



Aventine-Tramonti Homeowners Association

FILED

DEC 01 2021

**NEVADA COMMISSION FOR
COMMON INTEREST COMMUNITIES
AND CONDOMINIUM HOTELS**

Kelley Valadez

November 22, 2021

Case #2020-350 Respondent Cindy Manning

Response to Allegations:

1. Yes- Renewed 1/20/2021 Expires 1/31/2023
2. Yes- Continue to manage Aventine Tramonti HOA under FirstService Residential employment
3. True- Sent history response
4. I am only aware of (2) Letters
5. Returned call to inform that the copies were mailed with (1) signed Affidavit form from Teri DeCastro
6. Not true- original mailing sent 12/16/2019, second member John Rithaler sent response on 1/5/2020
7. Unknown- Only have knowledge of conversation with Teri DeCastro on 6/8/2020
8. Investigator granted extension until 5/25/2020 with original requirements
9. True- First response mailed with signed Affidavit Teri DeCastro 12/16/2019
10. Unknown
11. Correct- Kenneth Bott claimed he had no intention and did not show at the Election meeting
12. Did not receive notice, working under COVID restrictions while waiting for surgery
13. Did not receive notice until after deadline, working under COVID restrictions while waiting for surgery
14. Was granted extension until 5/25/2020 by Investigator, had back up to her by 5/20/2020
15. Did not receive notice, working under COVID restrictions while waiting for surgery
16. Did not receive notice, working under COVID restrictions while waiting for surgery
17. Did not receive notice, working under COVID restrictions while waiting for surgery
18. Did not receive notice, working under COVID restrictions while waiting for surgery
19. With renewal 1/20/2021 was informed of \$500.00 Fine- Explained would dispute
20. True- Did not file within (10) days or realize that change on renewal was not recognized
21. Was not informed until after deadline by FirstService Residential
22. Dispute
23. Dispute
24. Did not receive notices, yet completed (2) other cases of same complaint full cooperation
25. Board member stated he had no intention of staying on the Board of Directors
26. Planned to contest Fine
27. True- Did not file within (10) days or realize that change on renewal was not recognized

Respectfully submitted with Exhibits # 1-9



Arville Office
<https://aventine-tramonti.connectresident.com>

■ 8290 Arville St, Las Vegas, NV 89139

phone: 702.932.6794

COMMUNITY MANAGER CERTIFICATE

STATE OF NEVADA DEPARTMENT OF BUSINESS AND INDUSTRY

NOT TRANSFERABLE REAL ESTATE DIVISION NOT TRANSFERABLE

This is to Certify That **CINDY AMASSING** Certificate Number **CAM000691**

Is duly authorized to act as a **COMMUNITY MANAGER** from the issue date to the expiration date at the business address stated here on, unless the certificate is ~~some~~ revoked, canceled, withdrawn, or suspended.

Issue Date: **February 18, 2021** Expiry Date: **January 31, 2023**

In Witness Whereof, THE DEPARTMENT OF BUSINESS AND INDUSTRY REAL ESTATE DIVISION, by virtue of the authority vested in it by Chapter 116 of the Nevada Administrative Code, has caused the certificate to be issued with its Seal printed thereon. This certificate must be conspicuously displayed in place of business.

FOR FIRST SERVICE RESIDENTIAL
2500 ARVILLE ST
LAS VEGAS, NV 89169

REAL ESTATE DIVISION

SHARATH CHANDRA
Commissioner

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION

3300 W Sahara Ave., Suite 350, Las Vegas, Nevada 89102 (702) 486-4000
real estate@red.nv.gov / http://red.nv.gov

APPLICATION FOR THE RENEWAL OF
A COMMUNITY MANAGER

- Renewals postmarked up to midnight of the expiration date are accepted. Late renewals incur an additional \$50 fee.
- Complete and attach the "Consent to Service of Process" Form 656 if a non-Nevada resident status occurred during your renewal period.
- Acceptable forms of payment are cash (exact currency), check, cashier check or money order made payable to the Nevada Real Estate Division. Credit cards are accepted for in person transactions.
- Attach eighteen (18) hours of continuing education. Copies of the certificates are accepted.
- **NW:** Attach list of any gifts, incentives, bonuses, rewards or other items of value.

RENEWAL FEE: \$200.00

Applicant Name (please print): Cindy AManning

License Number: 6917 Expiration Date: 01/31/2021

Current Status (check one box): Active Inactive

Company Name: FirstService Residential

RESIDENCE ADDRESS

Home Address: 4360 Meadowlark Wing Way North Las Vegas, NV 89084
Number street apartment number city state zip code

Mailing Address (if applicable): _____
Number, street, apartment number, city, state, zip code

Phone: (702) 218-5313 Email Address: cindy.manning@fsresidential.com

REQUIRED FOR ALL LICENSEES:

Check one box in each 1 & 2 that applies to you:

1. Have you been convicted of a misdemeanor, gross misdemeanor, or felony within your renewal period? If you answered yes, attach an explanation and appropriate court documents.
 YES NO
2. Pursuant to NAC 116A.450, the following statement **MUST** be answered and signed. Your application for the issuance or renewal of this license will be denied if you do not indicate on the statements which of the provisions apply to you.
 I **AM NOT** SUBJECT to a court order for the support of a child.
 I **AM** SUBJECT to a court order for the support of one or more children and **AM IN COMPLIANCE** with that order or a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed in that order.
 I **AM** SUBJECT to an order for the support of one or more children and **NOT IN COMPLIANCE** with that order or a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed in that order.

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION

3300 W Sahara Ave, Suite 350 Las Vegas, Nevada 89102 (702) 486-4033
real.estate@nv.gov <http://rtd.nv.gov>

REPORT OF EXISTENCE OF NEVADA BUSINESS LICENSE
Pursuant to NRS 116A.435

All applicants MUST complete this section. Please select ONE option.

- I have a Nevada business license number assigned by the Nevada Secretary of State upon compliance with the provisions of NRS Chapter 76
My Nevada business license number is _____
- I have applied for a Nevada business license with the Nevada Secretary of State upon compliance with the provision of NRS Chapter 76 and my application is pending.
- I do NOT have a Nevada business license number

The Real Estate Division is not the arbiter of determining whether the applicant needs a business license. Information about the Nevada business license can be found on the Secretary of State's website at <http://nvsos.gov>.

Receipt of Gift, Incentive, Gratuity, Reward, or Item of Value
Pursuant to NAC 116.482

No Community Manager shall receive, in the aggregate, any gift, incentive, gratuity, reward or other item of value pursuant to NRS 116.31185 in any calendar year which exceeds the sum of \$500.

- No, I did not receive any gift, incentive, gratuity, reward, or other item of value.
- Yes, I did receive a gift, incentive, gratuity, reward, or other item of value. If yes, attach a list of all items over \$15.

APPLICANT SIGNATURE

- ❖ I hereby certify under penalty of perjury that the answers contained in this application are true and correct.
- ❖ I understand that if I am subject to a court order for support of one or more children and I am not in compliance with that order or plan, my application for license, certification or renewal of a license or certification will be denied.
- ❖ I further certify that I will faithfully comply with all the statutes and regulations of the State of Nevada pertaining to the conduct of timeshare representative in the State of Nevada.

Signature: [Handwritten Signature]

Date: 11/20/2021

Aventine-Tramonti Homeowners Association

May 20, 2020

Department of Business and Industry
Real Estate Division
C/O Christina Pitch, Compliance/Audit Investigator
3300 West Sahara Avenue
Las Vegas, NV 89102

RE: Case No. 2019-1215 Aventine Tramonti Homeowners Association

Christina;

Thank you for your conversation with the board and myself and allowing for an extension until 5/25/2020. I have attached a copy of the original paperwork submitted by Teri DeCastro on 12/10/2019 Mailed with attachments on Monday 12/16/2019.

An outline of the attachments:

9/8/2016- Annual Election whereas Teri DeCastro and Camille Gabel were elected to the board. After Camille Gabel never showed or responded to the membership.

1/10/2018- New Nomination Form was sent out to the homeowners- No response

5/1/2018 Annual Membership meeting- Whereas, Vincent Ferrate resigned and John Rithaler and Teri DeCastro were both appointed.

1/10/2019- New Nomination Form was sent out to the homeowners- No response

1/9/2020- New Nomination Form was sent out to the homeowners- Response
Rita Ambramson (later resigned prior to election), Ken Botts, Teri DeCastro and John Rithaler decided to renew his membership since no one else would step up to the third position.

5/12/2020- Annual Membership meeting- Whereas, Ken Botts, Teri DeCastro and John Rithaler were appointed to the Board of Directors.

I hope you can see from the that the Aventine Tramonti simply due to non-participation and the fall out of resignations has not been able to fill all (3) positions in years. Unfortunately we would have had the full board back in 2016 when Morris Collins lost the election he returned to run again in 2018 again became very ill and passed away last year. (You may have seen his story captured on the news searching for his dog for comfort while battling cancer).

It's been a long process and as of 5/14/2020 we now have a full (3) position Board of Directors.

Thank for your patience in assisting to get this straightened. Please let me know if you should have any additional questions you can reach me on my cellular at 702-218-5313.

Respectfully,

Cindy A. Manning

Cindy A. Manning, Community Manager 6917



Affidavit Form

STATE OF NEVADA
County of Clark

Affidavit of Teri De Castro
Date 12-10-19
Time Taken 0900 O'Clock
City Las Vegas State NV

Teri De Castro deposes and says:
Name

I freely and voluntarily give this affidavit to Christina Pitch who
is known to me as Compliance Audit Investigator II for the Nevada Real Estate Division.

Case No. 2019-1215

Email Address tdces1254@comcast.net

*Please see attached documents
Adventure-Tromonti By-laws*

Continue statement here.

signed 12/10/19
sent 12/14/19
with copies of request
claimed never received
sent again on 5/20/20

(Use additional pages if necessary)

I have read the foregoing affidavit consisting of 2 pages, and it is true and correct to the best of my knowledge and belief.

I AGREE THAT IF REQUESTED BY THE NEVADA REAL ESTATE DIVISION, I WILL VOLUNTARILY APPEAR AS A WITNESS IN ANY PROCEEDING RELATING TO THE ABOVE MATTER WITHOUT THE NECESSITY OF BEING SERVED WITH A SUBPOENA.

Subscribed before me this 10th day of December, 2019 in the County of CLARK State of Nevada

Teri De Castro
Signature
Name DECASTRO, TERI
Address 9303 GILCREASE AVE UNIT 1254
LAS VEGAS, NV 89149
City Las Vegas State NV Zip 89149
Area Code 702 Phone 343-6116

Catherine V. Santos
Signature of Notary
CATHERINE V. SANTOS
Notary Public State of Nevada
No. 17-1446-1
My Appt Exp Jan. 12, 2021

Re: Ombudsman

John Rithaler <jo.rithr@telus.net>

Sun 12/29/2019 9:01 PM

To: TERI DE CASTRO <tdecas1254@embarqmail.com>

Cc: Cindy Manning <cindy.manning@fsresidential.com>

I haven't received anything

John

Sent from my iPhone

On Dec 29, 2019, at 5:10 PM, TERI DE CASTRO <tdecas1254@embarqmail.com> wrote:

C,

Just wondering if you sent the response to Ombudsman office we discussed regarding the Board Members.

I gave you my notarized response for you to send...

*Teri gave for mailing
TERI DE CASTRO
w/ copies*

John, they had your address on it this time, wondering if you received the documents as well.

Should I try to contact them to tell them a response is forth coming ?

Thx,
Teri De Castro

HOA Ombudsman

John R <jo.rubin@telus.net>

Sun 1/5/2020 1:55 PM

To: Cindy Manning <cindy.manning@fsresidential.com>; Teri De Castro <tdecas1254@embarqmail.com>

1 attachments (204 KB)

AVTR HOA Ombudsman Affidavit 2020.pdf;

Hello,

Please find attached the response I provided to the ombudsman. After reading my letter several times it appeared clear that I had to respond in some form, but I did not have it notarized as I did not think that would be necessary in this case.

John R



Affidavit Form

STATE OF NEVADA
County of CLARK

Affidavit of JOHN RITHALER
Date JANUARY 5 2020
Time Taken 1:00 PM
City CHILLIWACK

O'Clock

State BC
CANADA

JOHN RITHALER
Name

deposes and says:

I freely and voluntarily give this affidavit to Christina Pitch who
is known to me as Compliance Audit Investigator II for the Nevada Real Estate Division.

Case No. 2019-1215

Email Address JO.RITHALER@TELUS.NET



I am making this statement from my permanent residence in Canada.

I happened to be at my Las Vegas residence (vacation residence) during the Christmas holidays and received this notice. It appears that the address was incorrect on the original request (which I never received) as I see that it was manually added to this letter which I received.

In response to the allegations, all that I know is that I submitted my name for a position on the Board for the 2018 election. There were other names put forth but apparently, they withdrew, and I obtained the position by acclamation. I am not aware of how many names were put forth.

I have attended every scheduled meeting via teleconference as my personal and employment schedules did not align with Board meetings to allow me to attend in person.



Continue statement here.

I do not have copies of previous board meeting minutes readily available, but my understanding is that they have already been provided, and I do not believe there is anything further that I could provide in this regard.

I have been advised that our property management company will provide copies of election notices.


(Use additional pages if necessary)

I have read the foregoing affidavit consisting of 2 pages, and it is true and correct to the best of my knowledge and belief.

I AGREE THAT IF REQUESTED BY THE NEVADA REAL ESTATE DIVISION, I WILL VOLUNTARILY APPEAR AS A WITNESS IN ANY PROCEEDING RELATING TO THE ABOVE MATTER WITHOUT THE NECESSITY OF BEING SERVED WITH A SUBPOENA.

Subscribed before me this _____, 20____ day of _____ in the

County of _____
State of _____

Signature: 
Name: JOHN RITHALER
Address: 7285 MEADOWLARK ST
CHILLIWACK BC CANADA
City State Zip V2R2X
Area Code 604 Phone 819-8520

Signature of Notary

2 months
late

From: "cpitch" <cpitch@red.nv.gov>
To: "John Rithaler" <jo.rithr@telus.net>
Sent: Friday, March 6, 2020 8:56 AM
Subject: RE: Case No. 2019-1215 Aventure Tramonti HOA

Thank you so much John for your response. Can you tell me what the process is for approving invoices and check signing for the association?

Christina

Christina Pitch
Compliance Audit Investigator II
CICCH – Compliance
Real Estate Division
State of Nevada
Phone number (702) 486-4480

From: John R <jo.rithr@telus.net>
Sent: Sunday, January 5, 2020 1:51 PM
To: Christina Pitch <cpitch@red.nv.gov>
Cc: Rithaler, John <jo.rithr@telus.net>
Subject: Case No. 2019-1215 Aventure Tramonti HOA

Dear Ms. Pitch:

As per you letter of December 26 2019, please find attached my affidavit regarding this case.

John R

Re: Case No. 2019-1215 Aventine Tramonti HOA

John Rithaler <jo.rithr@telus.net>

Sat 3/14/2020 6:53 PM

To: Christina Pitch <cpitch@red.nv.gov>

Cc: Teri De Castro <tdecas1254@embarqmail.com>; Cindy Manning <cindy.manning@fsresidential.com>

Yes that is correct.

John

Sent from my iPhone

On Mar 13, 2020, at 8:29 AM, Christina Pitch <cpitch@red.nv.gov> wrote:

Thank you John. So you and Terri approve the invoices electronically?

From: John R <jo.rithr@telus.net>

Sent: Thursday, March 12, 2020 4:23 PM

To: Christina Pitch <cpitch@red.nv.gov>

Subject: Re: Case No. 2019-1215 Aventine Tramonti HOA

The Management company processing the invoice and then it requires (2) board members to approve prior to check being cut and sent to vendor to pay invoice. Management does not approve cutting the check or sign the checks both Operating and Reserve account require (2) board members for signature approval.

First Service Residential (FS Residential) is Aventine-Tramonti's Property Management Company. Their accounting department manages HOA bank accounts and handles the invoices from the vendors and others. Some services such as utilities, for example, are on auto-pay, and are paid monthly or quarterly, from the HOA operating account.

Statements for services from vendors are sent to FS Residential's accounting department, then in turn are placed in the AvidXchange HOA queue. Board members then access the queue and review the invoices. The board members then have the ability to either question the invoice or authorize it for payment. Two Board members must review and authorize the invoices for payment. All board members signatures are on file with the bank accounts. The Board President approves and signs the invoices then the other Board members can approve and sign. FS Residential's accounting department then processes the checks that pay the vendors.

John R

From: "Teri De Castro" <tdecas1254@embarqmail.com>
To: "Cindy Manning" <cindy.manning@fsresidential.com>, "Rachel Ciardullo" <Rachel.Ciardullo@fsresidential.com>
Cc: "John Rithaler" <Jo.rithr@telus.net>
Sent: Monday, June 8, 2020 11:49:24 AM
Subject: Re: Important - Ombudsman

From: "Teri De Castro" <tdecas1254@embarqmail.com>
To: "Cindy Manning" <cindy.manning@fsresidential.com>, "Rachel Ciardullo" <Rachel.Ciardullo@fsresidential.com>
Cc: "John Rithaler" <Jo.rithr@telus.net>
Sent: Monday, June 8, 2020 11:48:42 AM
Subject: Important - Ombudsman

email regarding conversation by Christina Pitch.

Just got off the phone w/ Christina Pitch, the Investigator from Ombudsman and I blasted her..
So , Cindy please make sure you send Bott his paperwork to sign up for Board.

She said case against myself and John are closed but it's still open against Mgmt. because they want to know what took so long to respond?
She cc John and I with the paperwork, but Cindy you should have a separate letter in there asking for a response. We did not receive that documentation and I said this to her. She did receive the paperwork you sent to them on June 1.. and I said, Yeah, so now you received it, so what's the beef?
I told her you people are a disgrace, Nevada is burning and this is what you are worried about? You must be kidding !
They wanna know why it took so long to respond to them? You can't make this up. She said we are a regulatory agency.

I said I know who you are, incompetents, Why don't you concentrate on waste, fraud and abuse and and criminal activity by HOA & Mgmt companies?

This is why no one steps up to volunteer for Boards, because of your ridiculousness !

I hung up on her !

I'm sorry, I'm just so upset w/ everything happening w/the cops, and Bott, and I lost my job...

On a positive note, we will concentrate on opening the pool... I'm looking forward to that.

Thx,
Teri De Castro

1-month later ²⁰²⁰ response was delivered 5/20/20

Re: Aventine-Tramonti Homeowners Association

Christina Pitch <cpitch@red.nv.gov>

Mon 6/1/2020 4:33 PM

To: Cindy Manning <cindy.manning@fsresidential.com>

Ms. Manning,

I have received your response on behalf of the Association. When do you anticipate the form #623 filing addendum being filed with the Division? see #11 Kenneth both claimed

<http://red.nv.gov/uploadedFiles/rednv.gov/Content/Forms/623.pdf> he was not going

Christina Pitch
Compliance Audit Investigator II
CICCH - Compliance
Real Estate Division
State of Nevada
Phone number (702) 486-4480

in the board only
wanted ARC-landscape
approval. pic not shown
to meeting on
5/12/2020 for election.
#11 8/20/20 starts with other
board member
no restoration

From: Christina Pitch

Sent: Friday, May 1, 2020 1:48 PM

To: cindy.manning@fsresidential.com <cindy.manning@fsresidential.com>

Subject: Aventine-Tramonti Homeowners Association

Ms. Manning,

I am the investigator in Case No 2019-1215 involving the above referenced Association. I have not receive the response from the president or the records requested. Can you please tell me the status?

Christina Pitch
Compliance Audit Investigator II
CICCH - Compliance
Real Estate Division
State of Nevada
Phone number (702) 486-4480

5/8/20 - called
granted extension
until 5/25/20

John

On Wed, Aug 19, 2020 at 9:38 PM Kenny Bott <ken.bott@cox.net> wrote:

Hi John,

Out of curiosity perhaps you don't mind sharing the unit(s), you own?

Best,

Kenny Bott

Sent from my iPhone

So Bott wants my unit number

John Rithaler <jo.rithr@telus.net>

Thu 8/20/2020 4:39 PM

To: De Castro, Teri <tdecas1254@embarqmail.com>; Cindy Manning <cindy.manning@fsresidential.com>

So I got this unusual request from Mr. Bott this morning asking for the unit number of my condo. I wonder why he needs to know this but I assume that he could find out which one I owned in any case through some other method. I assume he would know yours already Teri, right but I thought it was a strange request. What do you think?

Fwd: Unit #

John Rithaler <jo.rithr@telus.net>

Tue 8/25/2020 5:20 PM

To: De Castro, Teri <tdecas1254@embarqmail.com>; John Rithaler <jo.rithr@telus.net>; Cindy Manning <cindy.manning@fsresidential.com>

Well this is a fine kettle of fish. Cindy what legal representation does your firm or our HOA offer to me?

John

----- Forwarded message -----

From: **Kenny Bott** <ken.bott@cox.net>

Date: Tue, Aug 25, 2020 at 12:30 AM

Subject: Re: Unit #

To: John Rithaler <Jo.rithr@telus.net>

My attorneys are suing you personally! We want to make sure we Lien all your US assets.

This has gone on too long and you personally hampered the process from day one.

If you haven't spent much time in Las Vegas, you will once we go to court.

No More Nonsense Correspondence .

Best,

Kenny Bott

(702)810-3907

Sent from my iPhone

On Aug 24, 2020, at 3:47 PM, John Rithaler <Jo.rithr@telus.net> wrote:

My unit is # 2250.

Not sure what your urgency is in regards to which unit I own. I am sure it is public knowledge.

I do own property in this complex. I do not have to be a full time resident to be on the HOA board and rest assured that I come down often enough to be concerned about the condition of the complex.

Mr. Bott

John Rithaler <jo.rithr@telus.net>

Thu 8/27/2020 4:10 PM

To: Rachel Ciardullo <Rachel.Ciardullo@fsresidential.com>; De Castro, Teri <tdecas1254@embarqmail.com>; John Rithaler <jo.rithr@telus.net>; Cindy Manning <cindy.manning@fsresidential.com>

Just got an email from Bott. He thanks me for approving the ARC and confirms he has notified his attorneys and they will NOT be proceeding with any litigation.

Suspected it was just a lot of hot air just to get what he wanted. Probably still thinks that his scare tactic won.

Anyway, it's apparently over for now.

Regards

John

now standing on the board?
Attended 8/21/20 meeting
then 8/21/20 went after other board
member and never resigned
10/27/20 advised to Annual 502 form

I'd like your feedback ASAP please

John Rithaler <jo.rithr@telus.net>

Mon 6/1/2020 10:57 PM

To: Teri De Castro <tdecas1254@embarqmail.com>; Cindy Manning <cindy.manning@fsresidential.com>

I would like to send this email response to ken Bott. You and I discussed this today Teri but I thought I would help you out prior to your face to face with Ken by sending it to him.

What do you guys think? Do you want me to send it or not.?

To: ken Bott

Re: your email of May 30 2020

I have read your email addressed to Cindy Manning regarding your ARC.

Several items cause me concern....

1- First Residential Services is an entity hired by AVTR HOA to manage our property. I feel it is inappropriate for you to be chastising them for doing their job even though you may feel is not up to your expectations. For one thing, as a new Board member I do not think you are aware of the fine work that they have done on our behalf over the past years. For another, you have no authority to speak on behalf of the board, especially without even discussing your issues with the board, and certainly have no authority to threaten them with termination of their contract or of hiring a replacement.

You have the right to think and say this on your own behalf as a property owner, but your email has crossed the line and you clearly write as a board member which you should not have done.

2- The landscapers, to which you refer, are not "ours". They are simply a reputable firm which we have hired to take care of our landscaping requirements. You are still required to follow up with them yourself to clarify issues and submit them to the board as part of your ARC for approval, not them.

3- it is my understanding from discussing with Cindy and Teri and reviewing your ARC that there are questions regarding the specifics of your requests such as plant variety, size and quantity that needs more detailed answers. It is my understanding that you have been advised of this and we are waiting for your revised and complete submission.

4- you have a request for a security door and a doggie door installation. I believe that you do not have a properly completed or submitted ARC. I am sure the security door can be resolved as soon as you comply with the boards request.

5- I'm sure you understand that as a board member, the board has a duty to look after the best interests of the entire community not just individual residents interests. There have been issues previously regarding landscaping where problems have arisen which have caused potential financial liability to the HOA.

Thank you
John Rithaler

Sent from my iPhone

Re: Important - Ombudsman

Cindy Manning <cindy.manning@fsresidential.com>

Mon 6/8/2020 5:45 PM

To: John Rithaler <jo.rithr@telus.net>

Cc: TERI DE CASTRO <tdecas1254@embarqmail.com>; Rachel Ciardullo <Rachel.Ciardullo@fsresidential.com>

I just sent everyone's forms over... yours and Teri both are Re-election.

And his with with docs for first appointment to Ken.

Have a good night!

Sent from my iPhone

On Jun 8, 2020, at 4:28 PM, John Rithaler <jo.rithr@telus.net> wrote:

Hi. I got this email. Not sure why you got rejected

Good news for us from the ombudsman. Too bad they are fixated on items which don't seem to be so important. I'm sure they'll clear mgmt too!

I agree Cindy, we need to get the paperwork to Bott ASAP. Then it's up to him to return it in a timely manner. Thanks

John

Sent from my iPhone

On Jun 8, 2020, at 11:51 AM, TERI DE CASTRO <tdecas1254@embarqmail.com> wrote:

From: "Teri De Castro" <tdecas1254@embarqmail.com>
To: "Cindy Manning" <cindy.manning@fsresidential.com>, "Rachel Ciardullo" <Rachel.Ciardullo@fsresidential.com>
Cc: "John Rithaler" <Jo.rithr@telus.net>
Sent: Monday, June 8, 2020 11:50:35 AM
Subject: Re: Important - Ombudsman

John.. Your email is getting rejected

Reserve Study (NRS 116.31152 and NRS 116B.605)

Has a site reserve study even been conducted:
 Date of Site Inspection: (M/D/YR) 6 / 27 / 2017

If a reserve study has not been conducted, is the executive board confirming that the community has no major components in accordance to NRS 116.0605: ... If no, attach explanation to why a reserve study has not been conducted Yes No

Was the most recent study adopted by Board: Yes No
 Date the board adopted the recent study: (M/D/YR) 8/ / 17 / 2017

If a reserve study was conducted pursuant to NRS 31152, was Form 609 submitted to the Division: Yes No
 Date Form 609 was submitted to the Division: (M/D/YR) 10 / 20 / 2017

Name of Reserve Study Specialist (or person, pursuant to NRS 116.31152(2)) who conducted study: Complex Solutions
 Reserve Study Specialist Registration number or the title of the person: 4

Has the executive board performed its annual review of the reserve study pursuant to NRS 116.31152 (1)(b): Yes No

Has the executive board made the necessary adjustments after the review pursuant to NRS 116.31152 (1)(c): Yes No

Required reserve account balance as of the end of the current fiscal year, per the most recent adopted reserve study: \$ \$ 1,435,485.00

Projected reserve account balance as of the end of the association's current fiscal year: \$ \$ 1,247,299.33

Is there currently a Reserve Assessment in effect: Yes No

If yes, how long is the Reserve Assessment in effect: N/A

Board/Management/Declarant

Current number of board members: 3

Per the governing documents, how many board members are required 3

Have all executive board members signed a Form 602 within 90 days of appointment/election per pursuant to NRS 116.31034(19) or NRS 116B.445(9): Yes No

| Executive Board | President | Secretary | Treasurer | <input type="checkbox"/> Vice President <input type="checkbox"/> Director |
|---|---|---|---|---|
| Board Member's Name | Teri De Castro | Kenneth Bott | John Rithaler | |
| Physical address: Number & Street City / State / Zip Code | 9303 Gilcrease Ave #1251 Las Vegas, NV 89149 | 9303 Gilcrease Ave #1006 Las Vegas, NV 89149 | 9303 Gilcrease Ave #2250 Las Vegas, NV 89149 | |
| Telephone Number | (702) 645-8674 | (702) 810-3907 | (604) 819-8520 | |
| E-mail Address (Optional) | | | | |
| | Director | Director | Director | <input checked="" type="checkbox"/> Hotel Unit Owner <input type="checkbox"/> Director |
| Board Member's Name | | <i>Following month was added to the annual meeting - needed to pay on the 10/27</i> | | |
| Physical address: Number & Street City / State / Zip Code | | | | |
| Telephone Number | | | | |
| E-mail Address (Optional) | | | | |
| <i>Please use a separate sheet of paper for additional board members and attach to this form.</i> | | | | |
| | Management Company and Manager's name | Custodian of Records | Attorney (if applicable) | <i>Walter</i> |
| Business Name | FirstService Residential | FirstService Residential | N/A | Pagentry |
| Contact Name | Cindy Manning | Akileo Perez | | Ellen Poesch |
| Address: Number & Street City / State / Zip Code | 8290 Arville St Las Vegas, NV 89139 | 8290 Arville St Las Vegas, NV 89139 | | 1333 N Buffalo Las Vegas, NV 89128 |
| Telephone Number | (702) 737-8580 | (702) 737-8580 | | (702) 835-8596 |
| Fax Number (optional) | | | | |

The person signing this form must be the Declarant, Board Member or assigned Community Manager who is attesting to the accuracy of the information provided, regardless of whether they completed the form.

The person signing is Declarant Board Member (Position _____) Community Manager (License # 6917)

Authorized Name Cindy A. Manning Authorized Signature *Cindy A. Manning* Date 10 / 27 / 2020

This form can only be submitted by hand delivery, mail or fax and will not be accepted by email.

ANNUAL ASSOCIATION REGISTRATION

Association's legal name: AVENTINE - TRAMONTE HOMEOWNERS ASSOCIATION
(As it appears in the Articles of Incorporation/Secretary of State's website)

Subdivision name(s) for the Association: AVENTINE BARADA UNIT 1
(As it appears on the County Assessor's website)

Nevada Secretary of State (SOS) entity number: C24862-2003 SOS original filing date: 10 / 10 / 3
(For SOS Filing Information, visit <http://nvsos.gov/sosentitysearch/>)

Is the Association identified as a Master or Sub-association, per the CC&Rs: Master Sub-Association Neither
 If identified as a Sub-Association, please indicate the name of the Master Association N/A

Association's physical address:
(Or an address that differs from street)
9303 GILCREASE AVE
 City: LAS VEGAS State: NV Zip: 89149
 County the association is located in: CLARK
 Association Telephone Number: (702) 734-8580

Current Notification Address for Division Use:
C/O FIRSTSERVICE RESIDENTIAL, NEVADA, LLC
 Attn: Cindy Manning
 Address: 8290 ARVILLE STREET
 City: LAS VEGAS State: NV Zip: 89139

Pursuant to NRS 116.3101 and NRS 116B.415, indicate the type of common-interest community (choose one):
 Profit corporation Non-profit corporation Trust General partnership Limited partnership Limited liability company
 Is the association a (check one): Condominium Cooperative Condominium Hotel Planned Community
 If a planned community, indicate unit type: Single Family Dwelling Condominium Duplex Townhouse Manufactured Housing
 As of this date, the number of units that currently have liens filed against them for unpaid assessments: 3
 Number of foreclosures, in the prior fiscal year, based on liens for failure of unit owner to pay assessments: 0

Units/Budget/Assessments
 Number of current annexed units: (See page 3 regarding residential single family dwelling custom homes under Units/Budget/Assessments) 346
 Max. (total) # of units declarant reserves right to annex as indicated in the Covenant, Conditions & Restrictions (CC&Rs): 346
 Have the declarant's developmental rights (right to annex additional units into the community) expired: Yes No
 Date most recent annual meeting was held: (M/D/YR) 11 / 4 / 2020
 Accounting Fiscal Year End: (Month /Day): 12 / 31
 Total annual budgeted assessments (combined assessment amounts for all units within the community): \$ 668,472.00
 Total annual budgeted revenue (combined assessment amounts for all units, including interest, other income, etc.): \$ 668,472.00
 The most recent independent CPA financial statements, required by NRS 116.31144, were: reviewed audited <\$45,000
 The fiscal or calendar year for which the reviewed or audited financial statements represent: (Year only): 2020
 If required, has the review or audit above been completed: Yes No
 Date the audit/review was completed: (M/D/YR) ___ / ___ / ___
 If not completed, explain: Contracted with Bainbridge, Little & Co - Received Proposal 10/13/2020

| | | | |
|--|--------------------|-------------------|---|
| <i>For office use only</i> | | | |
| Check No.: | Amount: | First Date Stamp: | <input type="checkbox"/> Walk-in Accepted by: _____ |
| Receipt No.: | Fiscal Year: | Date Processed: | Processed By: _____ |
| Notes: | Second Date Stamp: | Processed By: | _____ |
| <input type="checkbox"/> Reserve Study Summary <input type="checkbox"/> Master Roster <input type="checkbox"/> Correspondence: _____ | | | |

6:47 pm

sent 5/4 did not open until 5/8/20

Your mail at Arville

Joyce Winward <Joyce.Winward@fsresidential.com>

Wed 5/6/2020 6:47 PM

To: Cindy Manning <cindy.manning@fsresidential.com>

Cc: Megan Segovia <Megan.Segovia@fsresidential.com>

4 attachments (489 KB)

MyScan.pdf; MyScan.pdf; MyScan.pdf; MyScan.pdf;

Cindy,

I was checking on mail in the mail room and noticed you had mail and inner office envelopes in your mailbox. Please review and send what you need Megan to work on, over to Megan. The 1st attachment is from the Real Estate Division, Ombudsman complaint pertaining to AVTR, dated April 24th, so response due May 7th. (This was not in envelope. It was paper clipped with no date stamp.)

envelope not opened until 5/8 called christina pitch

You also had the Annual Registration Certificates for WHHE and GLEN, which I put on your desk along with completed 2019 tax returns & invoices. (I took the invoice for each and will send to AVID for you to code)

was given extension until 5/25/20

Thanks!

explained working from home

JOYCE WINWARD

Regional Director

due to COVID & medical issues

8290 Arville Street | Las Vegas, NV 89139

Direct 702-215-5064 | Ext. 11546

Email joyce.winward@fsresidential.com

www.fsresidential.com

Follow us on | [Facebook](#) | [Twitter](#) | [LinkedIn](#) | [YouTube](#)

spinal surgeries.

unformed sent mailed

package already. 12/16/2019

Aventine-Tramonti Homeowners Association

I would like to point out that I have had (2) other cases with the same complaint after Annual 562 Registration forms were filed due to fewer Board members than required per Governing Documents for many years holding only enough to hold quorum. And both of these cases were closed without any problems.

Both of these Investigators were very friendly and returned calls/emails quickly with allowing emails of the back-up information to be sent immediately for review.

2017- With Cristy Staffen, Compliance Audit/Investigator II
Communicated by phone and email very cooperative and friendly.

2018 or 2019- With New Investigator Chris Reed
Spoke to me over the phone and claimed did not open a case was investigating only.
Called the following day and claimed he closed the investigation sounded like I was doing everything we could to beg homeowners to join the Board of Directors by sending Nomination forms, Beg Letters and Newsletters.
After calling to see if he could send me something in writing I was informed that he is no longer there. His direct telephone number was 702-486-3697.

Audit - Venezia Community Association, Audit #21041002

Margaret Klenk <mklenk@red.nv.gov>

Mon 2/22/2021 9:31 AM

To: Cindy Manning <cindy.manning@fsresidential.com>

1 attachments (136 KB)

DIV TO ASSN - CLOSING LETTER - VENEZIA.pdf;

Good morning:

Thank you for your communication throughout the audit. Please note the audit is complete, and I have attached the closing letter (hard-copy out to the Board in today's mail).

Kind regards,

Margaret Klenk, CFE

HOA Auditor II

Common-Interest Communities and Condominium Hotel Program

3300 W Sahara Ave., Suite 325

Las Vegas, NV 89102

(702) 486-4480

www.red.nv.gov



Nevada Real Estate Division

Real Estate Department • Reno, NV • 775-785-1100
Growing business in Nevada

RE: VENE Ombudsman question Response

Christy M. Staffen <cmstaffen@red.nv.gov>

Wed 4/21/2021 4:22 PM

To: Cindy Manning <cindy.manning@inside11al.com>

Perfect, thank you. You have a great evening as well!

Thank you,

Christy Staffen

Compliance Audit/Investigator II
Office of the Ombudsman for Owners in Common Interest
Communities and Condominium Hotels
1818 E. College Parkway, Suite 110
Carson City, NV 89706
702.486.4480 (phone)
775.687.4868 (fax)
cmstaffen@red.nv.gov

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION
3300 W Sahara Ave Suite 350 Las Vegas Nevada 89102 (702) 486-4033
realstate.nv.gov

APPLICATION FOR THE RENEWAL OF
A COMMUNITY MANAGER

- Renewals postmarked up to midnight of the expiration date are accepted. Late renewals incur an additional \$50 fee.
- Complete and attach the "Consent to Service of Process" Form 656 if a non-Nevada resident status occurred during your renewal period.
- Acceptable forms of payment are cash (exact currency), check, cashier check or money order made payable to the Nevada Real Estate Division. Credit cards are accepted for in-person transactions.
- Attach eighteen (18) hours of continuing education. Copies of the certificates are accepted.
- ~~NW Attach list of any gifts, incentives, or other awards or benefits.~~

RENEWAL FEE: \$200.00

Applicant Name (please print): Cind A Mannin

License Number: 8917

Expiration Date: 07/31/2021

Current Status (check one box): Active Inactive

Company Name: FirstService Residential

RESIDENCE ADDRESS

Home Address: 4360 Meadowark Wing Way North Las Vegas, NV 89084

Number, street, apartment number, city, state, zip code

Mailing Address (if applicable):

Number, street, apartment number, city, state, zip code

Phone: (702) 218-5313

E-mail Address: cindy.manning@fsresidential.com

REQUIRED FOR ALL LICENSEES:

Check one box in each 1 & 2 that applies to you:

1. Have you been convicted of a misdemeanor, gross misdemeanor, or felony within your renewal period? If you answered yes, attach an explanation and appropriate court documents.

YES NO

2. Pursuant to NAC 116A.450, the following statement MUST be answered and signed. Your application for the issuance or renewal of this license will be denied if you do not indicate on the statements which of the provisions apply to you.

I AM NOT SUBJECT to a court order for the support of a child.

I AM SUBJECT to a court order for the support of one or more children and AM IN COMPLIANCE with that order or a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed in that order.

I AM SUBJECT to an order for the support of one or more children and NOT IN COMPLIANCE with that order or a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed in that order.

STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION

3300 W Sahara Ave, Suite 350, Las Vegas, Nevada 89102 (702) 486-4033
real.est.nv.gov / <http://red.nv.gov>

REPORT OF EXISTENCE OF NEVADA BUSINESS LICENSE
Pursuant to NRS 116A.435

All applicants MUST complete this section. Please select ONE option.

- I have a Nevada business license number assigned by the Nevada Secretary of State upon compliance with the provisions of NRS Chapter 76
My Nevada business license number is. _____
- I have applied for a Nevada business license with the Nevada Secretary of State upon compliance with the provision of NRS Chapter 76 and my application is pending
- I do NOT have a Nevada business license number

The Real Estate Division is not the arbiter of determining whether the applicant needs a business license
Information about the Nevada business license can be found on the Secretary of State's website at:
<http://nv.sos.gov>

Receipt of Gift, Incentive, Gratuity, Reward, or Item of Value
Pursuant to NAC 116.482

No Community Manager shall receive, in the aggregate, any gift, incentive, gratuity, reward or other item of value pursuant to NRS 116.31185 in any calendar year which exceeds the sum of \$500.

- No, I did not receive any gift, incentive, gratuity, reward, or other item of value.
- Yes, I did receive a gift, incentive, gratuity, reward, or other item of value. If yes, attach a list of all items over \$15.

APPLICANT SIGNATURE

- ❖ I hereby certify under penalty of perjury that the answers contained in this application are true and correct.
- ❖ I understand that if I am subject to a court order for support of one or more children and I am not in compliance with that order or plan, my application for license, certification or renewal of a license or certification will be denied.
- ❖ I further certify that I will faithfully comply with all the statutes and regulations of the State of Nevada pertaining to the conduct of timeshare representative in the State of Nevada

Signature: [Handwritten Signature]

Date: 11/20/2021