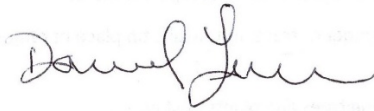


Dear Chairman Burke,

4/3/22

I'm writing to see if the Commission had a chance to look into the issues I spoke about at the Open Forum for the 1 March 2022 meeting. Attached is the statement I read. I expressed concern about how complaints are being handled by the Ombudsman's office and lack of proper due diligent in conducting the reviews. Please let me know if anything will be done about the issues I raised. I can meet with you or the Administrator to provide specifics such as case numbers etc. I feel this is important as the NV HOA taxpayers depend on this office to ensure NRS statutes are being upheld.

A handwritten signature in black ink that reads "Daniel Lucero". The signature is written in a cursive style with a large initial 'D' and 'L'.

Daniel Lucero  
Ardiente Board member  
5836 Montina Vines St  
North Las Vegas, NV 89081  
704 287-9865  
drlucero@outlook.com

Dear CIC Commissioners,

This is to express my concern with the operation of the Ombudsmen office. This year, I have submitted 6 complaints via forms 530 and 514a and none have resulted in any action. My complaints were very detailed, citing NRS and governing document violations, along with example email etc. This is really a disservice to the NV CIC taxpayers who depend on adherence to these statutes for protection. In one case, during a resolution conference the Ombudsmen staff brought up examples that were not even in my complaint. This tells me there was a preconference between the opposing side and the Ombudsmen office, without me, to determine the desired outcome. One of the opposing members even teaches CIC classes for NRD. This was clearly not an unbiased hearing. I inquired if the Ombudsmen office would be forwarding the results of the hearing for further investigation per NRS 116.765 as there was no resolution, and the senior Ombudsmen person said "No". The division has spoken, and the case is closed.

Your assistance in these matters would be greatly appreciated. The NRD staff should function with the utmost integrity in these matters. The NV CIC taxpayers depend on NRD. Please contact me if I can be of any assistance with case #s and or details.

Daniel Lucero  
Ardiente Board member  
704 287-9865