



## **NEVADA REAL ESTATE DIVISION**

## **COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

## **OMBUDSMAN'S OFFICE**

## **REPORTING PERIOD JULY 1, 2023 - OCTOBER 31, 2023**

FISCAL YEAR 24

## **Ombudsman** Assistance Report

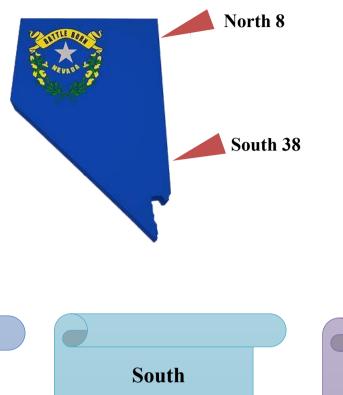
**Complaints Received** 46 27 **Complaint Resolution Results: Total Affidavits Filed: 46** 20 19 18 16 14 12 North 10 **TOP 5 ALLEGATIONS** 8 1. NRS 116.31035 2. NRS 116.31142 6 3. NRS 116.31144 4. NRS 116.3115 4 5. NRS 116.31183 2 2 2 2 1 1 0 NR5116.760 Not Met Resolved Violation Identified Recommended for ADR wed No Violation Identified NonJursidictional o Further Action Warranted Compaint Withdrawn AsteementRea No Agree

Number of Ombudsman Referral to Compliance - 27 Number of Resolution Specialist Recommendation for Consideration to Compliance - 3 Number of Resolution Conferences Held - 15

Ombudsman's Assistance Repo

### Report Date: 07/01/2023-10/31/2023

**Complaints Resolved** 



### **TOP 5 ALLEGATIONS**

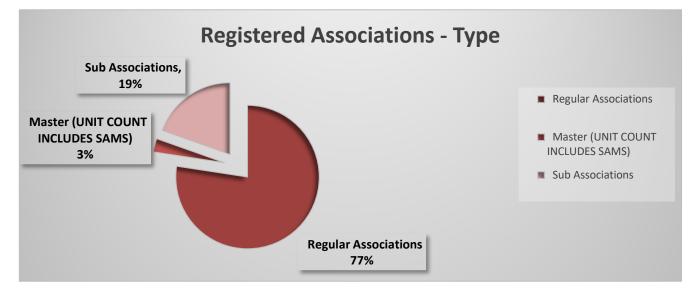
- 1. NRS 116.3113
- 2. NAC 116.405
- 3. NRS 116.31175
- 4. NRS 116.31031
- 5. NRS 116.31184

AAIII Assistance WALK-IN: 64 PHONE CALL: 111

## Homeowner Association Registration

| HOA Types                         | Number of Associations | Number of Units |
|-----------------------------------|------------------------|-----------------|
| Regular Associations              | 2,824                  | 406,388         |
| Master (UNIT COUNT INCLUDES SAMS) | 110                    | 94,341          |
| Sub Associations                  | 714                    | 103,709         |
| Hotel Associations                | 10                     | 6,328           |
| <u>Total</u>                      | <u>3.658</u>           | <u>610,766</u>  |

\*SAM = uses same board as master





# Nevada Associations by County

|                                  | Core | Church | Clark | Dourse | udas<br>Elko | Hum | <sup>1</sup> yon | ev N | Stora | Wach | o<br>Grand Total |
|----------------------------------|------|--------|-------|--------|--------------|-----|------------------|------|-------|------|------------------|
| CONDOMINIUMS                     | 6    |        | 439   | 23     | 3            |     | -                | 2    |       | 203  | 676              |
| CONDO/HOTEL                      |      |        | 9     |        |              |     |                  |      |       | 1    | 10               |
| COOP                             |      |        | 4     |        |              |     |                  |      | 1     | 3    | 8                |
| PLANNED COMMUNITY - CONDO/TH     |      |        | 7     |        |              |     |                  |      |       | 1    | 8                |
| PLANNED COMMUNITY - DUPLEX       | 3    |        | 24    | 1      |              |     |                  |      |       | 6    | 34               |
| PLANNED COMMUNITY - M/H          |      |        | 12    |        | 1            |     |                  | 3    |       | 1    | 17               |
| PLANNED COMMUNITY - SFD          | 27   | 1      | 2,134 | 35     | 6            | -   | 13               | 8    | 2     | 264  | 2,490            |
| PLANNED COMMUNITY - SFD/CONDO    |      |        | 14    | 1      |              |     |                  |      |       | 4    | 19               |
| PLANNED COMMUNITY - SFD/CONDO/TH |      |        | 11    |        |              |     |                  |      |       | 2    | 13               |
| PLANNED COMMUNITY - SFD/MH       |      |        | 1     | 1      |              |     |                  |      |       | 1    | 3                |
| PLANNED COMMUNITY - SFD/TH       |      |        | 25    | 2      | 1            |     |                  |      |       | 4    | 32               |
| PLANNED COMMUNITY - SFD/TH/MH    |      |        | 1     |        |              |     |                  |      |       | -    | 1                |
| PLANNED COMMUNITY - TWNHSE       | 11   | -      | 263   | 15     | 3            | -   |                  |      |       | 55   | 347              |
| TOTAL                            | 47   | 1      | 2,944 | 78     | 14           | -   | 13               | 13   | 3     | 545  | 3,658            |

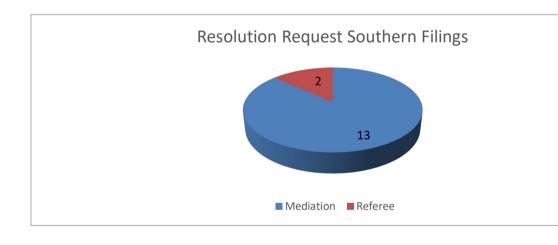
|           | KEY                     |  |
|-----------|-------------------------|--|
| TWNHSE/TH | TOWNHOUSE               |  |
| M/H       | MANUFACTURED HOUSE      |  |
| SFD       | SINGLE-FAMILY DEWELLING |  |

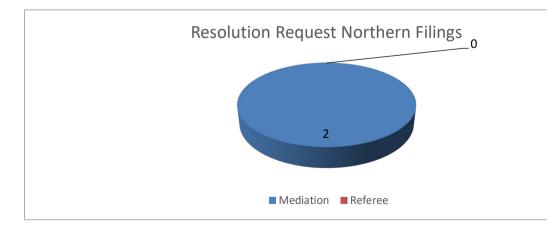
## Alternative Dispute Resolution Report

|                                   | Claims          |                  |       |
|-----------------------------------|-----------------|------------------|-------|
| Carry over from previous years 32 |                 |                  | 2     |
| Claims Filed                      | Pervious Months | Current<br>Month | YTD   |
|                                   | 51              | 20               | 71    |
|                                   |                 |                  |       |
| <b>Resolution Request Methods</b> | Mediation       | Referee          | Total |
| Southern Filings                  | 13              | 2                | 15    |
| Northern Filings                  | 2               | 0                | 2     |

| Responses Received                                  |            |
|---|------------|
| Responses Received                                  | 16         |
| Monthly Totals (Claims & Respo                      | onses)     |
| Monthly Total Filings (Claims & Responses)          | 36         |
| Monthly Filing Fees Received (Claims and Responses) | \$1,800.00 |

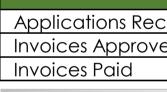
| Assigned Claims       |    |
|-----------------------|----|
| Mediation Assignments | 18 |
| Referee Assignments   | 0  |





| Closed Claims - Southern Nevada          |    |  |  |  |
|--|----|--|--|--|
| Disposition of Closed Claims             | 17 |  |  |  |
| Dismissed by Division                    | 1  |  |  |  |
| Dismissed by Mediator                    | 0  |  |  |  |
| Respondent Never Submitted a Response    | 4  |  |  |  |
| Respondent Not Served                    | 0  |  |  |  |
| Referee                                  | 0  |  |  |  |
| Successful Mediation - Agreement Reached | 4  |  |  |  |
| Settled Prior to Mediation               | 0  |  |  |  |
| Unsuccessful Mediation - No Agreement    | 6  |  |  |  |
| Withdrawn By Claimant                    | 2  |  |  |  |

| Closed Claims - Northern Nevada          |   |  |
|--|---|--|
| Disposition of Claims Closed             | 6 |  |
| Dismissed by Division                    | 0 |  |
| Dismissed by Mediator                    | 0 |  |
| Respondent Never Submitted a Response    | 4 |  |
| Respondent Not Served                    | 0 |  |
| Referee                                  | 0 |  |
| Successful Mediation - Agreement Reached | 1 |  |
| Settled Prior to Mediation               | 0 |  |
| Unsuccessful Mediation - No Agreement    | 1 |  |
| Withdrawn By Claimant                    | 0 |  |







| Subsidy        |            |
|----------------|------------|
| ceived         | 25         |
| ed for Payment | 14         |
|                | \$5,635.00 |



**Closed Claims Nothern** 

## **Ombudsman Education and Training FY 24**

| EDUCATION OFFICER                                    |     |  |
|--|-----|--|
| TOTAL ACTIVE CE COURSES                              | 136 |  |
| Newly Approved Courses                               | 6   |  |
| Renewed Courses                                      | 3   |  |
| Course Offerings*                                    | 9   |  |
| Audits Conducted by Division                         | 0   |  |
| Educational Materials Created/Published on Website** | 0   |  |

| TRAINING OFFICER                            |       |
|---|-------|
| Training Topics Available on Website        | 30    |
| Website Views (CIC pages)                   | 3,448 |
| TRAININGS PROVIDED                          | 0     |
| On-site (via Microsoft Teams)               | 0     |
| Off-site (via Microsoft Teams upon request) | 0     |
| Reno/Carson City                            | 0     |
| Henderson                                   | 0     |
| Las Vegas                                   | 0     |
| North Las Vegas                             | 0     |
| ATTENDEES                                   | 0     |

\*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, guidance, etc.

\*\*\*The Education department has been vacant as of December 2022. Limited data is available until further notice.

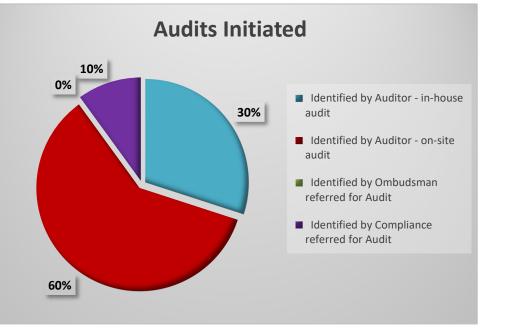
## Auditor Report

| FY24 & Carryover from FY 23                 | <u>5</u>  |  |
|---|-----------|--|
| Audits Initiated                            |           |  |
| Identified by Auditor - in-house audit      | 3         |  |
| Identified by Auditor - on-site audit       | 6         |  |
| Identified by Ombudsman referred for Audit  | 0         |  |
| Identified by Compliance referred for Audit | 1         |  |
| Total Audits Initiated                      | <u>15</u> |  |

\* Includes carryover audits included from previous year

| Disposition of Audits                           |          |
|---|----------|
| Completed audits - compliance gained by Auditor | 0        |
| Completed audits referred to Compliance         | 5        |
| Total Audits Completed*                         | <u>5</u> |

| Special Projects               |   |
|--------------------------------|---|
| Financial Review - Association | 1 |
| Special Projects - Other       | 1 |
| Total Special Projects         | 2 |



The Auditor analyzes association information submitted on forms submitted to the Divison, 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.





## **NEVADA REAL ESTATE DIVISION**

## **COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

## **OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION**

**REPORTING PERIOD JULY 1, 2023 - OCTOBER 31, 2023** 

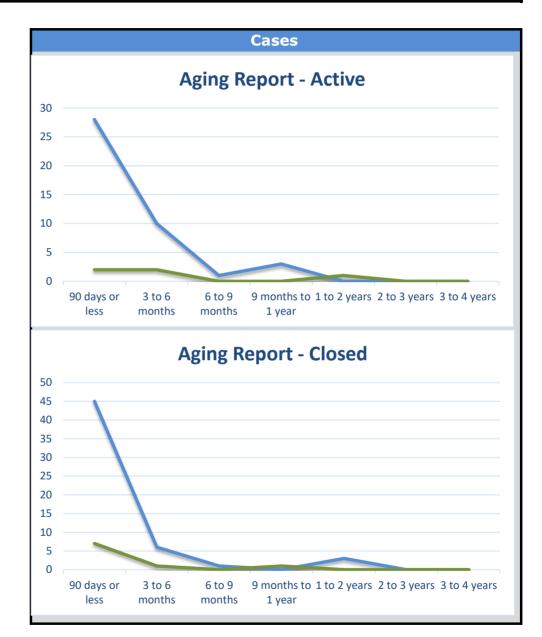
FISCAL YEAR 24

#### **INTERVENTION AFFIDAVIT**

| Cases                       | South | North |
|-----------------------------|-------|-------|
| Cases Opened YTD            | 66    | 11    |
| Total # of Active Cases     | 42    | 5     |
| Total # of Cases Closed YTD | 55    | 9     |

| Aging Report - Active | South | North |
|-----------------------|-------|-------|
| 90 days or less       | 28    | 2     |
| 3 to 6 months         | 10    | 2     |
| 6 to 9 months         | 1     | 0     |
| 9 months to 1 year    | 3     | 0     |
| 1 to 2 years          | 0     | 1     |
| 2 to 3 years          | 0     | 0     |
| 3 to 4 years          | 0     | 0     |
| Total                 | 42    | 5     |

| Aging Report - Closed | South | North |
|-----------------------|-------|-------|
| 90 days or less       | 45    | 7     |
| 3 to 6 months         | 6     | 1     |
| 6 to 9 months         | 1     | 0     |
| 9 months to 1 year    | 0     | 1     |
| 1 to 2 years          | 3     | 0     |
| 2 to 3 years          | 0     | 0     |
| 3 to 4 years          | 0     | 0     |
| Total                 | 55    | 9     |



#### **INTERVENTION AFFIDAVIT DEMOGRAPHICS**

| Active Cases South |    |
|--------------------|----|
| LAS VEGAS          | 30 |
| HENDERSON          | 7  |
| MESQUITE           | 0  |
| NORTH LAS VEGAS    | 6  |
| PAHRUMP            | 0  |
| BOULDER            | 0  |
| STATELINE          | 0  |
| Total              | 43 |

| Active Cases North |   |  |
|--------------------|---|--|
| RENO               | 2 |  |
| CARSON CITY        | 1 |  |
| SPARKS             | 0 |  |
| GARDNERVILLE       | 0 |  |
| INCLINE VILLAGE    | 1 |  |
|                    |   |  |
|                    |   |  |
| Total              | 4 |  |

| Closed Cases South |    |
|--------------------|----|
| NORTH LAS VEGAS    | 4  |
| LAS VEGAS          | 36 |
| HENDERSON          | 13 |
| BOULDER            | 0  |
| PAHRUMP            | 1  |
| MESQUITE           | 0  |
| LAUGHLIN           | 1  |
| Total              | 55 |

| Closed Cases North |  |  |
|--------------------|--|--|
| 6                  |  |  |
| 1                  |  |  |
| 1                  |  |  |
| 0                  |  |  |
| 1                  |  |  |
|                    |  |  |
| 9                  |  |  |
|                    |  |  |

| INTRV2 Closed Case Outcomes              |             | Count of<br>Local |
|--|-------------|-------------------|
|  | 1           |                   |
| North                                    |             | 9                 |
| INTRV2 CLOSED -PENDING INTRV3/CCIC HEAR  | ING         | 1                 |
| INTRV2 CLOSED - UNSUBSTANTIATED ALLEGAT  | TIONS       | 3                 |
| INTRV2 CLOSED - RECOMMENDATION FOR HEA   | ARING - CIC | 0                 |
| INTRV2 CLOSED - NO VIOLATION             |             | 1                 |
| INTRV2 CLOSED - LETTER OF INSTRUCTION    |             | 1                 |
| INTRV2 CLOSED - NONJURSIDICTIONAL        |             | 0                 |
| INTRV2 CLOSED - DIVISION RESOLVED ALLEGA | TIONS       | 1                 |
| INTRV1 CLOSED - SHREDDED                 |             | 2                 |
| INTRV2 CLOSED - CDL ISSUED               |             | 0                 |

| South  | 55 |
|--|----|
| NTRV2 CLOSED - SHREDDED                          | 6  |
| NTRV1 RECEIPT OF COMPLETED AFFIDAVIT             | 3  |
| NTRV1 CLOSED - STATUTE OF LIMITATION EXPIRED     | 1  |
| NTRV1 CLOSED - COMPLETED                         | 2  |
| NTRV1 CLOSED - REFERRED TO ADR                   | 1  |
| NTRV2 CLOSED - RESOLVED ALLEGATION               | 2  |
| NTRV2 CLOSED - DUPLICATE CASE/RESOLVED ISSUES    | 0  |
| NTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS       | 9  |
| NTRV2 CLOSED - PENDING INTRV3/CCIC HEARING       | 3  |
| NTRV2 CLOSED - AT CLAMANT'S REQUEST              | 1  |
| NTRV1/2 CLOSED - NO VIOLATION                    | 4  |
| NTRV2 CLOSED - CDL ISSUED                        | 5  |
| NTRV1/2 CLOSED - NON JURISDICTIONAL              | 3  |
| NTRV2 CLOSED - LETTER OF INSTRUCTION             | 7  |
| NTRV2 CLOSED - DIVISION TERMINATED INVESTIGATION | 1  |
| NTRV2 CLOSED - RESOLVED ALLEGATIONS PRIOR        | 2  |
| NTRV2 CLOSED - DIVISION RESOLVED ALLEGATIONS     | 5  |

| INTRV2 Alleged Issues  | Alleged | North | South |
|--|---------|-------|-------|
| HOA GOV DOCS - FINES   | 2       | 0     | 2     |
| HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS                                      | 1       | 0     | 1     |
| HOA GOV DOCS - OTHER GOV DOCS NOT LISTED                                       | 5       | 0     | 5     |
| HOA GOV DOCS - RULES & REGULATIONS   | 2       | 0     | 2     |
| NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION   | 2       | 0     | 2     |
| NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT                         | 1       | 0     | 1     |
| NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION                         | 12      | 3     | 9     |
| NAC116.410 - ADOPTION BY REFERNCE OF REPORTING PRINCIPLES & PRACTIVS OF FINAL  | 1       | 0     | 1     |
| NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE                            | 3       | 1     | 2     |
| NAC 116.435 - RESERVE STUDY; DISSEMINATION OF SUMMARY OF RESULTS               | 4       | 2     | 2     |
| NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STAT | 1       | 0     | 1     |
| NAC 116.457 - PREP, CONTENTS, AND AVAIL OF AUDITED FIN STATEMENTS; QUALS OF AU | 5       | 2     | 3     |
| NAC 116.480 - RESTRICTION ON AND STETEMENTS BY MEMBERS OF THE EXECUTIVE BOA    | 1       | 0     | 1     |
| NRS 116.2111 - ALTERATION OF UNITS; ACCESS TO UNITS                            | 1       | 0     | 1     |

| NRS 116.2102 - UNIT BOUNDARITES   | 1  | 0 | 1  |
|---|----|---|----|
| NRS 116.1113 - OBLIGATION OF GOOD FAITH   | 1  | 0 | 1  |
| NRS 116.3101 - HOA / ORGANIZATION   | 1  | 1 | 0  |
| NRS 116.3103 - POWER OF BOARD; FIDUCIARIES                                      | 15 | 4 | 11 |
| NRS 116-31031 - EXECUTIVE BOARD/IMPOSE FINES                                    | 3  | 1 | 2  |
| NRS 116.31032 - DECLARANT / CONTROL PERIOD                                      | 1  | 1 | 0  |
| NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY                        | 18 | 2 | 16 |
| NRS 116.31036 - EXECUTIVE BOARD MEMBER REMOVAL                                  | 2  | 1 | 1  |
| NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER                    | 1  | 0 | 1  |
| NRS 116.31065 - RULES   | 1  | 0 | 1  |
| NRS 116.3107 - CIC/UPKEEP   | 1  | 0 | 1  |
| NRS 116.31073 - MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SECURITY    | 1  | 0 | 1  |
| NRS 116.3108 - UNITS' OWNERS/ MEETINGS  | 3  | 1 | 2  |
| NRS 116.31083 - EXECUTIVE BOARD / MEETINGS                                      | 5  | 2 | 3  |
| NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS              | 2  | 1 | 1  |
| NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED | 8  | 4 | 4  |
| NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA       | 6  | 3 | 3  |
| NRS 116.3109 - QUOROM   | 1  | 0 | 1  |
| NRS 116.311 - UNIT'S OWNERS / VOTING  | 1  | 0 | 1  |
| NRS 116.31107- VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY                | 1  | 0 | 1  |
| NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS                                  | 3  | 1 | 2  |
| NRS 116.31133 - INSURANCE / POLICIES  | 1  | 0 | 1  |
| NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED F     | 2  | 0 | 2  |
| NRS 116.311395 FUNDS DEPOSITED IN FDIC INSURED INSTITUTION                      | 1  | 0 | 1  |
| NRS 116.3114 - SURPLUS FUNDS  | 2  | 2 | 0  |
| NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT                           | 5  | 2 | 3  |
| NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES                                    | 4  | 1 | 3  |
| NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION                               | 4  | 1 | 3  |
| NRS 116.31152 - STUDY OF RESERVE  | 6  | 2 | 4  |
| NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED                                 | 4  | 1 | 3  |
| NRS 116.31155 - HOA/FEES IMPOSED FOR ADMIN FEES & PENALTIES                     | 2  | 1 | 1  |
| NRS 116.31158 - HOA / REGISTRATION W/ OMB                                       | 2  | 1 | 1  |
| NRS 116.3116 - LEINS / ASSESSMENTS AGAINST UNITS                                | 1  | 0 | 1  |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILIT   | 11 | 1 | 10 |
| NRS 116.31183 - RETALIATORY ACTION PROHIBITED                                   | 2  | 0 | 2  |
| NRS 116.31184 - THREATS & HARASSMENT  | 3  | 0 | 3  |
| NRS 116.31185 - PROHIBITION/CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPEN    |    | 0 | 2  |
| NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING  |    | 2 | 1  |
| NRS 116.4109 - RESALE OF UNITS  | 1  | 0 | 1  |
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM                                     | 6  | 2 | 4  |
| NRS 116A.640-CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS              | 4  | 1 | 3  |

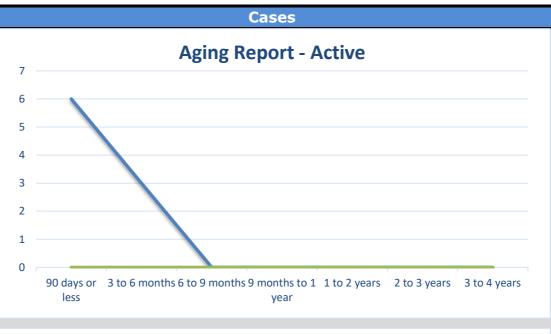
| INTRV2 Found Issues   | Found | North | South |
|---|-------|-------|-------|
| NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION                     | 4     | 0     | 4     |
| NRS 116.3103 - POWER OF BOARD; FIDUCIARIES                                    | 4     | 0     | 4     |
| NRS 116.31032 - DECLARANT / CONTROL PERIOD                                    | 1     | 1     | 0     |
| NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY                      | 9     | 1     | 8     |
| NRS 116.3108 - UNITS' OWNERS/ MEETINGS  | 1     | 1     | 0     |
| NRS 116.31083 - EXECUTIVE BOARD / MEETINGS                                    | 1     | 1     | 0     |
| NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS              | 1     | 0     | 1     |
| NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES                                  | 1     | 1     | 0     |
| NRS 116.31152 - STUDY OF RESERVE  | 1     | 1     | 0     |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILIT | 2     | 0     | 2     |
| INTRV1/2 - NO VIOLATON  | 5     | 2     | 3     |
| INTRV2 - CLAIMANT REQUEST CLOSURE OF CASE                                     | 1     | 0     | 1     |
| INTRV1/2 - SHREDDED   | 7     | 2     | 5     |
| INTRV1/2 - NON JURSIDICTIONAL   | 5     | 0     | 5     |
| INTRV2/1 - RECOMMENDATION FOR ADR ARBITRATION AGREEMENT                       | 1     | 0     | 1     |
| INTRV2 - PENDING INTRV3/CCIC HEARINGS   | 3     | 0     | 3     |
| INTRV2 - RECOMMENDATION FOR HEARING CIC                                       | 4     | 1     | 3     |
| INTRV2 - UNSUBSTANTIATED  | 12    | 3     | 9     |
| INTRV2- RESOLVED PRIOR 2 COMPLETE INVESTIGATION                               | 4     | 0     | 4     |
| INTRV2 - DIVISION RESOLVED ALLEGATIONS  | 7     | 1     | 6     |
| INTRV2 - DIVISION TERMINATED INVESTIGATION                                    | 1     | 0     | 1     |
| INTRV2 - CDL ISSUED   | 5     | 0     | 5     |
| INTRV2 - LETTER OF INSTRUCTION  | 7     | 2     | 5     |
| INTRV1 - STATUTE OF LIMITATION EXPIRED  | 1     | 0     | 1     |
| OMB INTRV1 - NONJURISDICTIONAL  | 1     | 0     | 1     |
| PENDING INTRV1 RECEIPT OF COMPLETED AFFIDAVIT                                 | 3     | 0     | 3     |
| INTRV1 - COMPLETED  | 2     | 0     | 2     |
| INTRV1 - REFERRED TO ADR  | 1     | 0     | 1     |

### **Statement of Fact**

| Cases                       | South | North |
|-----------------------------|-------|-------|
| Cases Opened YTD            | 41    | 4     |
| Total # of Active Cases     | 9     | 0     |
| Total # of Cases Closed YTD | 39    | 4     |
|                             |       |       |

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

| Aging Report - Closed | South | North |
|-----------------------|-------|-------|
| 90 days or less       | 36    | 4     |
| 3 to 6 months         | 3     | 0     |
| 6 to 9 months         | 0     | 0     |
| 9 months to 1 year    | 0     | 0     |
| 1 to 2 years          | 0     | 0     |
| 2 to 3 years          | 0     | 0     |
| 3 to 4 years          | 0     | 0     |
| Total                 | 39    | 4     |





### **STATEMENT OF FACT DEMOGRAPHICS**

| Active Cases South |   |
|--------------------|---|
| Henderson          | 0 |
| Boulder City       | 0 |
| Las Vegas          | 7 |
| North Las Vegas    | 0 |
| Pahrump            | 1 |
| Mesquite           | 1 |
| Total              | 9 |

| Active Cases North |   |
|--------------------|---|
| Reno               | 0 |
| Carson City        | 0 |
| Sparks             | 0 |
| Zephyr Cove        | 0 |
|                    |   |
| Total              | 0 |

| Closed Cases South |    |
|--------------------|----|
| Henderson          | 4  |
| Las Vegas          | 27 |
| Pahrump            | 7  |
| Boulder City       | 0  |
| North Las Vegas    | 1  |
| Laughlin           | 0  |
| Total              | 39 |

| Closed Cases North |   |
|--------------------|---|
| Reno               | 2 |
| Incline Village    | 1 |
| Carson City        | 0 |
| Sparks             | 1 |
| Verdi              | 0 |
|                    |   |
| Total              | 4 |

| HOA 116 Closed Case Outcomes                | Count of Local |
|---|----------------|
| North                                       | 4              |
|   | 4              |
| HOA COMPL CLOSED - AT CLAIMANT'S REQUEST    | 0              |
| HOA COMPL CLOSED - NONJURISDICTIONAL        | 0              |
| HOA COMPL CLOSED - DUPLICATE CASE           | 0              |
| HOA COMPL CLOSED - LETTER OF INSTRUCTION    | 1              |
| HOA COMPL CLOSED - NO VIOLATION             | 0              |
| HOA COMPL - CLOSED UNSUBSTANTIATED ALLEG    | 3              |
|   |                |
| South                                       | 39             |
| HOA COMPL CLOSED - UNSUBSTANTIATED ALLEG    | 28             |
| HOA COMPL CLOSED - PENDING INTRV3/CCIC HEA  | 0              |
| HOA COMPL CLOSED - FORWARDED TO DISCIPLIN   | 0              |
| HOA COMPL CLOSED - PENDING CASE FILE FOR LE | 1              |
| HOA COMPL CLOSED - LETTER OF INSTRUCTION    | 0              |
| HOA COMPL CLOSED - NONJURSIDICTIONAL        | 0              |
| HOA COMPL CLOSED - SUBMITTED FOR HEARING    | 3              |
| HOA COMPL CLOSED - SHRED INCOMPLETE SOF Q   | 0              |
| HOA COMPL CLOSED - AT CLAIMANT'S REQUEST    | 0              |
| HOA COMPL CLOSED - ADMIN FINE/EDUCATION     | 0              |
| HOA COMPL CLOSED - W/ ANOTHER CASE AT CICO  | 0              |
| HOA COMPL CLOSED - NO VIOLATION             | 1              |
| HOA COMPL CLOSED - DIVISION TERMINATED INVE | 2              |
| HOA COMPL CLOSED - DUPLICATE CASE           | 1              |
| HOA COMPL CLOSED - BEFORE COMPLETION OF IN  | 3              |
| HOA COMPL CLOSED - DIVISION RESOLVED ALLEG  | 0              |
| Grand Total                                 | 43             |

| HOA 116 Alleged Issues   |    | North | South |
|--|----|-------|-------|
| HOA GOV DOCS - DAMAGE TO COMMON ELEMENT                                  | 2  | 0     | 2     |
| HOA GOV DOCS - DAMAGE TO OWNER'S UNIT                                    | 1  | 0     | 1     |
| HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED                          | 9  | 0     | 9     |
| HOA GOV DOCS - ARC   | 4  | 0     | 4     |
| HOA GOV DOCS - BYLAWS  | 1  | 0     | 1     |
| HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED                          | 11 | 2     | 9     |
| NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION                   | 1  | 1     | 0     |
| NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE                      | 1  | 0     | 1     |
| NAC 116A.140- RENEWAL OF CERTIFICATE                                     | 1  | 0     | 1     |
| NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE           | 1  | 0     | 1     |
| NAC 116A.345- PROHIBITED ACTS  | 2  | 0     | 2     |
| NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDU     | 7  | 0     | 7     |
| NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS                      | 1  | 0     | 1     |
| NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY                 | 3  | 0     | 3     |
| NRS 116.3106 - BYLAWS  | 1  | 0     | 1     |
| NRS 116.31068- NOTICE TO UNIT OWNERS                                     | 1  | 0     | 1     |
| NRS 116.21073 MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SEC    | 1  | 0     | 1     |
| NRS 116.3108 - UNITS' OWNERS/MEETINGS                                    | 1  | 0     | 1     |
| NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY        | 2  | 0     | 2     |
| NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT                    | 2  | 1     | 1     |
| NRS 116.31151 - UNITS' OWNERS /ANNUAL DISTRIBUTION                       | 1  | 0     | 1     |
| NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED                        | 1  | 0     | 1     |
| NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAI   | 4  | 0     | 4     |
| NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECO | 1  | 0     | 1     |
| NRS 116.31183 RETALIATORY ACTION PROHIBITED                              | 2  | 0     | 2     |
| NRS 116.31184 - THREATS & HARASSMENT                                     | 2  | 0     | 2     |
| NRS 116.4109 - RESALE OF UNITS   | 1  | 0     | 1     |
| NRS 116A.400 - PROHIBITED FROM ACTING AS CAM W/O A CERTIFICATE           | 2  | 0     | 2     |
| NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION           | 1  | 0     | 1     |
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM                              | 14 | 1     | 13    |
| NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS      | 6  | 0     | 6     |

| Found Issues   | Found | North | South |
|--|-------|-------|-------|
| HOA 116 - UNSUBSTANTIATED  | 31    | 3     | 28    |
| HOA COMPL - CLOSED SUBMITTED FOR HEARING CICCH                       | 3     | 0     | 3     |
| HOA COMPL - PENDING CASE FILE FOR LEGAL                              | 1     | 0     | 1     |
| HOA COMPL - CLOSED BEFORE COMPLETION OF INVESTIGATION                | 3     | 0     | 3     |
| HOA COMPL - CLOSED DIVISION TERMINATED INVESTIGATION                 | 2     | 0     | 2     |
| HOA COMPL - CLOSED DUPLICATE CASE                                    | 1     | 0     | 1     |
| HOA COMPL - CLOSED LETTER OF INSTRUCTION                             | 1     | 1     | 0     |
| HOA COMPL - CLOSED - CLOSED NO VIOLATION                             | 1     | 0     | 1     |
| NAC 116A.345- PROHIBITED ACTS  | 2     | 0     | 2     |
| NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDU | 3     | 0     | 3     |
| NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED                      | 1     | 0     | 1     |
| NRS 116A.620 - MGMT. AGREEMENT; INSURANCE; CHANGES; TERMINATION      | 1     | 0     | 1     |
| NRS 116A.630 - STANDARDS OF PRACTICE FOR CM                          | 3     | 0     | 3     |
| NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS | 2     | 0     | 2     |