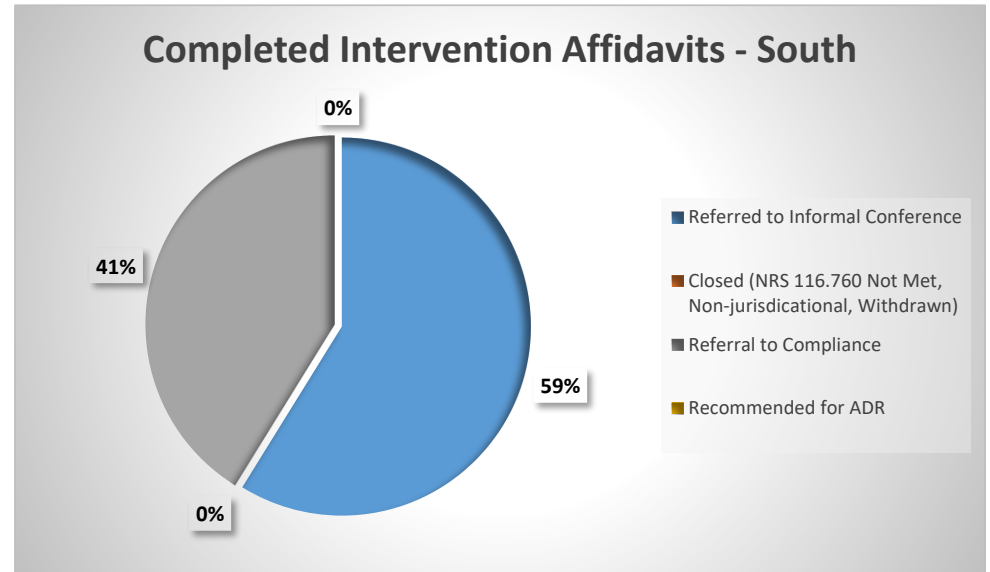
OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2019 - JULY 31, 2019

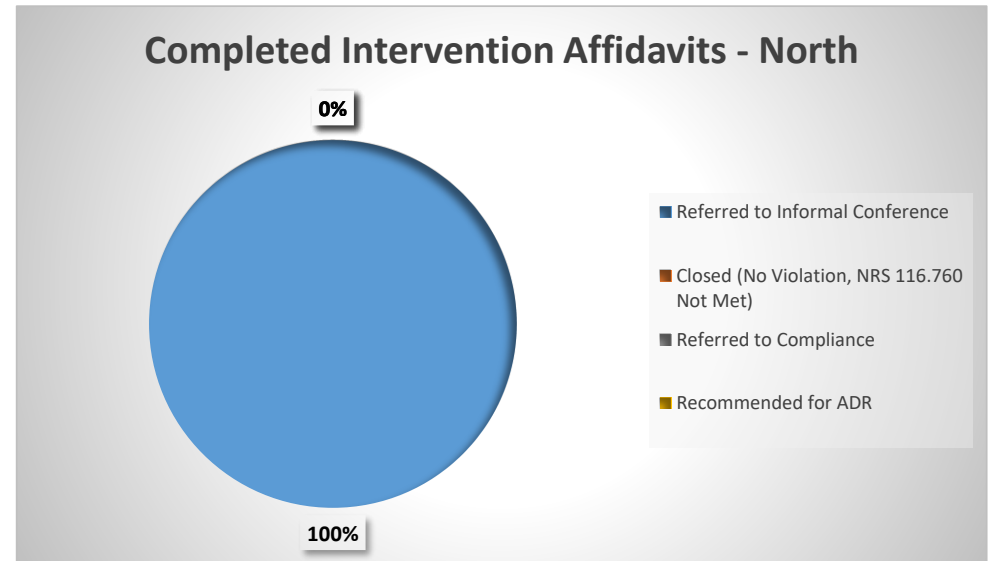
FISCAL YEAR 2020

Intervention Affidavit Report

AFFIDAVITS - SOUTH	YTD Total
Affidavits Received	17
Referred to Informal Conference	10
Closed (NRS 116.760 Not Met, Non-jurisdictional, Withdrawn)	0
Referral to Compliance	7
Recommended for ADR	0

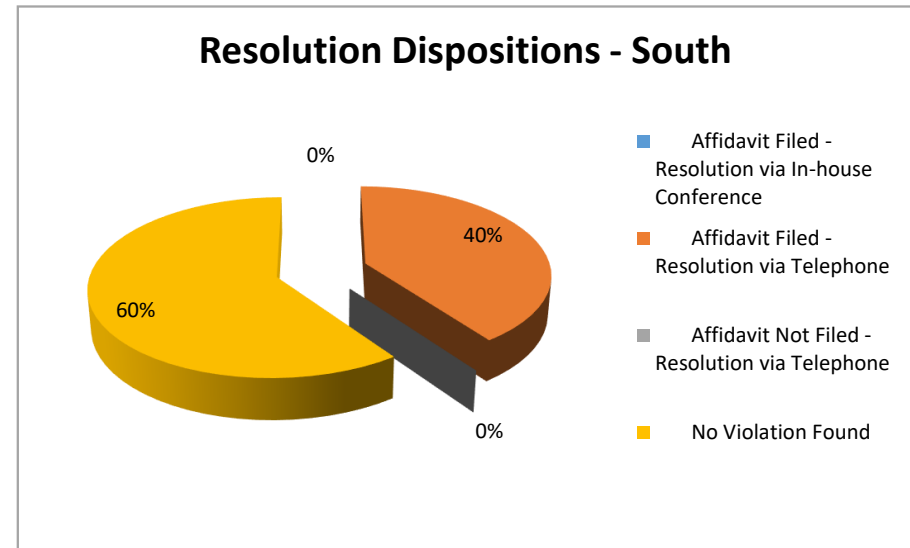


AFFIDAVITS - NORTH	YTD Total
Affidavits Received	1
Referred to Informal Conference	1
Closed (No Violation, NRS 116.760 Not Met)	0
Referred to Compliance	0
Recommended for ADR	0

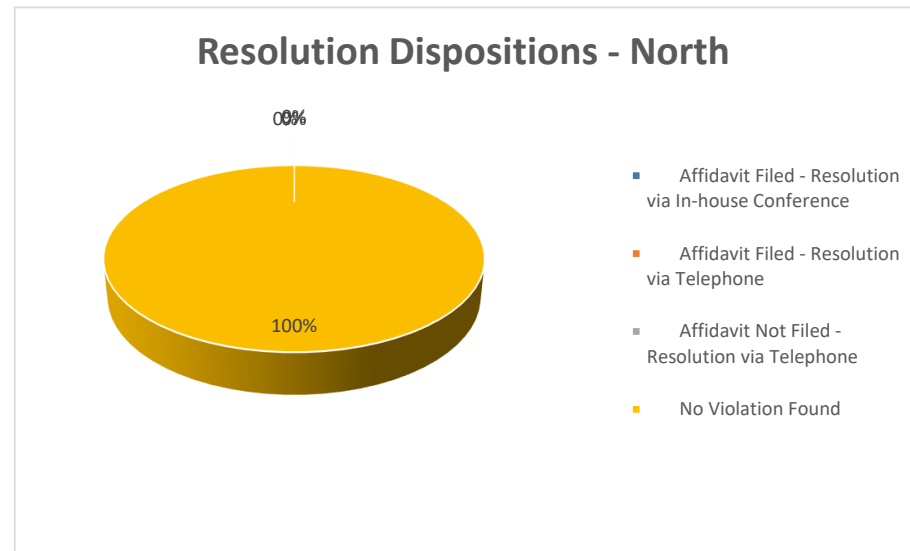


Informal Conference Program Report

DISPOSITION OF COMPLAINTS - SOUTH	
Affidavit Filed - Resolution	2
Affidavit Filed - Resolution via In-house Conference	0
Affidavit Filed - Resolution via Telephone	2
Affidavit Not Filed - Resolution via Telephone	0
No Violation Found	3
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	0
Issue Not Resolved - No Further Action Warranted	0
Provided ADR Information to the Parties	0
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	2
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	4
HOA GOV DOCS - RULES & REGULATIONS	4
NAC 116.405 - MEMBERS OF EXEC. BOARD/ PROHIBITED ACTION	5
NRS 116.2111 - ALTERATION OF UNITS	1
NRS 116.3103 - POWER OF EXECUTIVE BOARD; FIDUCIARY DUTY	6
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	1
NRS 116.31034 - EXECUTIVE BOARD/ ELECTION & ELIGIBILITY	2
NRS 116.31065 - RULES	2
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	5
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2
NRS 116.31083 - EXECUTIVE BOARD/MEETINGS	4
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT MEETINGS	1
NRS 116.31087 - UNITS' OWNERS/RIGHT TO HAVE COPMLAINTS PLACED ON AGENDA	2
NRS 116.31135 - INSURANCE/REPAIR & REPLACEMENT OF DAMAGED COMMON ELEMENT	1
NRS 116.31175 - HOA BOOKS, RECORDS	1
NRS 116.31183 - RETALIATORY ACTION	1
NRS 116.31184 - THREATS & HARASSMENT	1

FOUND ISSUES	
HOA GOV DOCS - BYLAWS	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	1
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

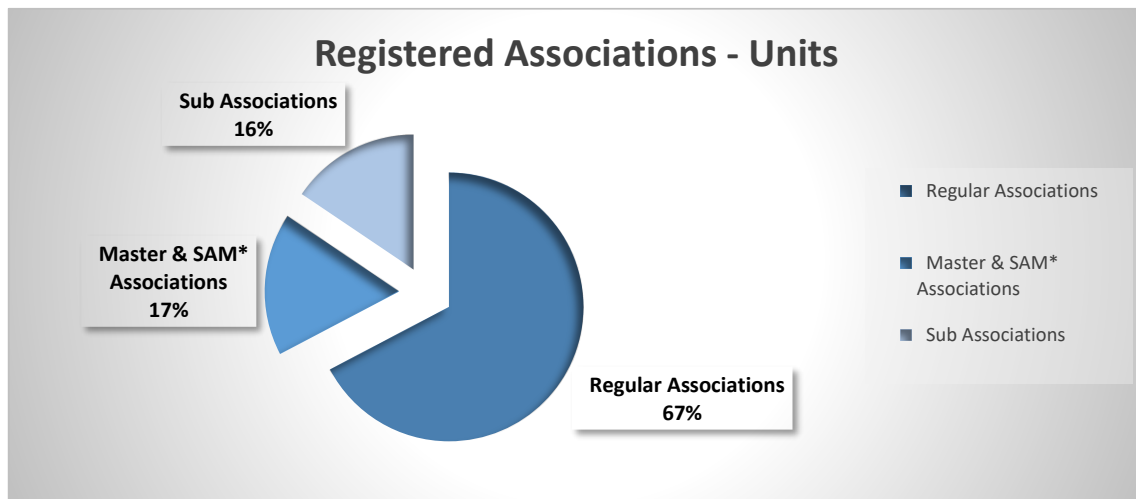
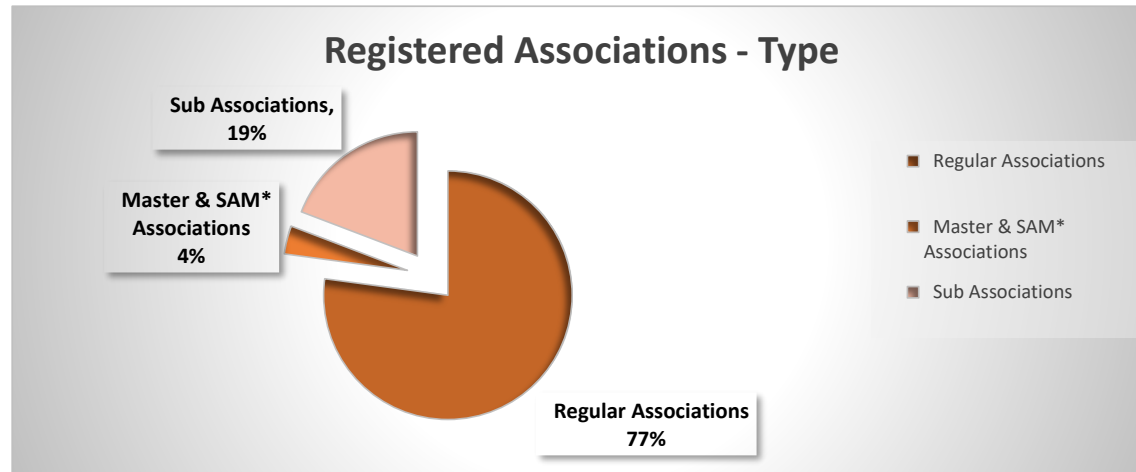
Informal Conference Program - Intervention Affidavit Issues**NORTHERN CASES**

ALLEGED ISSUES	
HOA GOV DOCS - BYLAWS	1
HOA GOV DOCS - DAMAGE TO OWNERS UNIT	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES & REGULATIONS	1
NRS 116.3107 - CIC MAINTENANCE/UPKEEP	1
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,582	380,833
Master & SAM* Associations	123	96,991
Sub Associations	<u>643</u>	<u>88,042</u>
<u>Total</u>	<u>3,348</u>	<u>565,866</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	5	1	435	22	2		1	1		205	672
CONDO/HOTEL			9							1	10
COOP			5						1	3	9
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	2		22	3						5	32
PLANNED COMMUNITY - M/H		1	11		1			3	1		17
PLANNED COMMUNITY - UNDEFINED			-								-
PLANNED COMMUNITY - SFD	21	1	1,907	26	7	1	9	6	2	239	2,219
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	36	3	2,685	72	13	1	10	10	4	514	3,348

KEY

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

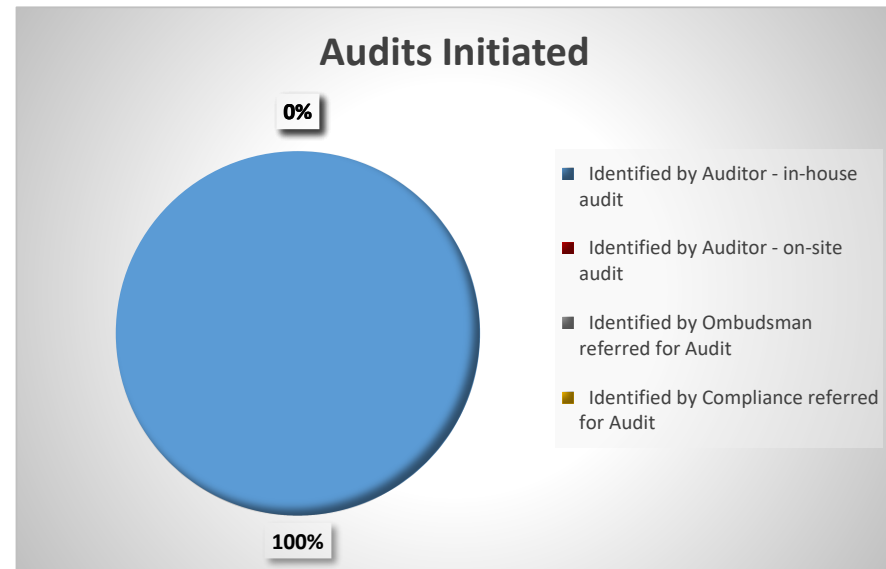
Auditor Report

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

* Includes carryover audits included from previous year

<u>Disposition of Audits</u>	
Completed audits - compliance gained by Auditor	0
Completed audits referred to Compliance	1
Total Audits Completed*	<u>1</u>

<u>Special Projects</u>	
Financial Review - Association	0
Special Projects - Other	1
Total Special Projects	<u>1</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	21

Responses Received	
Responses Received	18
Number of Filings(CLM & RSP)	39
Filing Fees Received	\$1,950.00

Mediation Requests	
Requests for Mediation	32
Bank/Mortgage Holder	0
Non-Bank/Mortgage Holder	32

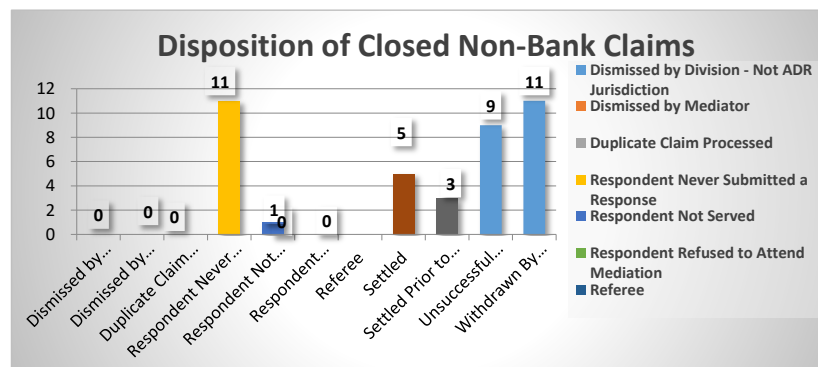
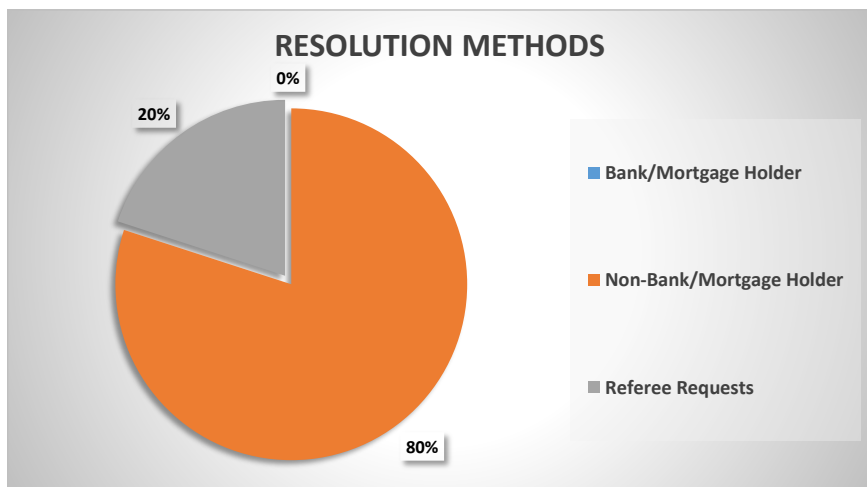
Referee Requests	
Referee Requests	8

Assigned Claims	
Mediation Assignments	16
Referee Assignments	0
FY18 Assigned Claims / Pending Mediation	92

Closed Claims	
Disposition of Closed Claims	40
Dismissed by Division - Not ADR Jurisdiction	0
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	11
Respondent Not Served	1
Respondent Refused to Attend Mediation	0
Referee	0
Settled	5
Settled Prior to Mediation	3
Unsuccessful Mediations	9
Withdrawn By Claimant	11

Bank Closed Claims	
Bank Claims Closed	13
Dismissed by Division - Not ADR Jurisdiction	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	1
Respondent Not Served	0
Respondent Refused to Attend Mediation	0
Settled	0
Settled Prior to Mediation	1
Unsuccessful Mediation	1
Withdrawn By Claimant	10

Subsidy	
Applications Received	17
Invoices Approved for Payment	12
Invoices Paid	\$4,000.00

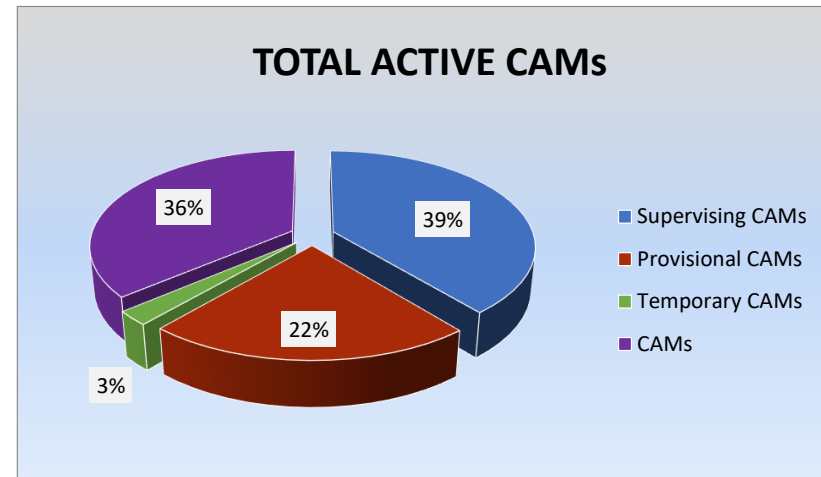


* Amount reflected due to internal decision.

Education and Training Report

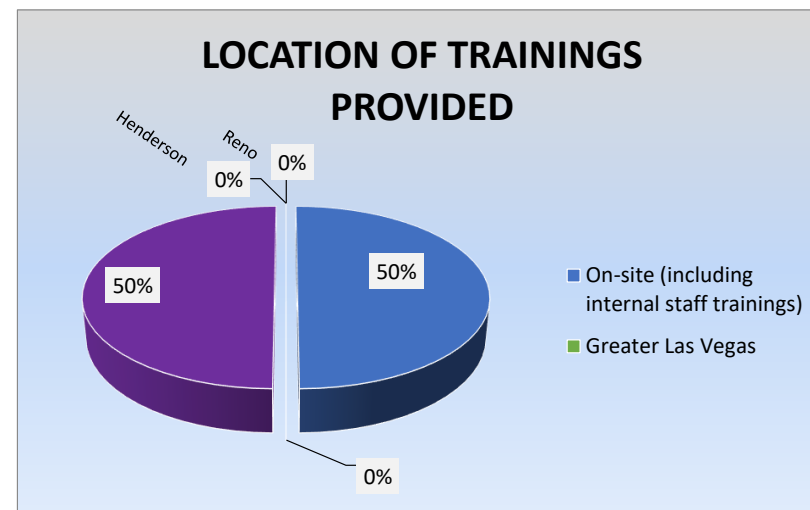
EDUCATION OFFICER

TOTAL ACTIVE CAMs	751
Supervising CAMs	293
Provisional CAMs	168
Temporary CAMs	18
CAMs	272
TOTAL ACTIVE CE COURSES	148
Approved for General Credit	116
Approved for Law Credit	32
Newly Approved Courses	10
Renewed Courses	18
Course Offerings*	31
Audits Conducted by Division	3
Educational Materials Created/Published on Website**	3
Website Views (CIC pages)	944



TRAINING OFFICER

Training Topics Available	22
TRAININGS PROVIDED	8
On-site (including internal staff trainings)	4
Off-site (to associations upon request)	4
Greater Las Vegas	0
Henderson	4
Pahrump	0
Northern Nevada	0
Increase from FY 19	74%
ATTENDEES	164
Increase from FY 19	60%



*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 - JULY 30, 2019

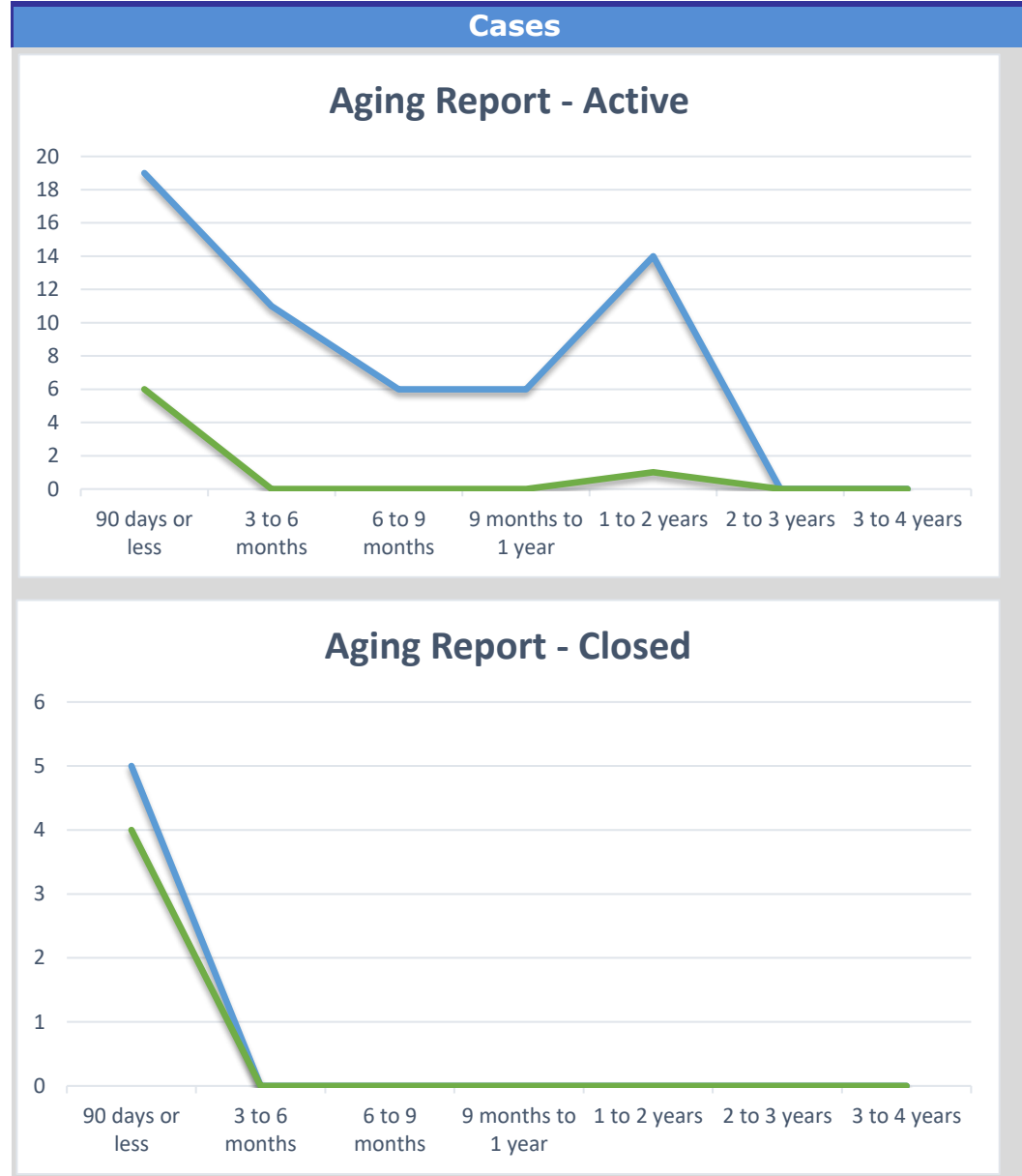
FISCAL YEAR 2020

INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	5	4
Total # of Active Cases	56	7
Total # of Cases Closed	5	2

Aging Report - Active	South	North
90 days or less	19	6
3 to 6 months	11	0
6 to 9 months	6	0
9 months to 1 year	6	0
1 to 2 years	14	1
2 to 3 years	0	0
3 to 4 years	0	0
Total	56	7

Aging Report - Closed	South	North
90 days or less	5	4
3 to 6 months	0	0
6 to 9 months	0	0
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	5	4



DEMOGRAPHICS

Active Cases South	
Boulder City	0
Henderson	3
Las Vegas	48
Laughlin	1
Mesquite	1
Mt. Charleston	0
North Las Vegas	2
Pahrump	1
Total	56

Active Cases North	
Carson City	0
Elko	0
Gardnerville	0
Incline Village	0
Reno	4
Sparks	0
Virginia City	0
West Wendover	0
Zephyr Cove	0
Total	4

Closed Cases South	
Boulder City	0
Henderson	0
Las Vegas	4
Laughlin	0
Mesquite	1
Mt. Charleston	0
North Las Vegas	0
Pahrump	0
Total	5

Closed Cases North	
Carson City	1
Gardnerville	0
Glenbrook	0
Incline Village	0
Palm Gardens	0
Reno	0
Sparks	1
Virginia City	0
West Wendover	0
Zephyr Cove	0
Total	2

DEMOGRAPHICS

Outcome of Closed Cases	South	North
CLOSED AT CLAIMANT'S REQUEST	0	0
COMPLIANCE DEMAND LETTER	0	0
CONSOLIDATE W/CICC CASES	0	0
DIVISION RESOLVED ALLEGATIONS	3	0
DIVISION TERMINATED INVESTIGATION	0	0
DUPLICATE CASE	1	1
INSUFFICIENT EVIDENCE	0	0
LETTER OF INSTRUCTION	0	1
NONJURISDICTIONAL	0	0
NO VIOLATION	0	0
RECOMMENDATION FOR HEARING - CIC	0	0
RESOLVED PRIOR TO COMPL. OF INVEST.	0	0
STATUTE OF LIMITATION EXPIRED	0	0
TERMINATED INVESTIGATION	1	0
UNSUBSTANTIATED ALLEGATIONS	0	0
Total	5	2

Top Five NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	32	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	20	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	10	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	8	0
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	7	0

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	11	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	4	0
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	3	0
NAC 116.425 - RESERVE STUDY; CONTENT	2	0
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2	0
NRS 116.31152 - STUDY OF RESERVE	2	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	1	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1	0

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	0
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	0

Complete Lists of NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B	Active	Closed
NRS 116.089 - "SPECIAL DECLARANT'S RIGHTS" DEFINED	1	0
NRS 116.1112 - UNCONSCIONABLE AGREEMENT OR TERM OF CONTRACT	0	0
NRS 116.1113 - OBLIGATION OF GOOD FAITH	2	0
NRS 116.2102 - UNIT BOUNDARIES	0	0
NRS 116.2111 - ALTERATION OF UNITS; ACCESS TO UNITS	1	0
NRS 116.2117 - AMENDMENT OF DECLARATION	1	0
NRS 116.3101 - HOA / ORGANIZATION	1	0
NRS 116.3102 - HOA / POWERS	3	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	32	0
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	7	0
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	1	0
NRS 116.310315 ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	1	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	4	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	20	0
NRS 116.31035 - PUBLICATIONS REQUIREMENT; LIMITATIONS	0	0
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	2	0
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	1	0
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	0	0
NRS 116.3106 - BYLAWS	0	0
NRS 116.31065 - RULES	1	0
NRS 116.3107 - CIC / UPKEEP	4	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	6	0
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	4	0
NRS 116.31084 - VOTING BY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOTING ON CERTAIN MATTERS	1	0
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE	3	0
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	4	0
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	2	0
NRS 116.3109 - QUORUM	3	0
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	3	0

NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	1	0
NRS 116.31133 - INSURANCE / POLICIES	1	0
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON	2	0
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1	0
NRS 116.3114 - SURPLUS FUNDS	2	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	3	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	10	0
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	5	0
NRS 116.31152 - STUDY OF RESERVE	5	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	5	0
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	1	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	2	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	8	0
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	2	0
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	3	0
NRS 116.31184 - THREATS & HARRASSMENT	3	0
NRS 116.31185 - PROHIBITION / CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	3	0
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	4	0
NRS 116.31189 - BRIBERY OF COMMUNITY MANAGER OR MEMBER OF EXECUTIVE BOARD; PENALTIES; EXCEPTION	0	0
NRS 116.4109 - RESALE OF UNITS	0	0
NRS 116.4117 - VIOLATIONS ON RIGHTS OF ACTION; CIVIL ACTION/FAILURE OR REFUSAL TO COMPLY W/ CHAPTER OR GOVERNING DOCUMENTS; BOARD NOT LIABLE TO VICTIMS OF CRIMES; PUNITIVE DAMAGES MAY BE AWARDED;	1	0
NRS 116.4119 - DECLARANT'S OBLIGATION TO COMPLETE AND RESTORE	1	0
NRS 116.760 - RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; ADMINISTRATIVE FINE FOR FILING FALSE OR FRAUDULENT AFFIDAVIT	0	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	0
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	0
NRS 116B.615 - SIGNATURES REQUIRED FOR WITHDRAWAL - RESERVE ACCT.	0	0

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBERS	0	0
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	11	0
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0
NAC 116.425 - RESERVE STUDY; CONTENT	2	0
NAC 116.435 - RESERVE STUDY: DISSEMINATION OF SUMMARY OF RESULTS	1	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	4	0

NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	3	0
NAC 116.465 - FEE FOR PREP./CERTIFICATE FOR RESALE OF UNIT	0	0
NAC 116.480 - RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE BOARDS AND OFFICERS OF ASSOCIATION	1	0

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3102 - HOA / POWERS	0	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2	0
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	0	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	0	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	0	0
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	1	0
NRS 116.31038 - DECLARANT / DELIVERLY TO HOA OF PROPERTY HELD	0	0
NRS 116.3107 - CIC / UPKEEP	0	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	0
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	0	0
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	0	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	0
NRS 116.3112 - DECLARANT / CONVEYANCE OR ENCUMBRANCE TO HOA OF COMMON ELEMENTS	0	0
NRS 116.3113 - INSURANCE / GENERAL REQUIREMENTS	0	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	0	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	2	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	0	1
NRS 116.31152 - STUDY OF RESERVE	1	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	0	0
NRS 116.31155 - HOA / FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	0	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	0	0
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	0	0
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1	0
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	0	0
NRS 116.757 - CONFIDENTIALITY OF RECORDS	1	0

NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	0	0
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Alleged Issues NORTH

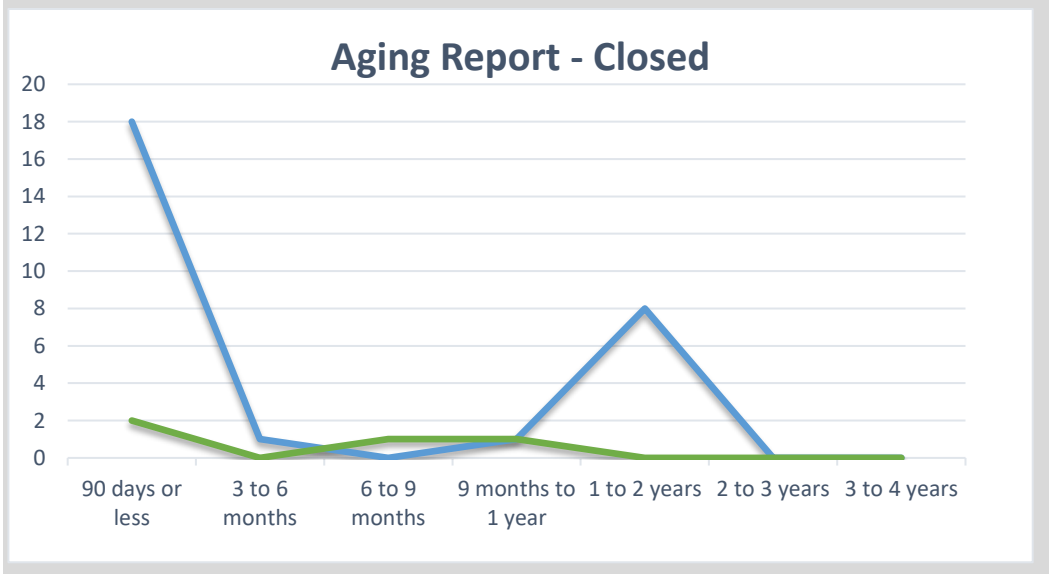
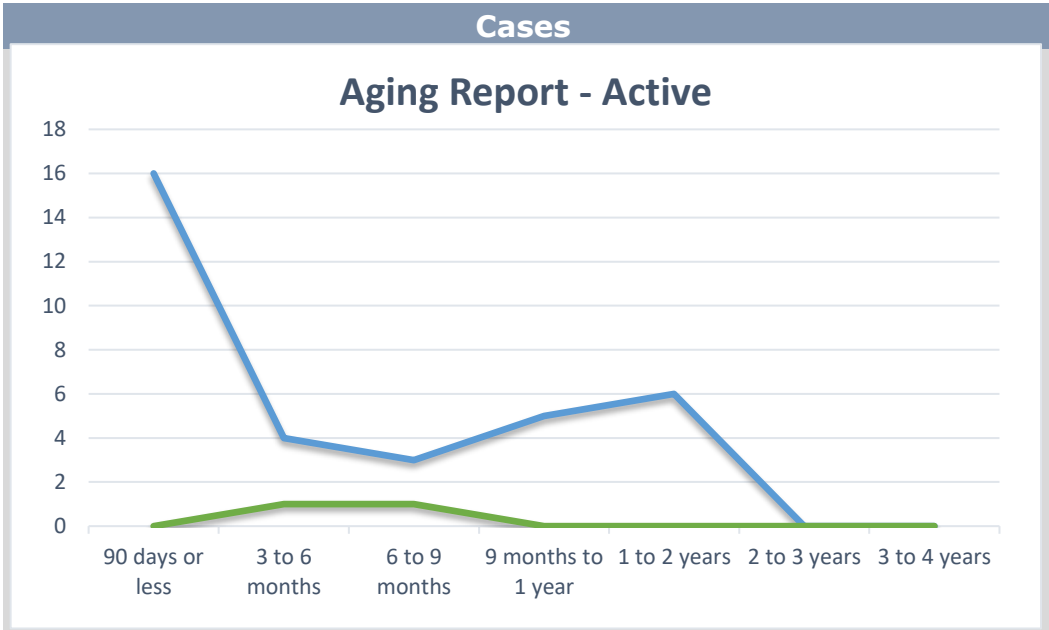
NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	0	0
NAC 116.457 - PREPARATION, CONTENTS AND AVAILABILITY OF AUDITED FINANCIAL STATEMENTS; QUALIFICATIONS OF AUDITOR	0	0

Statement of Fact

Cases	South	North
Cases Opened YTD	17	2
Total # of Active Cases	34	2
Total # of Cases Closed	28	4

Aging Report - Active	South	North
90 days or less	16	0
3 to 6 months	4	1
6 to 9 months	3	1
9 months to 1 year	5	0
1 to 2 years	6	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	34	2

Aging Report - Closed	South	North
90 days or less	18	2
3 to 6 months	1	0
6 to 9 months	0	1
9 months to 1 year	1	1
1 to 2 years	8	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	28	4



DEMOGRAPHICS

Active Cases South	
Boulder City	0
Henderson	3
Las Vegas	26
North Las Vegas	5
Total	34

Active Cases North	
Carson City	0
Incline Village	0
Reno	2
Virginia City	0
Zephyr Cove	0
Total	2

Closed Cases South	
Boulder City	0
Henderson	4
Las Vegas	24
Laughlin	0
North Las Vegas	0
Pahrump	0
Total	28

Closed Cases North	
Carson City	0
Incline Village	1
Reno	3
Sparks	0
Zephyr Cove	0
Total	4

Outcome of Closed Cases	South	North
ADMINISTRATIVE FINE ACCESSED	0	0
CLOSED ADMIN. SANCTION	1	2
CLOSED AT CLAIMANT'S REQUEST	1	0
CLOSED DUPLICATE CASE	1	0
CLOSED UNSUBSTANTIATED ALLEGATIONS	0	0
DIVISION RESOLVED ALLEGATIONS	1	0
DIVISION TERMINATED INVESTIGATION	12	0
FORWARDED TO DISCIPLINE (LAO) FOR HEARING	4	0
INSUFFICIENT EVIDENCE	0	0
LETTER OF INSTRUCTION	2	0
NO JURISDICTION LETTER	1	2
NO VIOLATION	1	0
PENDING HOA COMPL PREP OF CASE FILE FOR LEGAL	1	0
UNSUBSTANTIATED LETTER	1	0
UNKNOWN	0	0
RESOLVED PRIOR TO COMPLETE INVEST.	2	0
Total	28	4

Top NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	13	7
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	4
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	4	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	4
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	2

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	1
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	1	0

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMENTS	1	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	0
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	1	0

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	2
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	1
NAC 116A.165 - SUPERVISING COMMUNITY MANAGERS: QUALIFICATIONS & RESPONSIBILITIES	0	1
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0

Complete List of NRS & NAC 116 Alleged Issues

Alleged Issues SOUTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.3104 - DECLARANT / TRANSFER OF SPECIAL RIGHTS	1	0
NRS 116.3105 - CONTRACTS & LEASES / TERMINATION	1	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	0	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	2	0
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECUTIVE BOARD	0	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1	0
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	2	0
S 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEMENTS	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	1
NRS 116.31151 - UNITS' OWNERS / ANNUAL DISTRIBUTION	1	0
NRS 116.31152 - STUDY OF RESERVE	1	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	4
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	4
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF UNITS	0	1
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	0
NRS 116.4109 - RESALE OF UNITS	0	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	4	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE; CHANGES; TERMINATION	2	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	13	7
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	0	2

Alleged Issues SOUTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	1
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	1	0

Alleged Issues NORTH

NRS 116; 116A; 116B		
	Active	Closed
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0
NRS 116.2102 - UNIT BOUNDARIES	0	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	0	0
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON ELEM	1	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	0	0
NRS 116.31152 - STUDY OF RESERVE	0	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	0	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	0	0
NRS 116.31187 - PROHIBITION / CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	0	0
NRS 116.760 - RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; ADMINISTRATIVE FINE FOR FILING FALSE OR FRAUDULENT AFFIDAVIT	0	0
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0
NRS 116A.400 - PROHIBITED FROM ACTING AS CM WITHOUT CERTIFICATE	1	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	0	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	0	1

Alleged Issues NORTH

NAC 116; 116A; 116B		
	Active	Closed
NAC 116.405 - MEMBERS OF EXEC. BOARD / PROHIBITED ACTION	0	1
NAC 116A.165 - SUPERVISING COMMUNITY MANAGERS: QUALIFICATIONS & RESPONSIBILITIES	0	1
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	0	2
NAC 116A.325 - MANAGEMENT AGREEMENT; EVIDENCE OF INSURANCE	1	0
NAC 116A.345 - PROHIBITED ACTS	0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	0	2