



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

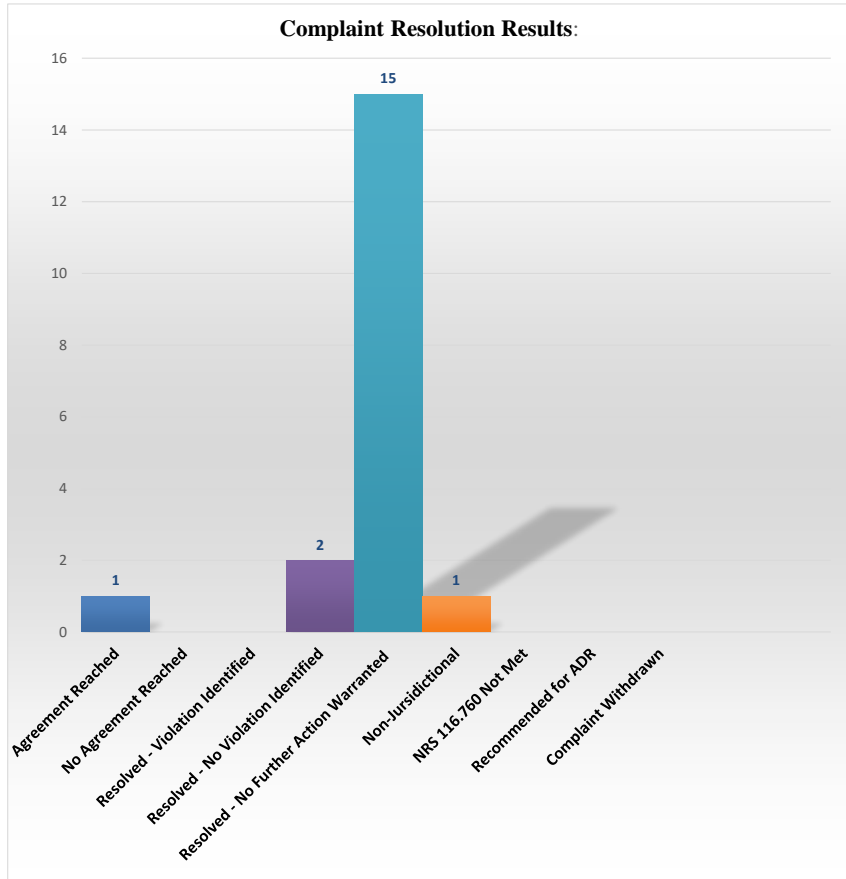
REPORTING PERIOD JULY 1, 2023 - AUGUST 31, 2023

FISCAL YEAR 24

Ombudsman Assistance Report

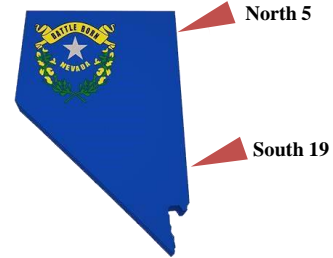
Complaints Received
24

Complaints Resolved
19



Report Date: 07/01/2023-08/31/2023

Total Affidavits Filed: 24



North	South	AIII Assistance
TOP 5 ALLEGATIONS 1. NRS 116.31035 2. NRS 116.31142 3. NRS 116.31144 4. NRS 116.3115 5. NRS 116.31183	TOP 5 ALLEGATIONS 1. NRS 116.31184 2. NRS 116.31031 3. NRS 116.31083 4. NRS 116.31175 5. NAC 116.405	WALK-IN: 36 PHONE CALL: 45

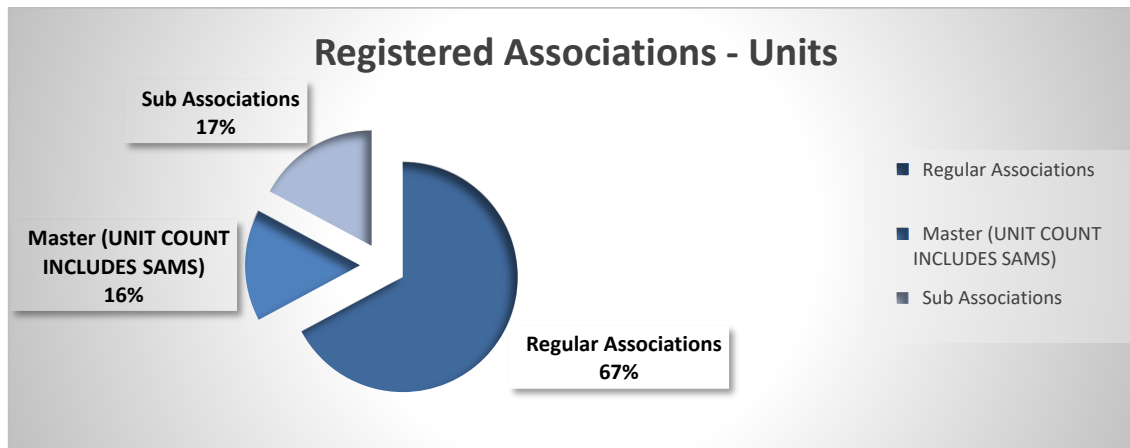
AC - 24 / INC - 3 / D - 15 / SRC - 225 - 3 / 200 - 10

Number of Ombudsman Referral to Compliance - 12
 Number of Resolution Specialist Recommendation for Consideration to Compliance - 1
 Number of Resolution Conferences Held - 10

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,815	404,872
Master (UNIT COUNT INCLUDES SAMS)	109	94,429
Sub Associations	713	103,569
Hotel Associations	10	6,328
Total	3,647	609,198

*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		438	24	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	2,126	35	6	-	13	8	2	261	2,479
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	2,935	79	14	-	13	13	3	542	3,647

KEY

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

Alternative Dispute Resolution Report

New Claims Initiated	
Initial Claims Filed	35
Southern Filings	39
Northern Filings	12

Responses Received	
Responses Received	30
Number of Total Filings	65
Filing Fees Received	\$3,250.00

Mediation Requests	
Requests for Mediation	51

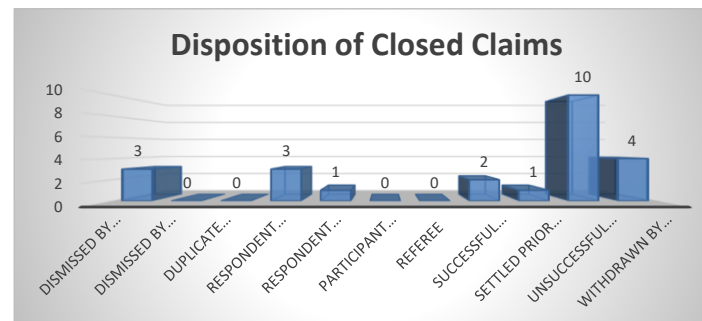
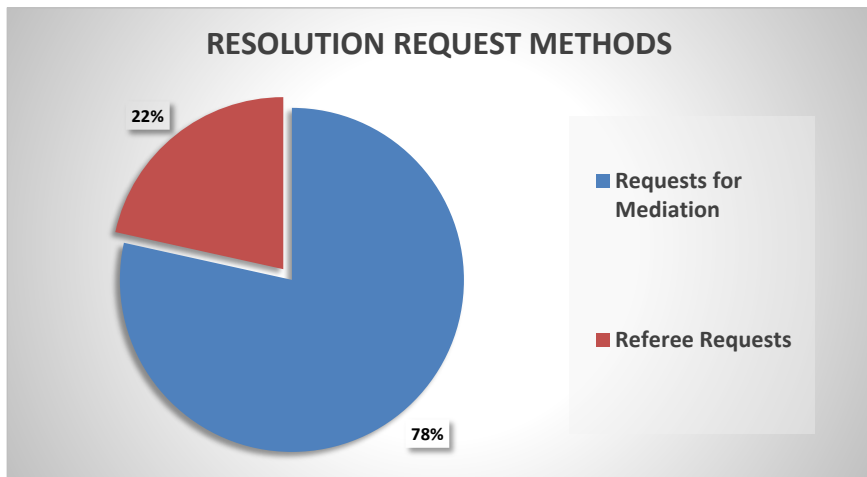
Referee Requests	
Referee Requests	14

Assigned Claims	
Mediation Assignments	26
Referee Assignments	3

Closed Claims - Southern Nevada	
Disposition of Closed Claims	21
Dismissed by Division	2
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	3
Respondent Not Served	0
Participant Refused to Attend Mediation	0
Referee	0
Successful Mediation - Agreement Reached	2
Settled Prior to Mediation	1
Unsuccessful Mediation - No Agreement	10
Withdrawn By Claimant	3

Closed Claims - Northern Nevada	
Disposition of Claims Closed	3
Dismissed by Division	1
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	0
Respondent Not Served	1
Participant Refused to Attend Mediation	0
Referee	0
Successful Mediation - Agreement Reached	0
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	0
Withdrawn By Claimant	1

Subsidy	
Applications Received	45
Invoices Approved for Payment	10
Invoices Paid	\$4,500.00



Ombudsman Education and Training FY 24

EDUCATION OFFICER

TOTAL ACTIVE CE COURSES	269
Newly Approved Courses	4
Renewed Courses	10
Course Offerings*	14
Audits Conducted by Division	0
Educational Materials Created/Published on Website**	0

TRAINING OFFICER

Training Topics Available on Website	30
Website Views (CIC pages)	1,033
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.

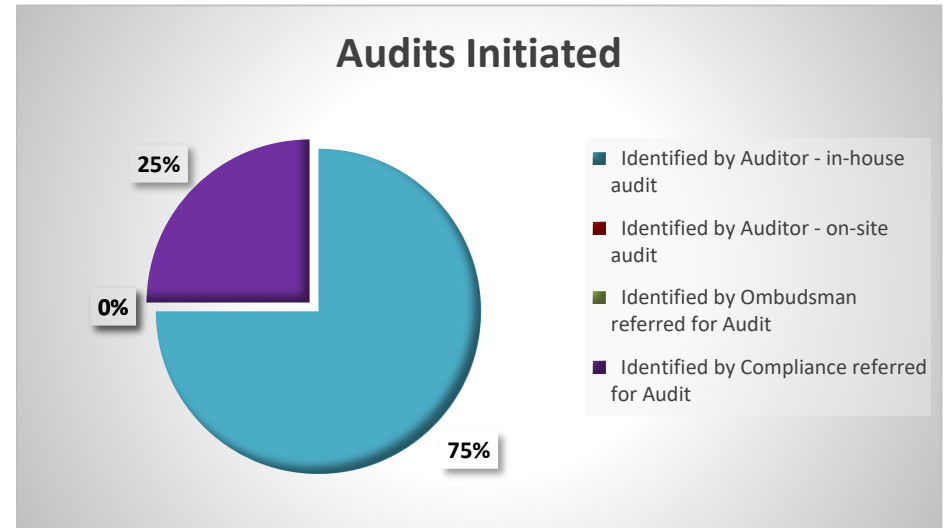
Auditor Report

FY24 & Carryover from FY 23		<u>5</u>
<u>Audits Initiated</u>		
Identified by Auditor - in-house audit		3
Identified by Auditor - on-site audit		0
Identified by Ombudsman referred for Audit		0
Identified by Compliance referred for Audit		1
<u>Total Audits Initiated</u>		<u>9</u>

* Includes carryover audits included from previous year

<u>Disposition of Audits</u>	
Completed audits - compliance gained by Auditor	0
Completed audits referred to Compliance	4
<u>Total Audits Completed*</u>	
<u>4</u>	

<u>Special Projects</u>	
Financial Review - Association	0
Special Projects - Other	1
<u>Total Special Projects</u>	
<u>1</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.



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION

REPORTING PERIOD JULY 1, 2023 - AUGUST 31, 2023

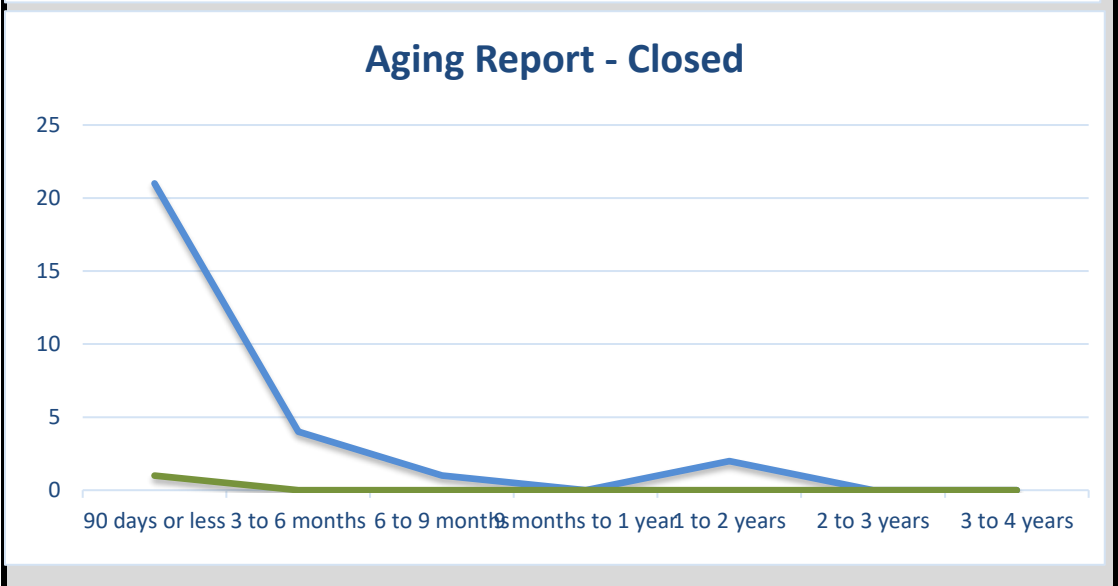
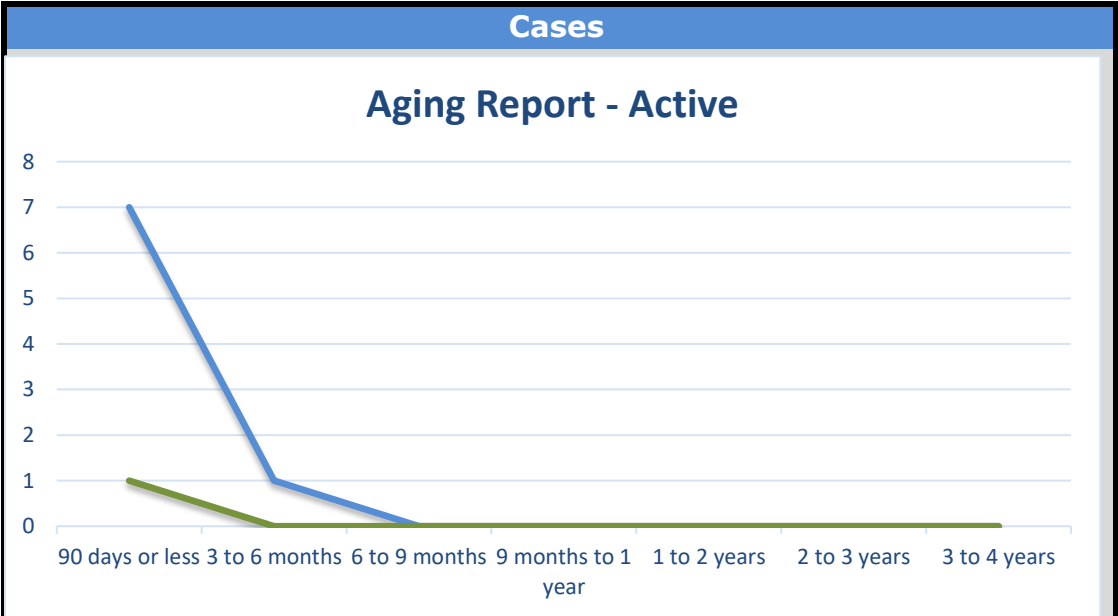
FISCAL YEAR 24

INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	31	5
Total # of Active Cases	31	7
Total # of Cases Closed YTD	28	1

Aging Report - Active	South	North
90 days or less	7	1
3 to 6 months	1	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	8	1

Aging Report - Closed	South	North
90 days or less	21	1
3 to 6 months	4	0
6 to 9 months	1	0
9 months to 1 year	0	0
1 to 2 years	2	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	28	1



INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases South	
LAS VEGAS	6
HENDERSON	0
MESQUITE	1
NORTH LAS VEGAS	0
PAHRUMP	1
BOULDER	0
STATELINE	0
Total	8

Active Cases North	
RENO	0
CARSON CITY	0
SPARKS	1
GARDNERVILLE	0
Total	1

Closed Cases South	
NORTH LAS VEGAS	2
LAS VEGAS	21
HENDERSON	4
BOULDER	0
PAHRUMP	0
MESQUITE	0
LAUGHLIN	1
Total	28

Closed Cases North	
RENO	1
SPARKS	0
Carson City	0
GARDNERVILLE	0
Total	1

INTRV2 Closed Case Outcomes	Count of Local
North	1
INTRV2 CLOSED - PENDING INTRV3/CCIC HEARING	0
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	0
INTRV2 CLOSED - CONSOLIDATED	0
INTRV2 CLOSED - NO VIOLATION	0
INTRV2 CLOSED - LETTER OF INSTRUCTION	0
INTRV2 CLOSED - NONJURISDICTIONAL	0
INTRV2 CLOSED - DIVISION RESOLVED ALLEGATIONS	0
INTRV1 CLOSED - SHREDDED	1
INTRV2 CLOSED - CDL ISSUED	0
South	28
INTRV2 CLOSED - SHREDDED	5
INTRV1 RECEIPT OF COMPLETED AFFIDAVIT	3
INTRV1 CLOSED- TRANSFERRED TO CIC COMPL	0
INTRV2 CLOSED - DUPLICATE CASE/RESOLVED ISSU	0
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	5
INTRV2 CLOSED - PENDING INTRV3/CCIC HEARING	3
INTRV2 CLOSED - AT CLAMANT'S REQUEST	0
INTRV2 CLOSED - NO VIOLATION	2
INTRV2 CLOSED - CDL ISSUED	3
INTRV2 CLOSED - CONSOLIDATED	0
INTRV2 CLOSED - LETTER OF INSTRUCTION	3
INTRV2 CLOSED - DIVISION TERMINATED INVESTIGAT	1
INTRV2 CLOSED - RESOLVED ALLEGATIONS	2
INTRV2 CLOSED - DIVISION RESOLVED ALLEGATIONS	1
GRAND TOTAL	29

INTRV2 Alleged Issues	Alleged	North	South
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	4	0	4
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FO	2	0	2
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	7	0	7
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0	1
NAC 116.435 - RESERVE STUDY; DISSEMINATION OF SUMMARY OF RESULTS	1	0	1
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATE	1	0	1
NAC 116.457 - PREP, CONTENTS, AND AVAIL OF AUDITED FIN STATEMENTS; QUALS OF AUDI	1	0	1
NAC 116.480 - RESTRICTION ON AND STETEMENTS BY MEMBERS OF THE EXECUTIVE BOAR	1	0	1
NRS 116.1113 - OBLIGATION OF GOOD FAITH	1	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	8	0	8
NRS 116-31031 - EXECUTIVE BOARD/IMPOSE FINES	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	9	0	9
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	1	0	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1	0	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED /	1	0	1
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	2	0	2
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	1	0	1
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PO	1	0	1
NRS 116.311395 FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1	0	1
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1	0	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0	1
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1	0	1
NRS 116.31152 - STUDY OF RESERVE	3	0	3
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	2	0	2
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMIN FEES & PENALTIES	1	0	1
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1	0	1

NRS 116.3116 - LEINS / ASSESSMENTS AGAINST UNITS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	6	0	6
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	1	0	1
NRS 116.31184 - THREATS & HARASSMENT	3	0	3
NRS 116.31185 - PROHIBITION/CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENS	2	0	2
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	2	0	2
NRS 116A.640-CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	0	2

INTRV2 Found Issues	Found	North	South
NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION	4	0	4
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	3	0	3
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	6	0	6
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	0	2
INTRV2 - NO VIOLATION	2	0	2
INTRV2 - SHREDDED	6	1	5
INTRV2 - NON JURISDICTIONAL	1	0	1
INTRV2 - PENDING INTRV3/CCIC HEARINGS	3	0	3
INTRV2 - RECOMMENDATION FOR HEARING CIC	3	0	3
INTRV2 - UNSUBSTANTIATED	5	0	5
INTRV2- RESOLVED PRIOR 2 COMPLETE INVESTIGATION	2	0	2
INTRV2 - DIVISION RESOLVED ALLEGATIONS	1	0	1
INTRV2 - DIVISION TERMINATED INVESTIGATION	1	0	1
INTRV2 - CDL ISSUED	3	0	3
INTRV2 - LETTER OF INSTRUCTION	3	0	3
OMB INTRV1 - NONJURISDICTIONAL	1	0	1
PENDING INTRV1 RECEIPT OF COMPLETED AFFIDAVIT	3	0	3

Statement of Fact

Cases	South	North
Cases Opened YTD	25	2
Total # of Active Cases	8	1
Total # of Cases Closed YTD	25	1

Aging Report - Active	South	North
90 days or less	7	1
3 to 6 months	1	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	8	1

Aging Report - Closed	South	North
90 days or less	22	1
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	25	1



STATEMENT OF FACT DEMOGRAPHICS

Active Cases South	
Henderson	0
Boulder City	0
Las Vegas	6
North Las Vegas	0
Pahrump	1
Mesquite	1
Total	8

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

Closed Cases South	
Henderson	2
Las Vegas	17
Pahrump	5
Boulder City	0
North Las Vegas	1
Laughlin	0
Total	25

Closed Cases North	
Reno	0
Incline Village	1
Carson City	0
Sparks	0
Verdi	0
Total	1

HOA 116 Closed Case Outcomes	Count of Local
North	1
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 ALLEGATIONS	0
South	25
HOA COMPL CLOSED - UNSUBSTANTIATED ALLEGATIONS	18
HOA COMPL CLOSED - PENDING INTRV3/CCIC HEARING	0
HOA COMPL CLOSED - FORWARDED TO DISCIPLINE (LOA) FO	0
HOA COMPL CLOSED - PENDING CASE FILE FOR LEGAL	1
HOA COMPL CLOSED - LETTER OF INSTRUCTION	0
HOA COMPL CLOSED - NONJURISDICTIONAL	0
HOA COMPL CLOSED - SUBMITTED FOR HEARING CICCH	3
HOA COMPL CLOSED - SHRED INCOMPLETE SOF OR CORRESP	0
HOA COMPL CLOSED - AT CLAIMANT'S REQUEST	0
HOA COMPL CLOSED - ADMIN FINE/EDUCATION	0
HOA COMPL CLOSED - W/ ANOTHER CASE AT CICCH	0
HOA COMPL CLOSED - NO VIOLATION	1
HOA COMPL CLOSED - DIVISION TERMINATED INVESTIGATION	0
HOA COMPL CLOSED - DUPLICATE CASE	1
HOA COMPL CLOSED - BEFORE COMPLETION OF INVESTIGATI	1
HOA COMPL CLOSED - DIVISION RESOLVED ALLEGATIONS	0
Grand Total	26

HOA 116 Alleged Issues	Alleged	North	South
HOA GOV DOCS - DAMAGE TO COMMON ELEMENT	2	0	2
HOA GOV DOCS - DAMAGE TO OWNER'S UNIT	1	0	1
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	0	0	0
HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED	5	0	5
HOA GOV DOCS - ARC	4	0	4
HOA GOV DOCS - BYLAWS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	6	0	6
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 CONDUCT	4	0	4
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	2	0	2
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	2	0	2
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABIL	3	0	3
NRS 116.31183 RETALIATORY ACTION PROHIBITED	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	12	1	11
NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	5	0	5

Found Issues	Found	North	South
HOA 116 - UNSUBSTANTIATED	18	0	18
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	1	0	1
HOA COMPL - CLOSED DUPLICATE CASE	1	0	1
HOA COMPL - CLOSED LETTER OF INSTRUCTION	1	1	0
HOA 116 - CLOSED NO VIOLATION	1	0	1
NAC 116A.345- PROHIBITED ACTS	2	0	2
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	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