



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2023 - JULY 31, 2023

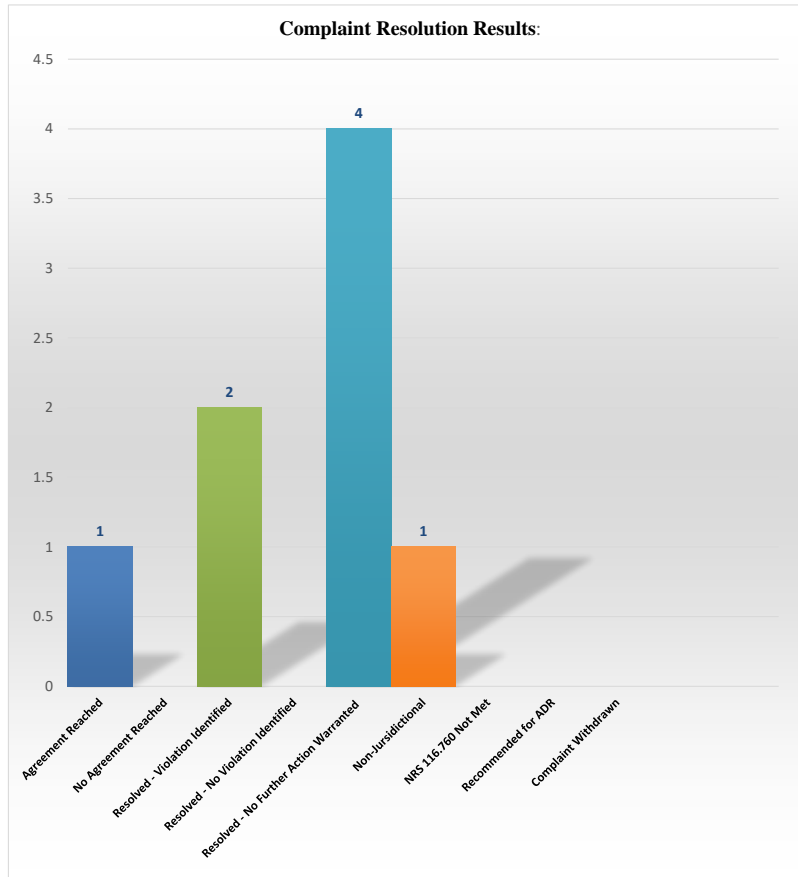
FISCAL YEAR 24

Ombudsman Assistance Report

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

Complaints Received
11

Complaints Resolved
8



North	South	AA3 Assistance
TOP 5 ALLEGATIONS 1. NRS 116.31035 2. NRS 116.31142 3. NRS 116.31144 4. NRS 116.31115 5. NRS 116.31183	TOP 5 ALLEGATIONS 1. NAC 116.405 2. NRS 116.31031 3. NRS 116.31083 4. NRS 116.31175 5. NRS 116.31184	WALK-IN: 10 PHONE CALL: 20

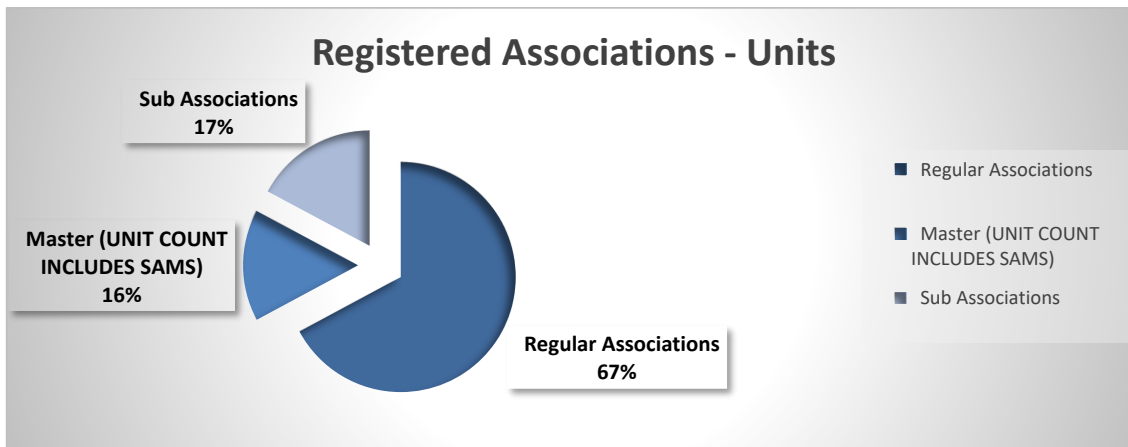
AC = 11 / INC = 10 / R/SBC = 25 / 2,380 = 4

Number of Ombudsman Referral to Compliance - 6
 Number of Resolution Specialist Recommendation for Consideration to Compliance - 0
 Number of Resolution Conferences Held - 3

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,807	404,374
Master (UNIT COUNT INCLUDES SAMS)	109	94,261
Sub Associations	712	103,493
Hotel Associations	10	6,328
Total	<u>3,638</u>	<u>608,456</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	5		438	24	3		-	2		202	674
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	28	1	2,123	35	6	-	13	7	2	261	2,476
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			24	2	1					4	31
PLANNED COMMUNITY - SFD/TH/MH			1							-	1
PLANNED COMMUNITY - TWNHSE	11	-	260	15	3	-				55	344
TOTAL	47	1	2,928	79	14	-	13	12	3	541	3,638

KEY

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

Alternative Dispute Resolution Report

New Claims Initiated	
Initial Claims Filed	313
Southern Filings	253
Northern Filings	60

Responses Received	
Responses Received	143
Number of Total Filings	418
Filing Fees Received	\$15,650.00

Mediation Requests	
Requests for Mediation	256

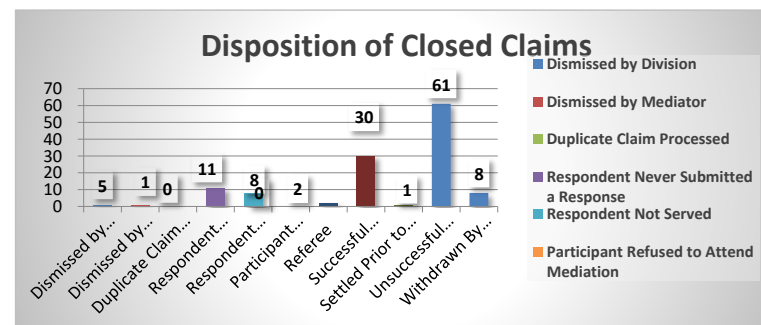
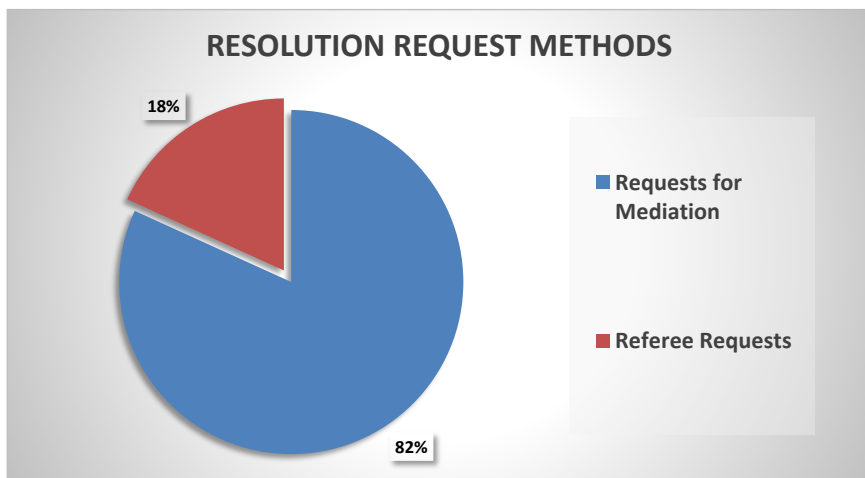
Referee Requests	
Referee Requests	57

Assigned Claims	
Mediation Assignments	124
Referee Assignments	1

Closed Claims - Southern Nevada	
Disposition of Closed Claims	123
Dismissed by Division	1
Dismissed by Mediator	1
Duplicate Claim Processed	0
Respondent Never Submitted a Response	11
Respondent Not Served	8
Participant Refused to Attend Mediation	0
Referee	2
Successful Mediation - Agreement Reached	30
Settled Prior to Mediation	1
Unsuccessful Mediation - No Agreement	61
Withdrawn By Claimant	8

Closed Claims - Northern Nevada	
Disposition of Claims Closed	45
Dismissed by Division	5
Dismissed by Mediator	0
Duplicate Claim Processed	0
Respondent Never Submitted a Response	9
Respondent Not Served	4
Participant Refused to Attend Mediation	0
Referee	1
Successful Mediation - Agreement Reached	10
Settled Prior to Mediation	1
Unsuccessful Mediation - No Agreement	13
Withdrawn By Claimant	2

Subsidy	
Applications Received	205
Invoices Approved for Payment	97
Invoices Paid	\$37,959.25



Ombudsman Education and Training FY 24

EDUCATION OFFICER

TOTAL ACTIVE CE COURSES	134
Newly Approved Courses	3
Renewed Courses	4
Course Offerings*	10
Audits Conducted by Division	0
Educational Materials Created/Published on Website**	0

TRAINING OFFICER

Training Topics Available on Website	30
Website Views (CIC pages)	513
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.

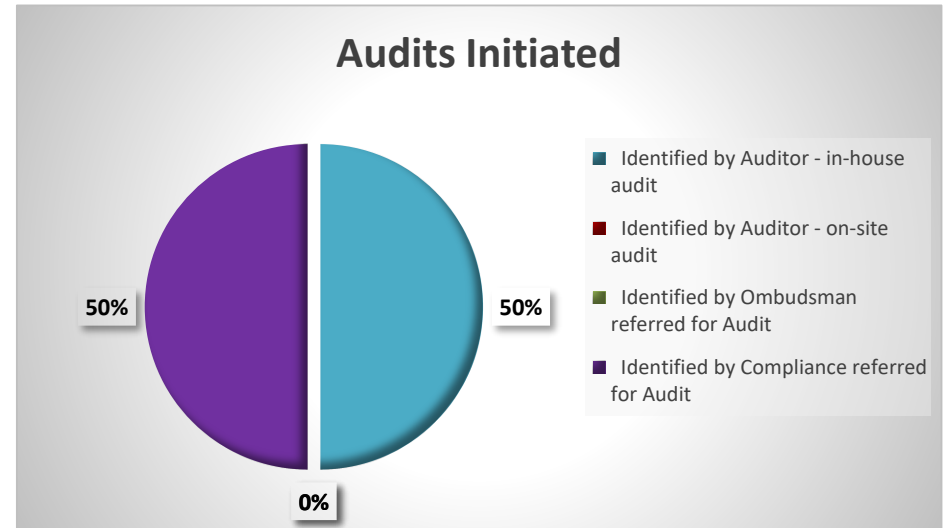
Auditor Report

FY24 & Carryover from FY 23		<u>5</u>
<u>Audits Initiated</u>		
Identified by Auditor - in-house audit		1
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>7</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	2
<u>Total Audits Completed*</u>	
<u>2</u>	

<u>Special Projects</u>	
Financial Review - Association	0
Special Projects - Other	0
<u>Total Special Projects</u>	
<u>0</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 - JULY 31, 2023

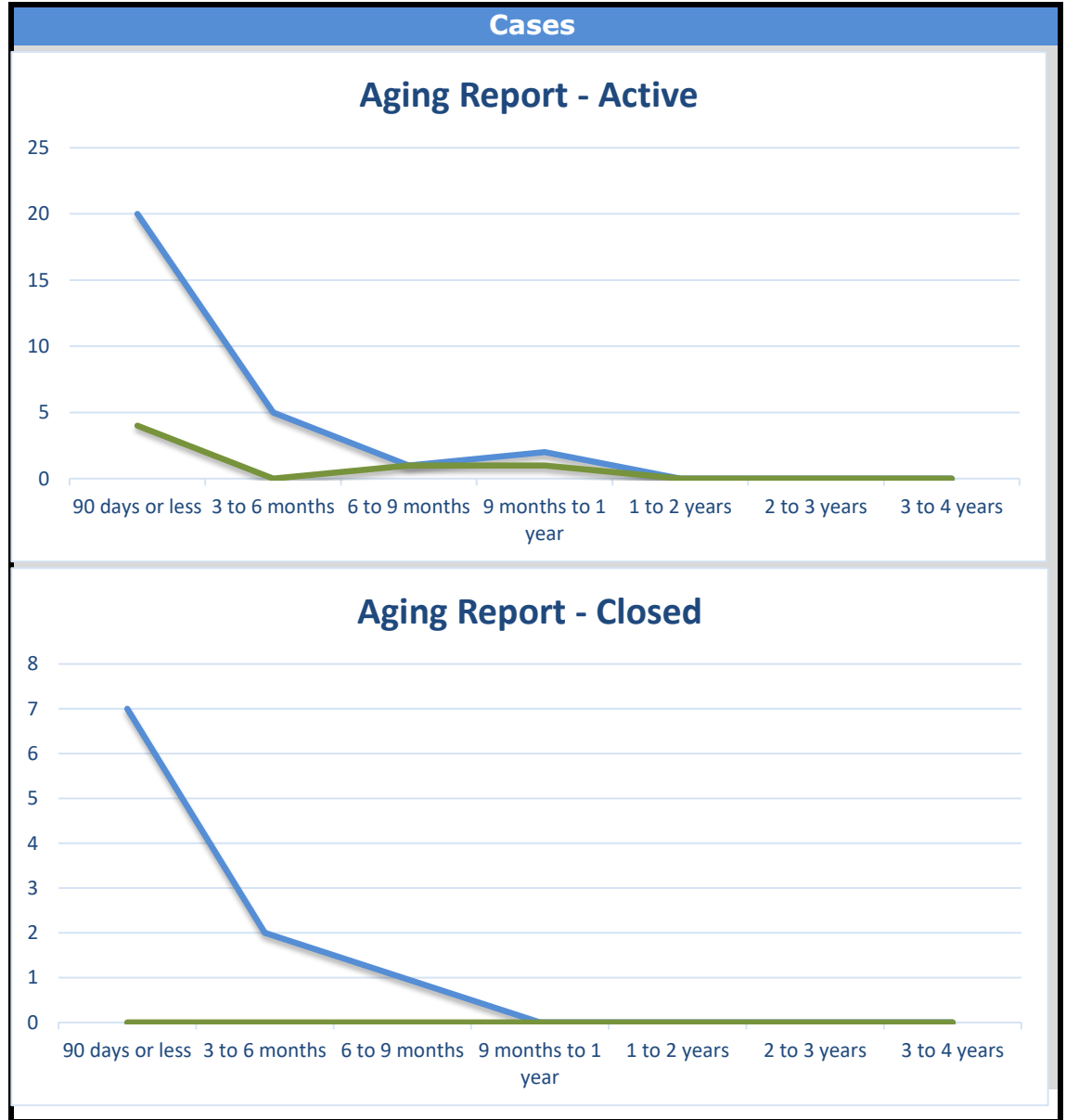
FISCAL YEAR 24

INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	11	2
Total # of Active Cases	28	6
Total # of Cases Closed YTD	10	0

Aging Report - Active	South	North
90 days or less	20	4
3 to 6 months	5	0
6 to 9 months	1	1
9 months to 1 year	2	1
1 to 2 years	0	0
2 to 3 years	0	0
3 to 4 years	0	0
Total	28	6

Aging Report - Closed	South	North
90 days or less	7	0
3 to 6 months	2	0
6 to 9 months	1	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	10	0



INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases South	
LAS VEGAS	21
HENDERSON	4
MESQUITE	0
NORTH LAS VEGAS	3
PAHRUMP	0
BOULDER	0
STATELINE	0
Total	28

Active Cases North	
RENO	4
CARSON CITY	2
SPARKS	0
GARDNERVILLE	0
Total	6

Closed Cases South	
NORTH LAS VEGAS	1
LAS VEGAS	8
HENDERSON	1
BOULDER	0
PAHRUMP	0
MESQUITE	0
STATELINE	0
Total	10

Closed Cases North	
RENO	0
SPARKS	0
CARSON CITY	0
GARDNERVILLE	0
Total	0

INTRV2 Alleged Issues	Alleged	North	South
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	1	0	1
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR ME	1	0	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	2	0	2
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	3	0	3
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	4	0	4
NRS 116.3107 - CIC/UPKEEP	1	0	1
NRS 116.31073 - MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SECURITY WALLS	1	0	1
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.31152 - STUDY OF RESERVE	1	0	1
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	1	0	1
NRS 116.3116 - LEINS / ASSESSMENTS AGAINST UNITS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	3	0	3
NRS 116.31184 - THREATS & HARASSMENT	1	0	1

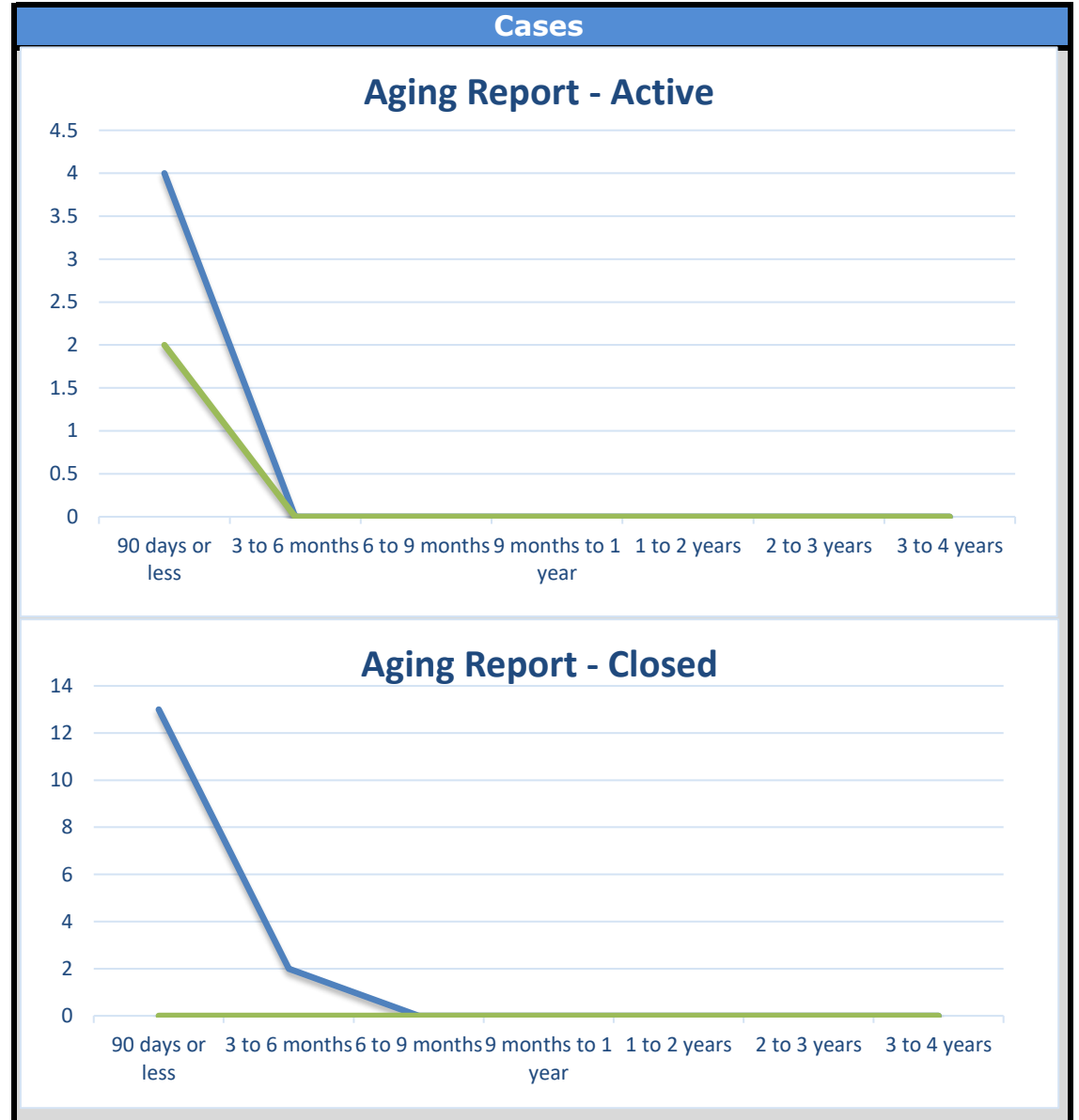
INTRV2 Found Issues	Found	North	South
NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION	3	0	3
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2	0	2
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	3	0	3
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	0	2
INTRV2 - NO VIOLATION	1	0	1
INTRV2 - RECOMMENDATION FOR HEARING CIC	2	0	2
INTRV2 - UNSUBSTANTIATED	2	0	2
INTRV2 - DIVISION RESOLVED ALLEGATIONS	1	0	1
INTRV2 - DIVISION TERMINATED INVESTIGATION	1	0	1
INTRV2 - LETTER OF INSTRUCTION	3	0	3

Statement of Fact

Cases	South	North
Cases Opened YTD	12	2
Total # of Active Cases	4	2
Total # of Cases Closed YTD	15	0

Aging Report - Active	South	North
90 days or less	4	2
3 to 6 months	0	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	4	2

Aging Report - Closed	South	North
90 days or less	13	0
3 to 6 months	2	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	15	0



STATEMENT OF FACT DEMOGRAPHICS

Active Cases South	
Henderson	0
Boulder City	0
Las Vegas	0
North Las Vegas	0
Pahrump	3
Mesquite	1
Laughlin	0
Total	4

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

Closed Cases South	
Henderson	0
Las Vegas	12
Pahrump	2
Boulder City	0
North Las Vegas	1
Laughlin	0
Total	15

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

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 COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED	3	0	3
HOA GOV DOCS - ARC	4	0	4
HOA GOV DOCS - BYLAWS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	3	0	3
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	2	0	2
NRS 116.31183 RETALIATORY ACTION PROHIBITED	1	0	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	4	0	4
NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1	0	1

Found Issues	Found	North	South
HOA 116 - UNSUBSTANTIATED	12	0	12
HOA COMPL - FORWARDED TO DISCIPLINE (LOA) FOR HEARING	1	0	1
HOA COMPL - CLOSED BEFORE COMPLETION OF INVESTIGATION	1	0	1
NAC 116A.345- PROHIBITED ACTS		0	1
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	2	0	2
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	1	0	1
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