



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2021 - OCTOBER 31, 2021

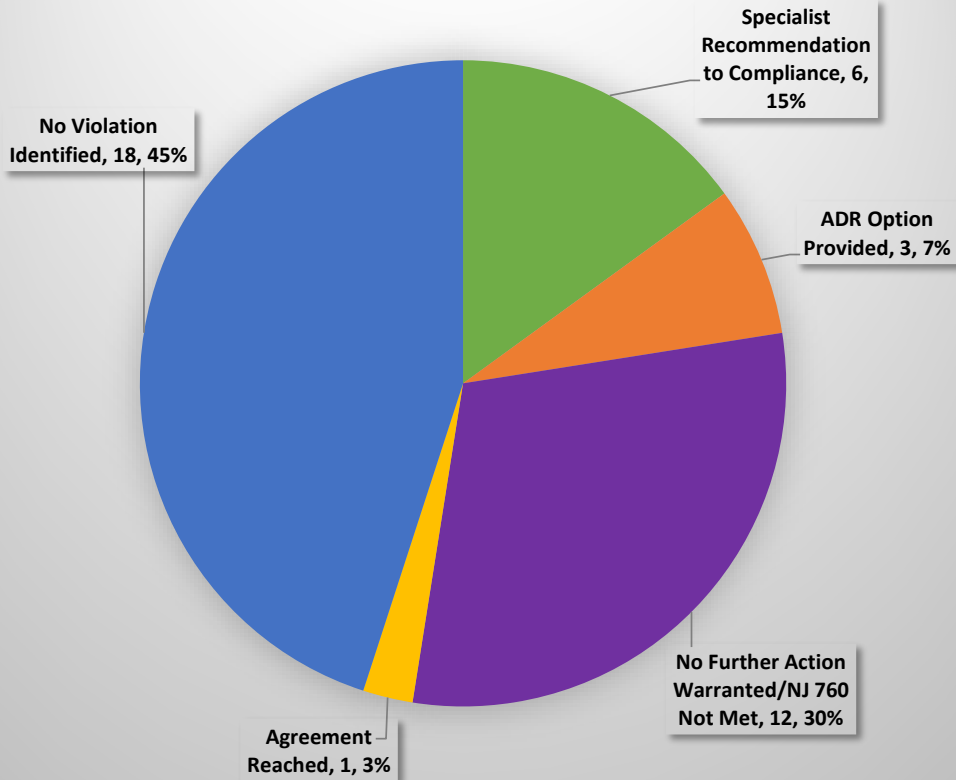
FISCAL YEAR 22

Ombudsman Assistance Report

Complaints Received
37

Complaints Resolved
34

COMPLAINT RESOLUTION RESULTS:



Total Affidavits Filed: 47



North 14

South 33

North

TOP 5 ALLEGATIONS

1. NRS 116.3103
2. NRS 116.31031
3. NRS 116.31065
4. NRS 116.3108
5. NRS 116.31151

South

TOP 5 ALLEGATIONS

1. NRS 116.3103
2. NRS 116.31031
3. NRS 116.31065
4. NRS 116.31083
5. NRS 116.31184

AA 3 Assistance

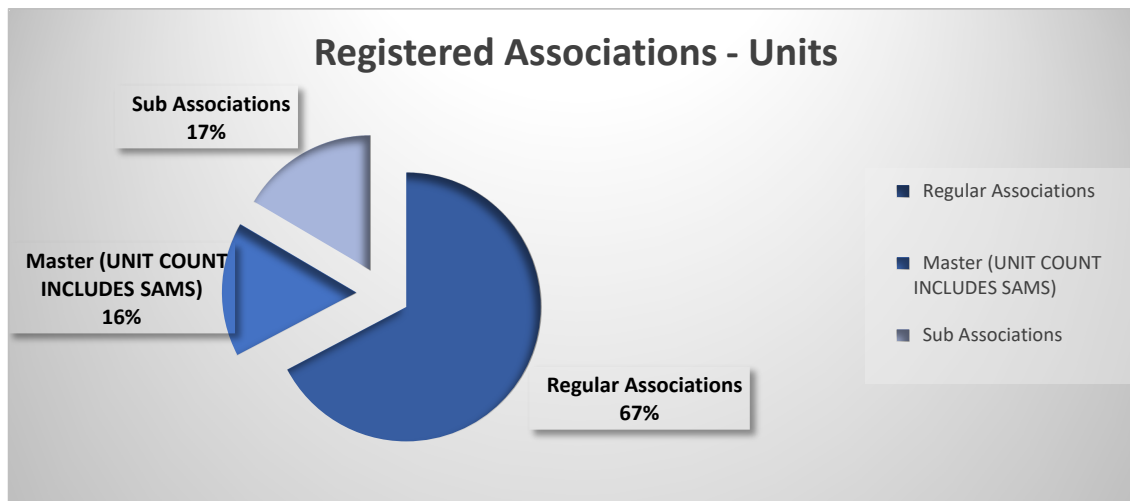
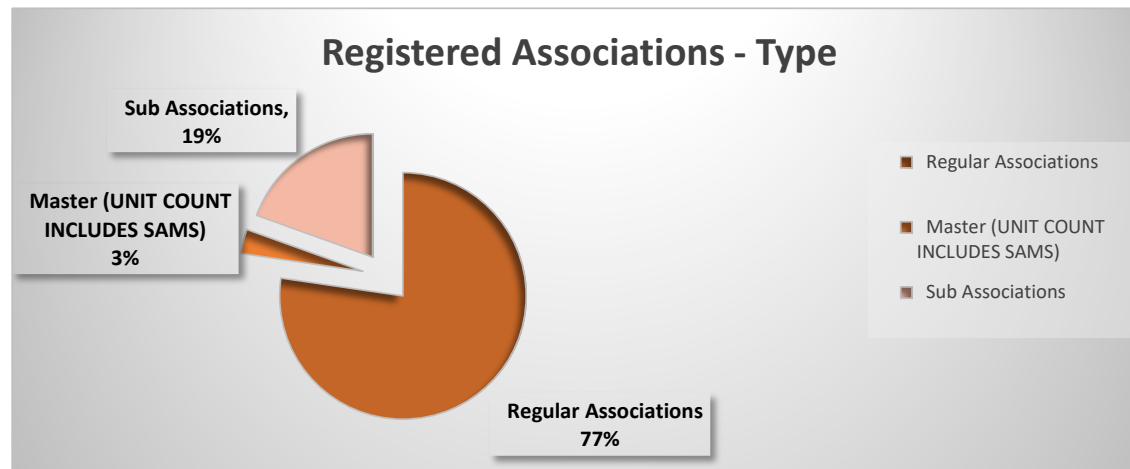
WALK-IN: 62

PHONE CALL: 7

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,716	390,094
Master (UNIT COUNT INCLUDES SAMS)	112	93,768
Sub Associations	685	95,816
Hotel Associations	10	6,328
Total	<u>3,523</u>	<u>586,006</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	6		436	24	3		1	2		200	672
CONDO/HOTEL			9							1	10
COOP			4						1	3	8
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	3		24	2						5	34
PLANNED COMMUNITY - M/H			12		1			3		1	17
PLANNED COMMUNITY - SFD	23	1	2,050	30	7		9	5	2	254	2,381
PLANNED COMMUNITY - SFD/CONDO			15	1						3	19
PLANNED COMMUNITY - SFD/CONDO/TH			11							2	13
PLANNED COMMUNITY - SFD/MH			1	1						1	3
PLANNED COMMUNITY - SFD/TH			23	2	1					4	30
PLANNED COMMUNITY - SFD/TH/MH			1								1
PLANNED COMMUNITY - TWNHSE	7		248	15	2	-				55	327
MASTER - NO UNITS											-
TOTAL	39	1	2,841	75	14	-	10	10	3	530	3,523

KEY

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

Alternative Dispute Resolution Report

New Claims Initiated	
Initial Claims Filed	58
Northern Filings	43
Southern Filings	15

Responses Received	
Responses Received	46
Number of Total Filings	104
Filing Fees Received	\$5,200.00

Mediation Requests	
Requests for Mediation	87

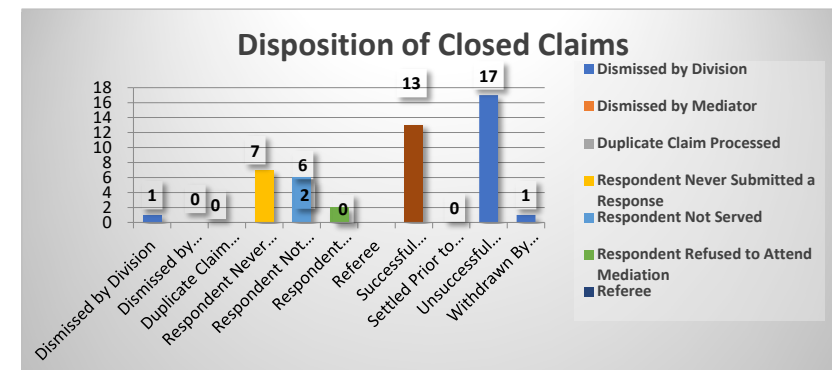
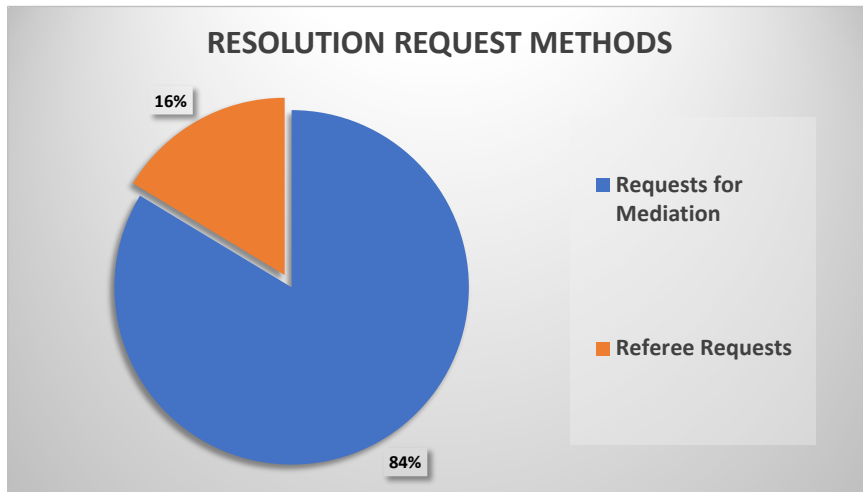
Referee Requests	
Referee Requests	17

Assigned Claims	
Mediation Assignments	49
Referee Assignments	1
FY 21 Assigned Claims / Pending Mediation	10

Closed Claims - Southern Nevada	
Disposition of Closed Claims	47
Dismissed by Division	1
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	7
Respondent Not Served	6
Respondent Refused to Attend Mediation	2
Referee	0
Successful Mediation - Agreement Reached	13
Settled Prior to Mediation	0
Unsuccessful Mediations - No Agreement	17
Withdrawn By Claimant	1

Closed Claims - Northern Nevada	
Disposition of Claims Closed	15
Dismissed by Division - Not ADR Jurisdiction	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	4
Respondent Not Served	0
Respondent Refused to Attend Mediation	0
Successful Mediation - Agreement Reached	4
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	7
Withdrawn By Claimant	0

Subsidy	
Applications Received	65
Invoices Approved for Payment	32
Invoices Paid	\$10,125.00



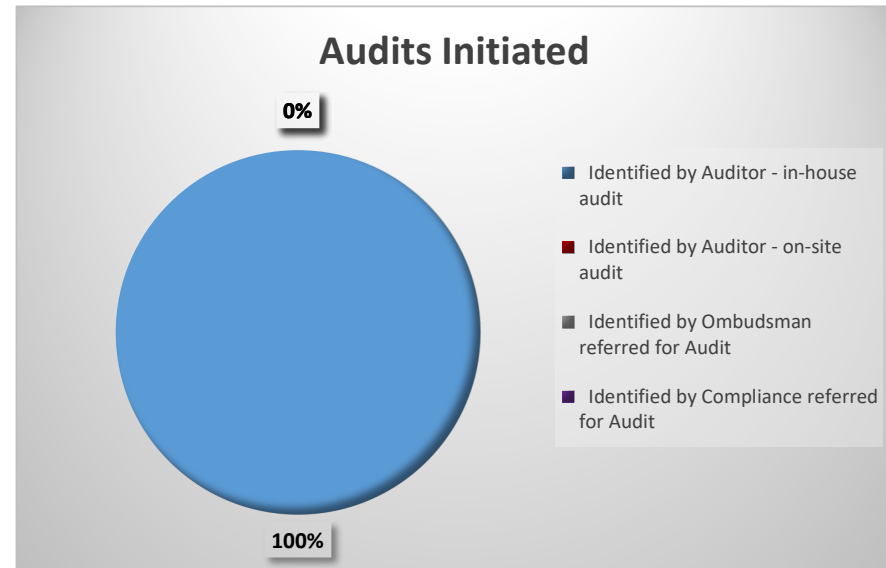
Auditor Report

Carryover from FY 21		<u>0</u>
Audits Conducted		
Identified by Auditor - in-house audit	12	
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>12</u>

* Includes carryover audits included from previous year

Disposition of Audits	
Completed audits - compliance gained by Auditor	6
Completed audits referred to Compliance	4
Total Audits Completed*	
<u>10</u>	

Special Projects	
Financial Review - Association	0
Special Projects - Other	18
Total Special Projects	
<u>18</u>	

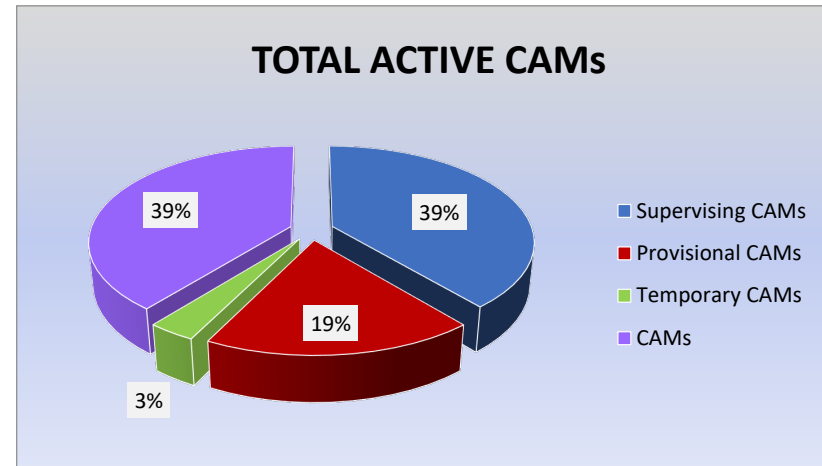


The Auditor analyzes association information submitted on forms submitted to the Division, determines areas of deficiency and subsequently engages the association in an audit. However, an audit may be initiated at the request of the Ombudsman, administrative staff, or investigator. The audit includes 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.

Education and Training

EDUCATION OFFICER

TOTAL ACTIVE CAMs	789
Supervising CAMs	307
Provisional CAMs	146
Temporary CAMs	26
CAMs	310
TOTAL ACTIVE CE COURSES	132
Approved for General Credit	95
Approved for Law Credit	37
Newly Approved Courses	11
Renewed Courses	33
Course Offerings*	52
Audits Conducted by Division	4
Educational Materials Created/Published on Website**	9



TRAINING OFFICER

Training Topics Available on Website	23
Website Views (CIC pages)	5,435
TRAININGS PROVIDED	44
On-site (via Microsoft Teams)	41
Off-site (to associations upon request)	3
Reno/Carson City	1
Henderson	0
Las Vegas	2
North Las Vegas	0
ATTENDEES	738

*Courses can be presented more than once. Division applies credits to each licensed attendee and tracks course evaluations.

**Newsletters, flowcharts, handouts, brochures, manuals, FAQs, slide shows, etc.





NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION

REPORTING PERIOD JULY 1, 2021 - OCTOBER 31, 2021

FISCAL YEAR 22

Statement of Fact

Cases	South	North
Cases Opened YTD	41	7
Total # of Active Cases	20	2
Total # of Cases Closed YTD	38	11

Aging Report - Active	South	North
90 days or less	11	1
3 to 6 months	6	1
6 to 9 months	1	0
9 months to 1 year	0	0
1 to 2 years	1	0
2 to 3 years	1	0
3 to 4 years	0	0
Total	20	2

Aging Report - Closed	South	North
90 days or less	30	10
3 to 6 months	5	0
6 to 9 months	1	1
9 months to 1 year	1	0
1 to 2 years	1	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	38	11



STATEMENT OF FACT DEMOGRAPHICS

Active Cases South	
Henderson	3
Boulder City	2
Las Vegas	13
North Las Vegas	1
Pahrump	1
Total	20

Active Cases North	
Reno	1
Carson City	0
Sparks	0
Zephyr Cove	1
Total	2

Closed Cases South	
Henderson	5
Las Vegas	31
Pahrump	2
Total	38

Closed Cases North	
Reno	3
Sparks	4
Carson City	4
Total	11

HOA 116 Closed Case Outcomes	Count of Local
North	3
HOA COMPL - CLOSED NONJURISDICTIONAL	1
HOA COMPL - LETTER OF INSTRUCTION	1
HOA COMPL - CLOSED UNSUBSTANTIATED ALLEGATIONS	1
South	24
HOA COMPL CLOSED - UNSUBSTANTIATED ALLEGATIONS	14
HOA COMPL CLOSED - PENDING INTRY3/CCIC HEARING	0
HOA COMPL CLOSED - PENDING CASE FILE FOR LEGAL	0
HOA COMPL CLOSED - LETTER OF INSTRUCTION	1
HOA COMPL CLOSED - NONJURISDICTIONAL	6
HOA COMPL CLOSED - ADMIN FINE/EDUCATION	2
HOA COMPL CLOSED - DIVISION RESOLVED ALLEGATIONS	1
Grand Total	27

HOA 116 Alleged Issues		Alleged	North	South
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS		2	0	2
HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS		1	0	1
HOA GOV DOCS - RULES & REGULATIONS		1	0	1
HOA 116 - NON JURISDICTIONAL		2	0	2
HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED		4	0	4
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION		1	0	1
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE		1	0	1
NAC 116.425 - RESERVE STUDY; CONTENT		1	0	1
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE		2	0	2
NAC 116A.340 - CHANGE OF NAME/ADDRESS/ANN. OR SUPERVISING CM		1	0	1
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR		2	1	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT		7	4	3
NAC 116A.370 - DISCIPLINARY ACTION BY COMMISSION		1	0	1
NRS 116.2117 - AMENDMENT OF DECLARATION		1	0	1
NRS 116.3102 - HOA/POWERS		2	0	2
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES		1	0	1
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST		1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY		2	1	1
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL		2	0	2
NRS 116.3105 - CONTRACTS & LEASES/TERMINATION		1	0	1
NRS 116.3107 - CIC/UPKEEP		2	0	2
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS		2	1	1
NRS 116.31087 UNITS' OWNERS/RIGHTS TO HAVE COMPLAINTS PLCD AGNDA		1	0	1
NRS 116.31107 - VITING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY		1	0	1
NRS 116.31125 - HOA/CERTAIN ACTIONS PROHIBITED		1	0	1
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS		1	0	1
NRS 116.31135 - INSURANCE /REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTIO		1	0	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES		1	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED		1	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY		6	0	6
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQUIRE		1	0	1
NRS 116.31183 RETALIATORY ACTION PROHIBITED		2	1	1
NRS 116.31184 - THREATS & HARASSMENT		3	0	3
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION		1	0	1
NRS 116.4109 - RESALE OF UNITS		1	0	1

NRS 116A.200 - ADMIN OF CHAPTER; REG. OF COMMISSION AND RE ADMIN; DELEGATION OF AU	1	0	1
NRS116A.410 - CERTIFICATE ISSUES; TEMP. CERTIFICATE; BONDS; FEES	1	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	0	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	12	2	10
NRS 116A.640-CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1	0	1

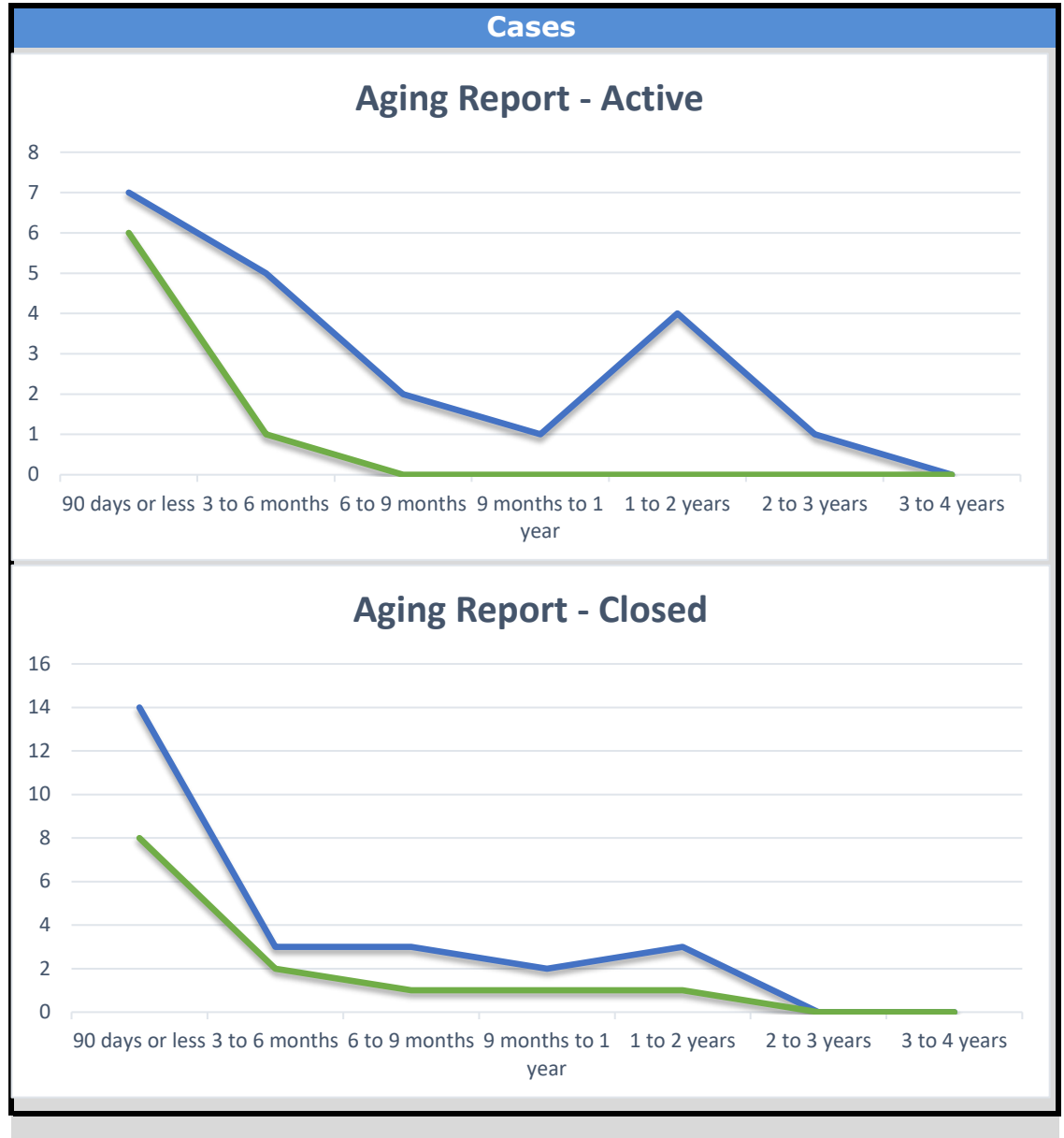
Found Issues	Found	North	South
UNKNOWN	7	1	6
HOA 116 - NON JURISDICTIONAL	8	0	8
HOA 116 - UNSUBSTANTIATED	16	1	15
HOA COMPL - CLOSED DIVISION RESOLVED ALLEGATIONS	1	0	1
HOA 116 - CLOSED NO VIOLATION	7	4	3
NAC 116A.140 - RENEWAL OF CERTIFICATE	1	0	1
NAC116A.165 - SUPVSNG COMMUNITY MANAGERS QUALS & RESPONSIBILITIES	1	0	2
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT BY ADMINISTRATOR	1	0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	1	0	1
NRS 116.3108 - UNITS' OWNERS / MEETINGS	1	0	1
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	1	1	0
NRS 116.335 - ASSOCIATION PROHIBITED FROM REQUIRING UNIT'S OWNER TO OBTAIN APPROV	1	0	1
NRS 116.350 - LIMITATIONS REGARDING REGS. OF CERTAIN ROADS; PERMISSIBLE REGS. OF PA	1	0	1
NRS 116A.410 - CERTIFICATE ISSUED; TEMP. CERTIFICATE; BONDS; FEES	1	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	2	0	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	3	1	2
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1	0	1

INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	21	12
Total # of Active Cases	20	7
Total # of Cases Closed YTD	25	13

Aging Report - Active	South	North
90 days or less	7	6
3 to 6 months	5	1
6 to 9 months	2	0
9 months to 1 year	1	0
1 to 2 years	4	0
2 to 3 years	1	0
3 to 4 years	0	0
Total	20	7

Aging Report - Closed	South	North
90 days or less	14	8
3 to 6 months	3	2
6 to 9 months	3	1
9 months to 1 year	2	1
1 to 2 years	3	1
2 to 3 years	0	0
3 to 4 years	0	0
Total	25	13



INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases South	
Boulder City	2
Las Vegas	12
Mesquite	1
Pahrump	3
Laughlin	1
Henderson	1
Total	20

Active Cases North	
Incline Village	1
Reno	5
Fallon	1
Sparks	0
Total	7

Closed Cases South	
Las Vegas	22
Mesquite	1
Pahrump	1
Henderson	1
Total	25

Closed Cases North	
Reno	4
Incline Village	1
Spring Creek	1
Dayton	3
Sparks	4
Total	13

INTRV2 Closed Case Outcomes	Count of Local
North	11
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	4
INTRV2 CLOSED - LETTER OF INSTRUCTION	3
INTRV2 CLOSED - NONJURISDICTIONAL AFTER ASSIGNMENT	1
INTRV2 CLOSED - CDL ISSUED	3
South	16
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	6
INTRV2 CLOSED - PENDING INTRV3/CCIC HEARING	1
INTRV2 CLOSED - PENDING CASE FILE FOR LEGAL	1
INTRV2 CLOSED - LETTER OF INSTRUCTION	6
INTRV2 CLOSED - NONJURISDICTIONAL	2

GRAND TOTAL**27**

INTRV2 Alleged Issues	Alleged	North	South
APPR - 2. USPAP VIOLATIONS	1	0	1
HOA GOV DOCS - BYLAWS	3	3	0
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	4	1	3
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	2	0	2
NAC116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBERS	1	0	1
NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT	0	0	0
NAC116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	7	3	4
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0	1
NAC116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	0	1
NAC 116.465 - FEE FOR PREP/CERTIFICATE FOR RESALE OF UNIT	1	0	1
NRS 116.089 - SPECIAL DECLARANT'S RIGHTS DEFINED	1	0	1
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1	0	1
NRS 116.3101 - HOA / ORGANIZATION	3	1	2
NRS 116.3102 - HOA / POWERS	3	1	2
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	12	5	7
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	10	4	6
NRS 116.31035 - PUBLICATIONS REQUIREMENT; LIMITATIONS	3	1	2
NRS 31036 - EXECUTIVE BOARD MEMBER REMOVAL	1	0	1
NRS 116.31038 - DECLARANT / DELIVERY TO HOA OF PROPERTY HELD	3	2	1
NRS 116.31065 - RULES	1	1	0
NRS 116.3107 - CIC/UPKEEP	1	0	1
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	5	2	3
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	4	0	4
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	7	1	6
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETING OF EXECU	4	3	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	1	1	0
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION ; RIGHTS TO REQUEST DISMISSAL OF CIVIL ACTION	1	0	1
NRS 116.3109 - QUOROM	2	1	1
NRS 116.31107- VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	1	0	1
NRS 116.31125 - HOA / CERTAIN ACTIONS PROHIBITED	1	0	1
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS	1	0	1

NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PORTION OF COMMON EL	2	0	2
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	2	0	2
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	4	0	4
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	3	1	2
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	3	0	3
NRS 116.31152 - STUDY OF RESERVE	3	0	3
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	6	0	6
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMIN FEES & PENALTIES	2	1	1
NRS 116.31158 - HOA / REGISTRATION W/ OMB	3	2	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	4	2	2
NRS 116.3118 - UNITS' OWNERS RIGHTS/MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR RESALE OF	2	2	0
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	7	3	4
NRS 116.31184 - THREATS & HARASSMENT	3	2	1
NRS 116.4109 - RESALE OF UNITS	1	0	1
NRS 116A.620 - MGMT AGREEMENT; INSURANCE; CHANGES; TERMINATION	1	0	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	3	1	2
NRS 116B.605 - STUDY OF THE RESERVES FOR COMMON ELEMENTS	1	0	1

INTRV2 Found Issues	Found	North	South
UNKNOWN	8	1	7
NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT	1	0	1
NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION	3	0	3
NAC116.425 - RESERVE STUDY; CONTENT	1	0	1
NAC116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	1	0	1
NRS 116.3102 - HOA POWERS	1	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	5	0	5
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	1	0	1
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	7	4	3
NRS 116.3106 - EXECUTIVE BOARD MEMBER REMOVAL	1	0	1
NRS 116.3106 - DELEGATES OR REPRESENTATIVES/VOTING	1	0	1
NRS 116.3106 - BYLAWS	1	0	1
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	2	0	2
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	4	1	3
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.31138 INSURANCE/VARIANCE OR WAIVER RESTRICTED TO NONRES USE	4	1	3
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1	1	0

NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	1	0	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	2	0	2
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	2	0	2
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1	0	1
NRS 116.31152 - STUDY OF RESERVE	2	0	2
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	7	0	7
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMIN FEES & PENALTIES	1	0	1
NRS 116.3116 - LIENS/ASSESSMENTS AGAINST UNITS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	1	0	1
INTRV2 - NO VIOLATON	2	1	1
INTRV2 - NON JURSDICTIONAL	1	1	0
INTRV2 - UNSUBSTANTIATED	11	4	7