



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2024 - OCTOBER 31, 2024

FISCAL YEAR 25

Ombudsman Assistance Report

Report Date: 07/01/2024 - 10/31/2024

Statistics
Walk-in: 103
Phone: 212

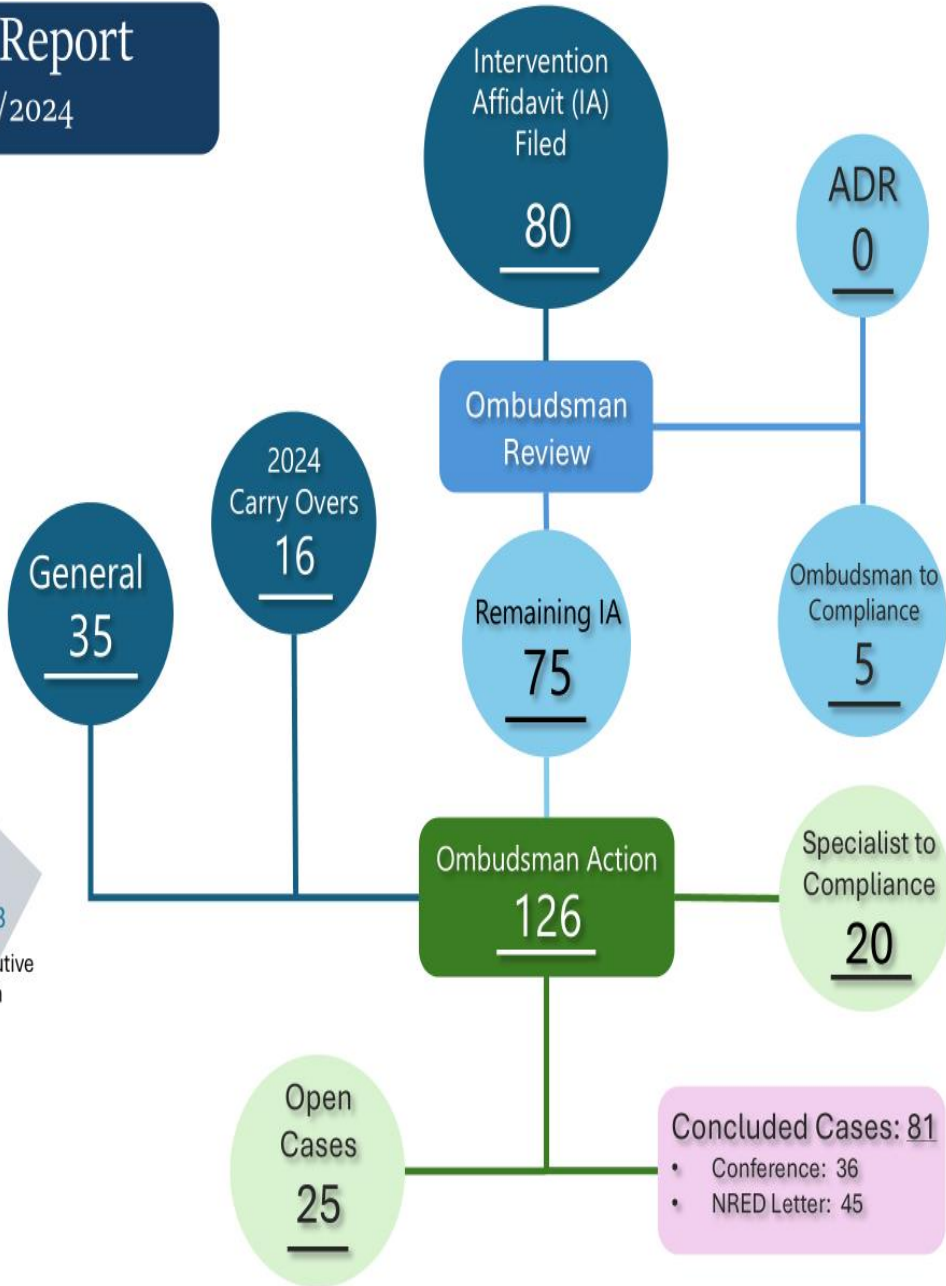
Top 3 Allegations in the South

- NRS 116.3103**
 Power of executive board to act on behalf of association
- NRS 116.31083**
 Meetings of executive board

- NRS 116.31175**
 Maintenance and availability of books, records and other papers of association

Top 3 Allegations in the North

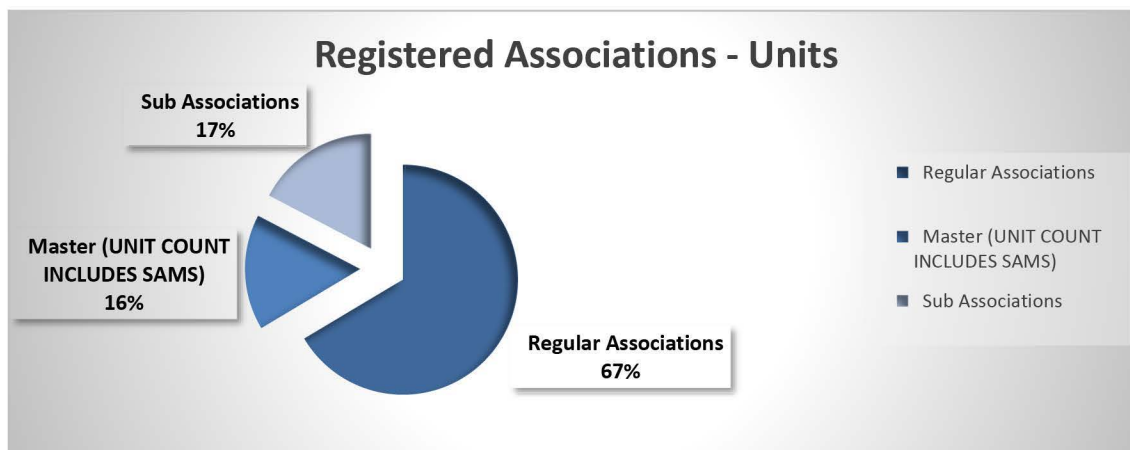
- NRS 116.3103**
 Power of executive board to act on behalf of association
- NRS 116.3107**
 Upkeep of common-interest community
- NRS 116.31034**
 Election of members of executive board and officers of association



Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,866	410,686
Master (UNIT COUNT INCLUDES SAMS)	113	100,336
Sub Associations	723	107,237
Hotel Associations	9	5,658
Total	<u>3,711</u>	<u>623,917</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	13		440	20	3		-	2		200	678
CONDO/HOTEL			9								9
COOP			3						1	3	7
PLANNED COMMUNITY - CONDO/TH			7							1	8
PLANNED COMMUNITY - DUPLEX	4		25							7	36
PLANNED COMMUNITY - M/H			12					3		2	17
PLANNED COMMUNITY - SFD	49	1	2,163	28	6	-	9	5	2	264	2,527
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					5	33
PLANNED COMMUNITY - SFD/TH/MH			1							-	1
PLANNED COMMUNITY - TWNHSE	16	-	272	12	2	-				58	360
TOTAL	82	1	2,983	64	12	-	9	10	3	547	3,711

KEY

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

Ombudsman Education and Training FY 25

EDUCATION OFFICER

TOTAL ACTIVE CE COURSES YTD	121
Newly Approved Courses	1
Renewed Courses	5
Course Offerings*	8
Publications **	0
Audits Conducted by Division	0
TOTAL ACTIVE CAMs	749
Supervising CAMs	324
Provisional CAMs	116
Temporary CAMs	29
CAMs	280

*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.

TRAINING OFFICERS

VIDEO VIEWS	Total Views
What is a Reserve Study	2
Reserve Study – Financial Analysis	1
Reserve Study – Physical Analysis	1
Reserve Study Specialist	1

PUBLICATIONS**	0
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WEBSITE PAGES	Total Views
Presentations	356
Program Training	316
Flowcharts**	125
Video Tutorials	17

TRAININGS PROVIDED	8
Online - Virtual (via Webex)	8
Off-site (via Microsoft Teams upon request)	0
ATTENDEES	76

Alternative Dispute Resolution Report - JULY - OCTOBER FY25

Claims

Carry over from previous years	60
Claims Filed	YTD
	82

Resolution Request Methods	Mediation	Referee	Total
Southern Filings	46	23	69
Northern Filings	8	5	13

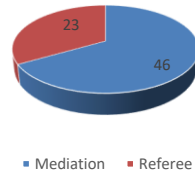
YTD

Responses Received	67
Number of Total Filings	149
Filing Fees Received	\$ 7,450.00

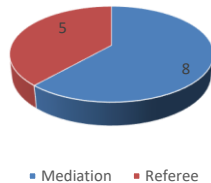
Assigned Claims YTD

Mediation Assignments	57
Referee Assignments	2

ADR Southern Filings



ADR Northern Filings



Closed Claims YTD - Southern Nevada

Disposition of Closed Claims	88
Dismissed by Division	0
Dismissed by Mediator	0
Respondent Never Submitted a Response	19
Respondent Not Served	8
Referee	1
Successful Mediation - Agreement Reached	22
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	36
Withdrawn By Claimant	2

Closed Claims YTD - Northern Nevada

Disposition of Claims Closed	13
Dismissed by Division	0
Dismissed by Mediator	0
Respondent Never Submitted a Response	3
Respondent Not Served	0
Referee	0
Successful Mediation - Agreement Reached	4
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	4
Withdrawn By Claimant	2

Subsidy

Applications Received	104
Invoices Approved for Payment	57
Invoices Paid	\$ 23,750.00

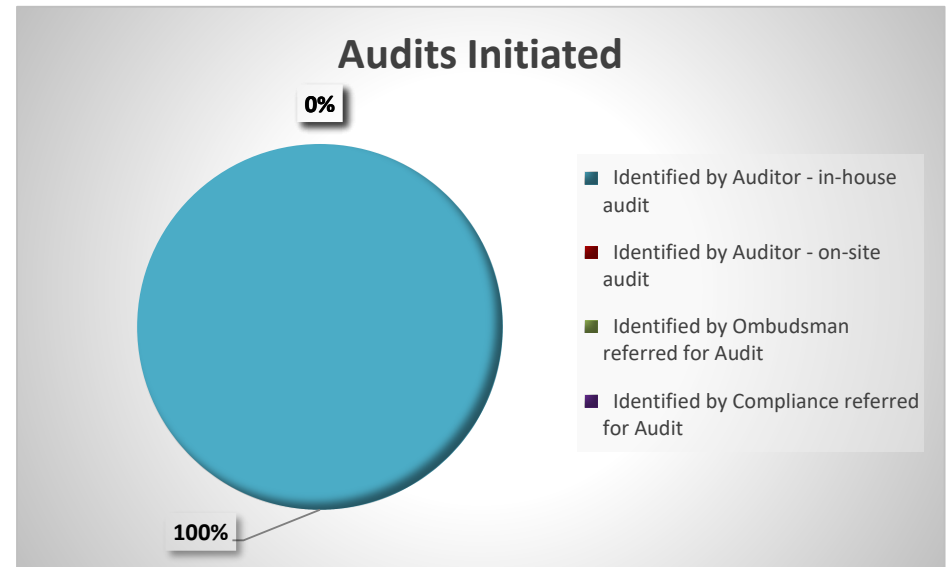
Auditor Report

FY25 & Carryover from FY24		<u>5</u>
<u>Audits Initiated</u>		
Identified by Auditor - in-house audit	2	
Identified by Auditor - on-site audit	0	
Identified by Ombudsman referred for Audit	0	
Identified by Compliance referred for Audit	0	
<u>Total Audits Initiated</u>		<u>7</u>

* Includes carryover audits included from previous year

<u>Disposition of Audits</u>		
Non-Response to audit - referred to Compliance	1	
Completed audits - compliance gained by Auditor	0	
Completed audits referred to Compliance	5	
<u>Total Audits Completed*</u>		<u>6</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, 2024 - OCTOBER 31, 2024

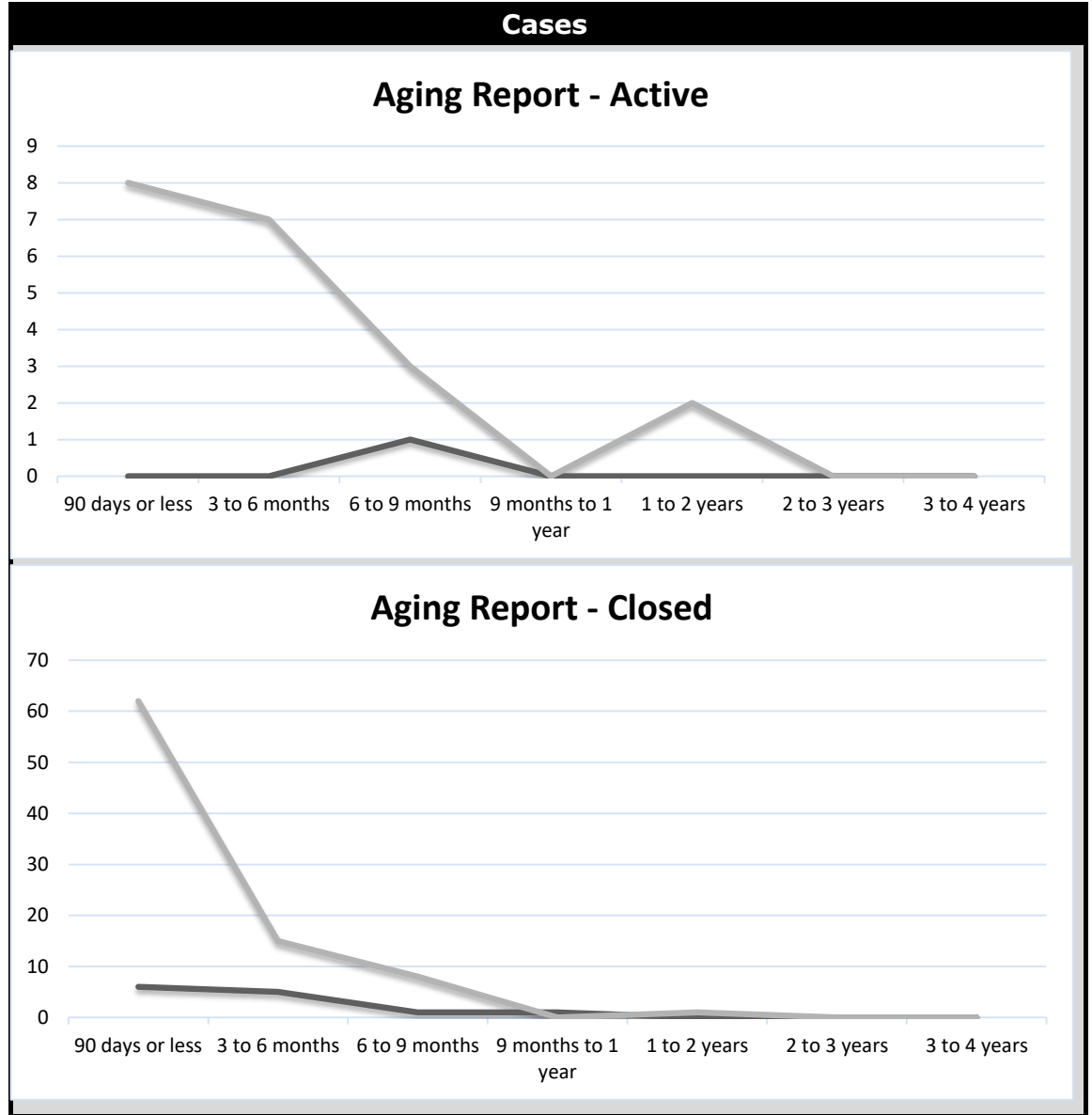
FISCAL YEAR 25

INTERVENTION AFFIDAVIT

Cases	North	South
Cases Opened YTD	5	76
Total # of Active Cases	1	20
Total # of Cases Closed YTD	13	86

Aging Report - Active	North	South
90 days or less	0	8
3 to 6 months	0	7
6 to 9 months	1	3
9 months to 1 year	0	0
1 to 2 years	0	2
2 to 3 years	0	0
3 to 4 years	0	0
Total	1	20

Aging Report - Closed	North	South
90 days or less	6	62
3 to 6 months	5	15
6 to 9 months	1	8
9 months to 1 year	1	0
1 to 2 years	0	1
2 to 3 years	0	0
3 to 4 years	0	0
Total	13	86



INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases North	
Carson City	1
Total	1

Active Cases South	
Henderson	1
Las Vegas	17
N. Las Vegas	2
Total	20

Closed Cases North	
Crystal Bay	2
Incline Village	1
Reno	8
Sparks	1
Gardnerville	1
Total	13

Closed Cases South	
Boulder City	1
Henderson	7
Las Vegas	67
Laughlin	1
N. Las Vegas	7
Pahrump	3
Total	86

INTRV2 Closed Case Outcome- North	Count of Local
Pending INTRV3/CCIC Hearing	1
Unsubstantiated Allegations	3
No Violation	2
Letter of Instruction	2
Non-Jurisdictional	1
Division Resolved Allegations	1
Division Terminated Investigation	0
CDL Issue	2
Duplicate Case	0
Closed at Claimant's Request	0
Consolidated W/CCIC Case	0
Parties Resolved Prior to Investigation	1
	13

INTRV2 Closed Case Outcome- South	Count of Local
Pending INTRV3/CCIC Hearing	19
Unsubstantiated Allegations	13
No Violation	8
Letter of Instruction	5
Non-Jurisdictional	1
Division Resolved Allegations	32
Division Terminated Investigation	5
CDL Issue	0
Duplicate Case	2
Closed at Claimant's Request	0
Consolidated W/CCIC Case	1
Parties Resolved Prior to Investigation	0
	86

INTRV2 Alleged Issues	Alleged	North	South
HOA GOV DOCS - BYLAWS	2	0	2
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	1	1	0
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	1	1	0
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBE	2	0	2
NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT	1	0	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	14	3	11
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	6	4	2
NAC 116.425 - RESERVE STUDY; CONTENT	4	2	2
NAC 116.435 - RESERVE STUDY; DISSEMINATION OF SUMMARY OF RESULTS	4	4	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENT	4	2	2
NAC 116.457 - PREP, CONTENTS, AND AVAIL OF AUDITED FIN STATEMENTS; QUALS OF AUDITOR	1	1	0
NRS 116.017- COMMON ELEMENTS DEFINED	1	0	1
NRS 116.12065- NOTICE OF CHANGES TO GOVERNING DOCUMENTS	1	0	1
NRS 116.2117- AMENDMENT OF DECLARATION	1	0	1
NRS 116.3101 - HOA / ORGANIZATION	1	1	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	30	7	23
NRS 116-31031 - EXECUTIVE BOARD/IMPOSE FINES	5	1	4
NRS 116-310315 - ACCT. FOR FINES/PROHIBITION FEES TOWARDS FINES	6	0	6
NRS 116.31032- DECLARANT/ CONTROL PERIOD	1	1	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	54	6	48
NRS 116.31036 - EXECUTIVE BOARD MEMBER REMOVAL	1	0	1
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	1	0	1
NRS 116.3107 - CIC/UPKEEP	2	1	1
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	10	3	7
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	12	4	8
NRS 116.31084 - VOTING MY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOT	4	2	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	5	3	2
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETIN	7	2	5
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION ; RIGHTS TO REQUEST DISMISSAL OF CIVIL AC	2	0	2
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS	4	3	1
NRS 116.3114 - SURPLUS FUNDS	1	0	1
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	2	2	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	4	3	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	11	5	6
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	8	5	3

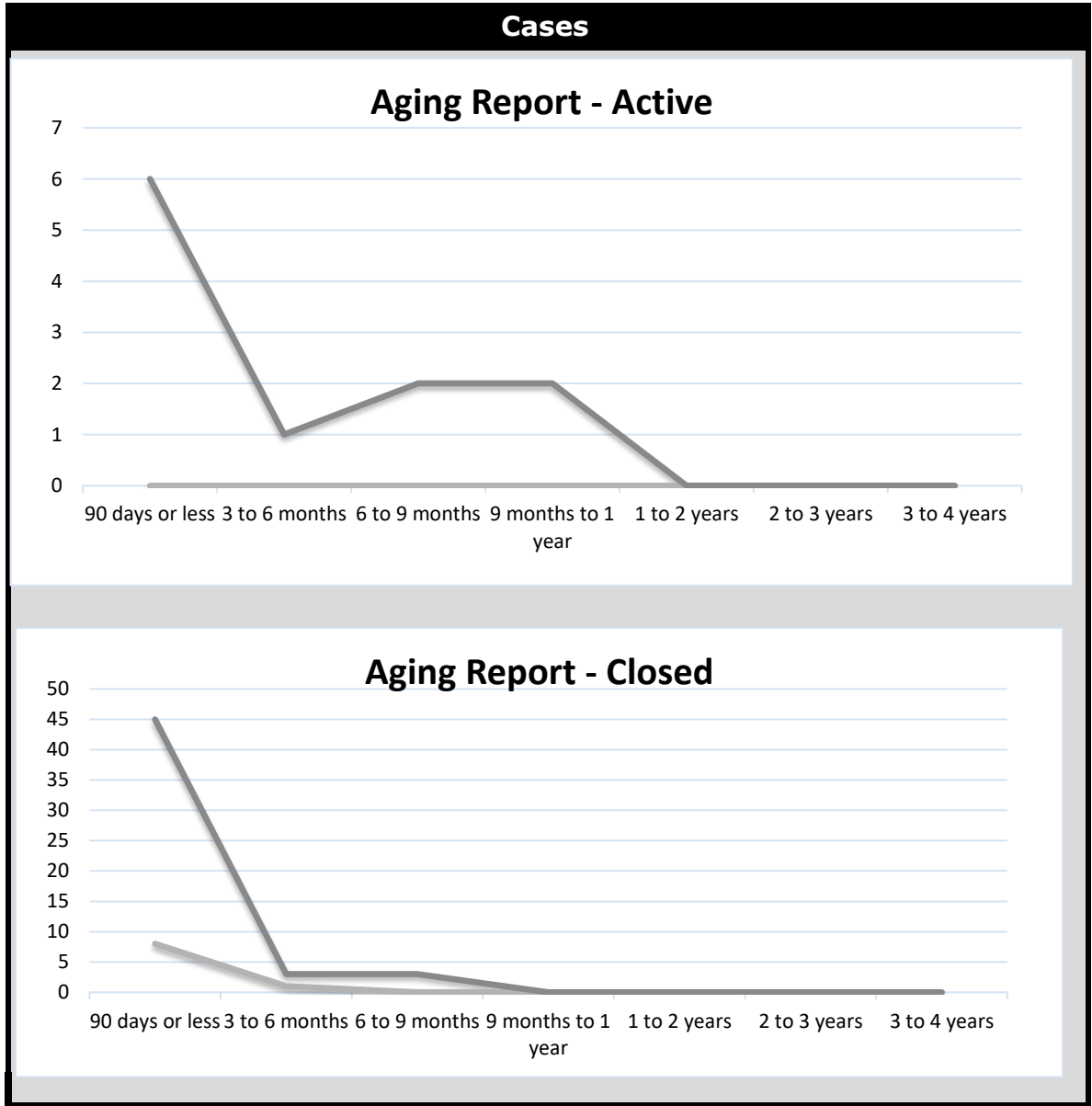
NRS 116.31152 - STUDY OF RESERVE	13	6	7
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	6	5	1
NRS 116.31155 - HOA/FEEs IMPOSED FOR ADMIN FEES & PENALTIES	2	1	1
NRS 116.31158 - HOA / REGISTRATION W/ OMB	4	1	3
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	12	3	9
INTRV2 Found Issues	Found	North	South
NRS 116.31118 - UNITS' OWNERS RIGHTS/MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR	2	1	1
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	4	0	4
NRS 116.31184 - THREATS & HARASSMENT	3	1	2
NRS 116.31185 - PROHIBITION/CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	5	1	4
NRS 116.31187 - PROHIBITION AGAINST CERTAIN PERSONNEL CONTRACTING WITH ASSOCIATION OR ACCEPTIN	1	1	0
NRS 116.345 ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	4	1	3
NRS 116.4109 - RESALE OF UNITS	1	0	1
NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT;	2	0	2
NRS 116A.610- CM TO DISCLOSE INFO. BEFORE MBMT. CONTRACT	1	0	1
NRS 116A.620 - MGMT AGREEMENT; INSURANCE; CHANGES; TERMINATION	3	2	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	8	5	3
NRS 116A.640-CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	4	2	2
NAC 116A.385 EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR MEMBE	1	0	1
NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION	2	0	2
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	3	1	2
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	2	0	2
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	32	1	31
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	1	0	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1	0	1
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	2	1	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	4	3	1
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1	0	1
NRS 116.31152 - STUDY OF RESERVE	2	1	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	5	1	4
NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; AMINISTRATIVE FINE FO	2	0	2

Statement of Fact

Cases	North	South
Cases Opened YTD	6	44
Total # of Active Cases	0	11
Total # of Cases Closed YTD	9	51

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

Aging Report - Closed	North	South
90 days or less	8	45
3 to 6 months	1	3
6 to 9 months	0	3
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	51



STATEMENT OF FACT DEMOGRAPHICS

Active Cases North	
Total	0

Active Cases South	
Henderson	3
Las Vegas	5
Laughlin	1
North Las Vegas	2
Total	11

Closed Cases North	
Dayton	1
Incline Village	4
Minden	2
Reno	2
Total	9

Closed Cases South	
Henderson	1
Pahrump	1
Las Vegas	47
North Las Vegas	2
Total	51

SOF Closed Case Outcome- North	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	3
No Violation	4
Letter of Instruction	0
Non-Jurisdictional	0
Division Resolved Allegations	0
Division Terminated Investigation	2
ADR Allegations	0
Duplicate Case	0
Closed at Claimant's Request	0
Parties Resolved Prior to Investigation	0
Pending Case File for Legal	0
	9

SOF Closed Case Outcome- South	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	11
No Violation	13
Letter of Instruction	0
Non-Jurisdictional	3
Division Resolved Allegations	1
Division Terminated Investigation	18
ADR Allegations	3
Duplicate Case	1
Closed at Claimant's Request	1
Parties Resolved Prior to Investigation	0
Pending Case File for Legal	0
	51

HOA 116 Alleged Issues	Alleged	North	South
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	1	0	1
HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS	1	0	1
HOA GOV DOCS - FINES	2	0	2
HOA GOV DOCS - RULES & REGULATIONS	4	0	4
HOA 116 - NON JURISDICTIONAL	3	0	3
HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED	2	0	2
HOA GOV DOCS - ARC	1	0	1
HOA GOV DOCS - BYLAWS	1	0	1
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	2	0	2
NAC 116.0433- FINANCIAL RECORDS	2	0	2
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION	1	1	0
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	3	0	3
NAC 116A.345- PROHIBITED ACTS	2	1	1
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	4	1	3
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL	6	1	5
NRS 116.12065 - NOTICE OF CHANGES TO GOVERNING DOCUMENTS	1	1	0
NRS 116.3102 - HOA/POWERS	2	0	2
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	2	0	2
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	3	0	3
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INT	1	1	0
NRS 116.310315 - ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	2	0	2
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	7	1	6
NRS 116.31036 - EXECUTIVE BOARD MEMBER REMOVAL	3	0	3
NRS 116.31038 - DECLARANT/DELIVERY TO HOA OF PROPERTY HELD	1	0	1
NRS 116.3106 - BYLAWS	1	1	0
NRS 116.31065 - RULES	3	1	2
NRS 116.3107 - CIC/UPKEEP	6	0	6
NRS 116.3108 - UNITS' OWNERS/MEETINGS	4	1	3
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	5	1	4
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	7	2	5
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE	1	0	1
NRS 116.3109 - QUOROM	1	1	0
NRS 116.31135 - INSURANCE /REPAIR OR REPLACEMENT OF DAMAGED O	1	1	0

NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	3	2	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0	1
NRS 116.31152 - STUDY OF RESERVE	1	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	3	2	1
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMINISTRATIVE FEES & PENAL	1	1	0
HOA 116 Alleged Issues	Alleged	North	South
NRS 116.3116 - LIENS / ASSESSMENTS AGAINST UNITS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAIL	6	1	5
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAIL OF RECORDS REQ FOR RESALE OF UNITS	1	0	1
NRS 116.31183 RETALIATORY ACTION PROHIBITED	1	0	1
NRS 116.31184 - THREATS & HARASSMENT	6	0	6
NRS 116.31185- PROHIBITION/ CERTAIN PERSONNEL SOLICITING O ACCEPTING COMPENS	1	0	1
NRS 116.31187- PROHIBITION/CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HO	1	0	1
NRS 116.31189- BRIBERY OF COMMUNITY MANAGER OR MEMBER OF EXECUTIVE BOARD; F	1	0	1
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	2	0	2
NRS 116.350 - LIMITATIONS REGARDING REGS OF CERTAIN ROADS; PERM	1	0	1
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATIO	1	0	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	13	2	11
NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	2	1	1
Found Issues	Found	North	South
N/A			