



Incline Property Management

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November 5, 2021

The Commission for Common Interest Communities
State of Nevada, Department of Business & Industry
Real Estate Division
3300 W. Sahara Ave., Suite 350
Las Vegas, NV 89102

Dear Commissioners:

This is a request to the Commission to consider authorizing the Office of the Ombudsman of Common Interest Communities to allow remote learning via ZOOM for Community Association Management Pre-Licensing Classes, as it has done for Continuing Education classes since the COVID restrictions were put in place.

The CAM Pre Licensing in-class instruction is held just once annually in Northern Nevada, the next class scheduled to begin in August 2022. Four current factors have a significant effect on Northern Nevada management companies' ability to maintain sufficient staffing levels of certified community manager to provide the required services to the increasing population of homeowner associations in our part of the state.

1. The boom in residential housing developments in Northern Nevada has increased the demand for community managers. Many of the larger homeowner associations require full-time on-site community management which, taken from the existing pool of certified community managers, decreases the pool of manager available to manage a portfolio of associations.
2. The population of certified community managers ages as the rest of the population does, so it is important that we have the means to replenish the supply of community managers in Northern Nevada without having to wait a year for the next scheduled in-classroom training.
3. While I cannot provide empirical evidence, there is an attrition rate in our industry due to industry burnout. All of us who practice our trade and skills in this industry know that it can be a stressful job extending our responsibilities beyond a five-day work week. If burnout is more than anecdotal, and we believe it is, it represents another factor responsible for a diminished pool of certified managers.
4. Lastly, in our specific geographic location in particular, the stratospheric rise in the value of real property has provided an unanticipated economic benefit to those community managers who have had the means to acquire a personal residence. The rise in equity provides those managers with the means to relocate to a less expensive area, and in our case, to move back to their home states in the South and Midwest where their newly gained equity provides for a higher standard of living.

All these factors come into play in restricting our ability to recruit, train and certify new community managers.

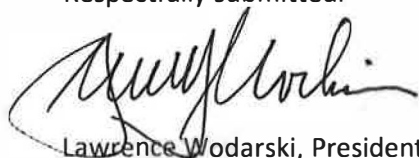
The CE classes attended via ZOOM since the COVID pandemic have been an excellent substitute for in classroom training. For those of us located outside of the Reno metropolitan area, it eliminates hours of

driving time during the workday to attend a two or three hour Continuing Education class. CE classes via ZOOM run more efficiently, given the class monitor's ability to screen questions for pertinence as well as to control when questions are most appropriate to be asked given the material being presented.

Pre-Licensing classes are scheduled more frequently in Las Vegas, but they are also after workday hours, which means that a Northern Nevada student would be required to be in Las Vegas, on and off, for 8 weeks to complete the 60-hour in-classroom training.

We are grateful to have Ms. Sara Barry, the Nevada Chapter of the Community Association Institute and the Office of the Ombudsman organize and manage our Northern Nevada Pre-Licensing training over the years, and we realize that it must be economically feasible to conduct more frequent Pre-Licensing classes in Northern Nevada. However, there exists an alternative that could provide for Northern Nevada management companies to recruit and train future community association managers in less time and more efficiently. We respectfully request the Commission consider allowing the attendance of Pre-Licensing candidates via ZOOM.

Respectfully submitted.



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