

CICCH - EDUCATION

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TO: Common-Interest Community and Condominium Hotels Commission
FROM: Jason O. Wyatt - Ombudsman
Monique Williamson - Education and Information Officer
SUBJECT: Education Summary – approvals from **August through October 2021**

NEWLY APPROVED COMMUNITY MANAGER CONTINUING EDUCATION COURSES (6)

1.

<p>Sponsor: Community Associations Institute Course Title: <i>Community Connections Rely on Skillful Communication</i> Request: 1 Hour General Classroom/Distance Objective: This seminar serves to further enhance the communication skills of community managers. Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 1(b) contains information that relates to pertinent Nevada laws and regulations; and 2(o) interpersonal communications. Instructors: Vicki A. Niggemeyer Determination: Approved – 1 Hour – General – Classroom/Distance</p>	
<p>Content:</p>	<p>Minutes:</p>
<p>I. Introduction – 4 types of communication a. Verbal b. Nonverbal c. Visual d. Written</p>	<p>5</p>
<p>II. NRS Requirements a. NRS 116.31068 b. States that an association shall deliver any notice required to be given by the association under this chapter to any mailing or electronic mail address a unit’s owner designates. c. List of written notices required by NRS 116. d. General template</p>	<p>5</p>
<p>III. Emailing and texting a. Texting tips for professionals i. Get permission ii. Be brief iii. Keep to business hours iv. Proofread; beware of autocorrect v. Respond promptly vi. Sign out gracefully b. Email tips for professionals i. Include a clear, direct subject line ii. Include a professional signature block iii. Use professional greetings and salutations iv. Be cautious with humor v. Reply as soon as possible vi. Proofread vii. Emails can be forwarded to others, so write accordingly</p>	<p>10</p>
<p>IV. Official publications a. NRS 116.31035 – website, newsletters, bulletin board b. New statutory requirement to have a website - 150 or more units</p>	

<ul style="list-style-type: none"> c. How to get good content <ul style="list-style-type: none"> i. Build an article bank ii. Use the homeowners iii. Interviews iv. Quizzes v. Events vi. Groups 	5
V. Grammar and punctuation <ul style="list-style-type: none"> a. General rules of English b. Quotes, periods, hyphens, colons, semicolons, commas, conjunctions c. Misplaced modifiers d. Rambling/ run-ons e. Words that sound alike but are spelled differently, with different meaning f. Using “they” rather than gender identifiers g. Use a style guide 	10
VI. Formatting <ul style="list-style-type: none"> a. Use headlines that convey the theme b. Use color c. Limit font styles d. Use bullets when needed e. Eyes go to black space first, then white 	10
VII. Writing skills <ul style="list-style-type: none"> a. Start with an outline b. Don’t digress c. Have a strong opening paragraph d. Use analogies and anecdotes e. Use related news f. Be creative 	10
Questions	5
TOTAL	60

2.

<p>Sponsor: Leach Kern Gruchow Anderson Song</p> <p>Course Title: 2021 Legislative Update</p> <p>Request: 3 Hours Law Classroom/Distance</p> <p>Objective: To provide updated information and course of action based on the most recent legislative session changes.</p> <p>Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 1(b) contains information that relates to pertinent Nevada laws and regulations; 2(b) pending and recent legislation; 2(c) the administration of laws and regulations concerning community managers and the management of a common-interest community; 2(j) health and safety issues; 2(q) the enforcement of financial obligations, including liens and collections procedures; and 2(r) the supervision of provisional community managers by supervising community managers.</p> <p>Instructors: Gayle A. Kern, Esq., John E. Leach, Esq., Donna A. Zanetti, Esq., Cheri A. Hauer, Esq., Ed J. Song, Esq., Kirby C. Gruchow, Esq.</p> <p>Determination: Approved – 3 Hours – Law– Classroom/Distance</p>	
Content:	Minutes:
I. Introduction – legislative session summary	5
II. Bills that died <ul style="list-style-type: none"> a. AB 313 - would have authorized electronic balloting/payments and addressed the transition of records between management companies. b. AB 295 - would have amended NRS 116.31175 to make contracts and court filings among the records that must be provided within 21 days of an owner’s written request. 	40

<ul style="list-style-type: none"> c. SB 159 - would have increased the civil penalty for failing to maintain a vacant residential property bought out of foreclosure. d. SB 257 - would have exempted townhomes and duplexes from the NRS 116.3113 requirement that the HOA's property insurance cover the unit. e. SB 339 - would have allowed HOAs to lease abandoned residential property within the HOA under certain very complex, technical circumstances. f. SB 144 - required managers to submit collection report on the race, ethnicity, gender identity or expression and sexual orientation of each person whose past due obligation was referred to a collection agency and eliminated the authority of an association to foreclose on its assessment lien. 	
Break	15
<p>III. Bills that passed</p> <ul style="list-style-type: none"> a. AB 51 - Recovery fund provides payment to certain owners of a single-family residence who are damaged financially by a project performed on the owner's residence pursuant to a contract. b. AB 237 - Establishes in law how much can be charged for resale certificate; adds inflation increases. Repeals Commission authority to set rates. Prohibits charging account set-up fees and resale fees not specifically authorized. Allows aggrieved persons to file a complaint with NRED for excessive fees. c. AB 249 - Requires association to defer to County/City Contractor work hours when present. d. AB 301 - An association may not direct the removal of a vehicle parked on property owned or leased by the association solely because the registration of the vehicle is expired. NRS 706.4477 is now applicable to CICs per NRS 116.3102(1) referring to NRS 487.038, which was amended to refer to NRS 706.4477. e. AB 356 - On and after January 1, 2027, the waters of the Colorado River distributed by the SNWA may not be used to irrigate nonfunctional turf on any property that is not zoned exclusively for a single-family residence. 	45
Break	15
<ul style="list-style-type: none"> f. AB 363 – applies just to Clark County and the Cities of Las Vegas, North Las Vegas and Henderson. Mandates adopting ordinance where there is none currently or where there is a prohibition on STR. g. SB72 – NRED's bill h. SB 95 – states that if you have an association organized under NRS 81.010-81.160, then the provisions of NRS 78 (not NRS 82) apply. i. SB 138 – amends NRS 278A; making a number of changes to planned unit development ordinances beneficial to developers. j. SB 186 – affects associations with 150+ units: 1/1/ 2022 for website; 1/1/23 for the online assessment payments; HOA cannot purchase unit at foreclosure. 	45
Questions	15
TOTAL	180

3.

<p>Sponsor: Community Association Solutions</p> <p>Course Title: <i>Financial Workshop – AB 356 Water & Turf</i></p> <p>Request: 2 Hours Law Classroom/Distance</p> <p>Objective: To help community managers understand AB 356 and potential related turf conversion issues.</p> <p>Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 2(b) pending and recent legislation; 2(c) the administration of laws and regulations concerning community managers and the management of a common-interest community; 2(g) accounting, including the preparation and monitoring of budgets, expenditures and reserves; and 2(h) inspecting a common-interest community for the purposes of maintenance, planning or enforcing the governing documents.</p> <p>Instructors: Gary Lein, Chuck Balacy, Robert Forney, Sara Barry, Hillery Francis, Jennifer Sneed, Patrick Watson</p> <p>Determination: Approved – 2 Hours – Law– Classroom/Distance</p>	
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Content:	Minutes:
I. Introduction	5
II. Water resource update <ul style="list-style-type: none"> a. Recent federal declarations about water and Lake Mead b. Projected conditions and processes over the next few years 	10
III. AB 356 <ul style="list-style-type: none"> a. Timelines for compliance b. Defining functional/nonfunctional turf c. Legislative committee on public lands d. Advisory committee e. Identification of amount of turf f. Current rebates g. What are alternative sources of water? 	25
IV. Community budgets <ul style="list-style-type: none"> a. What changes are needed? b. Planning for the future c. Added assessments d. Other issues 	20
V. Reserve studies <ul style="list-style-type: none"> a. Should reserve money be used for the conversion project? b. Is unit owner approval required? c. What type of notice is needed? 	20
VI. Finances/banking <ul style="list-style-type: none"> a. Is a loan an option? b. How do HOA loans work? c. NRS 116.3112 d. Capital improvement AO e. Other financial impacts 	25
Questions	15
TOTAL	120

4.

<p>Sponsor: The Clarkson Law Group, P.C.</p> <p>Course Title: 2021 Legislative Update</p> <p>Request: 3 Hours Law Classroom/Distance</p> <p>Objective: Addresses recent 2021 legislation concerning community association management.</p> <p>Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 1(b) contains information that relates to pertinent Nevada laws and regulations; 2(b) pending and recent legislation; 2(c) the administration of laws and regulations concerning community managers and the management of a common-interest community; 2(k) issues pertaining to declarants; 2(m) resale disclosures; and 2(q) enforcement of financial obligations, including liens/collections.</p> <p>Instructors: Adam H. Clarkson, Esq., Gregory P. Kerr, Esq.</p> <p>Determination: Approved – 3 Hours – Law– Classroom/Distance</p>	
Content:	Minutes:
I. Introduction & Disclaimers	5
II. SB 4 – covid liability protections	15
III. SB 72 – NRED’s bill	30
Break	15
IV. SB 103 – anti-dog discrimination in insurance	5
V. SB186 – electronic access to documents and payments. Association cannot purchase foreclosed unit.	15
Break	15
VI. AB 237 – amends provisions pertaining to resale packages	30
I. AB 249 – county/city ordinance for construction hours supersede HOA restrictions May through Sept.	15

II. AB 301 – amends provisions pertaining to towing	15
III. AB 356 – no water for non-functional turf	5
IV. Bills that did not make it a. AB 313 b. AB 295 c. SB 257 d. SB 339 e. SB 144	10
Questions	5
TOTAL	180

5.

<p>Sponsor: Community Association Solutions</p> <p>Course Title: <i>Community Managers & Ethics in the CIC Industry</i></p> <p>Request: 3 Hours Law Classroom/Distance</p> <p>Objective: To help community managers understand what they can and cannot do in this industry.</p> <p>Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 1(b) contains information that relates to pertinent Nevada laws and regulations; 2(a) the ethics of managing; 2(c) the administration of laws and regulations concerning community managers and the management of a common-interest community; 2(p) contracts, including, without limitation, the preparation of requests for proposals and the obtaining of bids; and 2(r) the supervision of provisional community managers by supervising community managers.</p> <p>Instructors: Sara Barry, Lara Knipmeyer-Garrell, Edward Song, Esq., Donna Zanetti, Esq.</p> <p>Determination: Approved – 3 Hours – Law– Classroom/Distance</p>	
Content:	Minutes:
I. Introduction – definition of business ethics	5
II. Pertinent laws a. NRS 116.31185 b. NAC 116.482 c. NAC 116A.165 d. NAC 116A.345 e. NAC 116A.355 f. NAC 116A.360 g. NRS 116A.630 h. NRS 116A.640	45
Break	15
III. Issues a. Lack of communication b. Lack of responsiveness	10
IV. NRED top violations a. Unprofessional conduct b. Failed to act as fiduciary c. Showed professional incompetence d. Failed to comply with all federal, state, or local laws e. Acted without a license f. Failed to comply with request by the Division g. Concealed facts or documents h. Failed to ensure the accuracy of financial transactions i. Acted outside of authority	15
V. NRED Informational Bulletin #17	10
VI. Conflict of interest policy a. General policy b. Acceptance of gifts c. Acceptance of unearned fees and remuneration	15

d. Borrowing from clients, vendors, or suppliers – personal use	
Break	15
VII. CAI top violations a. Embezzlement b. Fraud c. Forgery d. Theft e. Misappropriated funds f. Price fixing g. Unlicensed practice	15
VIII. Considerations when making a decision a. How will it affect others short and long term? b. Why am I doing this? c. Will it cause harm on any level? d. Is this in agreement with existing standards and policies? e. Is it legal and accepted by society?	15
IX. Examples of possible conflicts a. Gift cards/baskets from vendors b. Lunch invitations from vendors c. Prizes won at tradeshow d. Comped events such as Raiders/Golden Knights tickets, with dinner and alcohol	10
Questions	10
TOTAL	180

6.

<p>Sponsor: Community Association Solutions Course Title: <i>Tenants' Rights & Restrictions in the CIC</i> Request: 1 Hour General Classroom/Distance Objective: To help community managers understand tenants' rights in the CIC. Standards: Complies with the following provisions of NAC 116A.232: 1(a) contains current information that will improve professional knowledge; 1(b) contains information that relates to pertinent Nevada laws and regulations; 2(c) the administration of laws and regulations concerning community managers and the management of a common-interest community; and 2(q) the enforcement of financial obligations. Instructors: Sara Barry, Edward Song, Esq. Determination: Approved – 1 Hour – General– Classroom/Distance</p>	
Content:	Minutes:
I. Introduction – focus on NRS 116	2
II. NRS 116.335 – rental rights	5
III. NRS 116.3115 – assessments	5
IV. NRS 116.311 – voting rights	5
V. NRS 116.325 – political signs	5
VI. NRS 116.320 – right to display flags	5
VII. NRS 116.332 – waste containers	5
VIII. NRS 116.350 – parking	5
IX. NRS 116.31031 – violations of the governing documents	5
X. NRS 116.345 – interruption of utilities	5
XI. NRS 116.2111 – alterations to unit	5
XII. NR 116.760 – right to file a complaint	5
Questions	3
TOTAL	60