



**NEVADA REAL ESTATE DIVISION**

**COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS**

**OMBUDSMAN'S OFFICE**

**REPORTING PERIOD JULY 1, 2023 - APRIL 30, 2024**

**FISCAL YEAR 24**

# Ombudsman Assistance Report

Report Date: 07/01/2023 - 04/30/2024

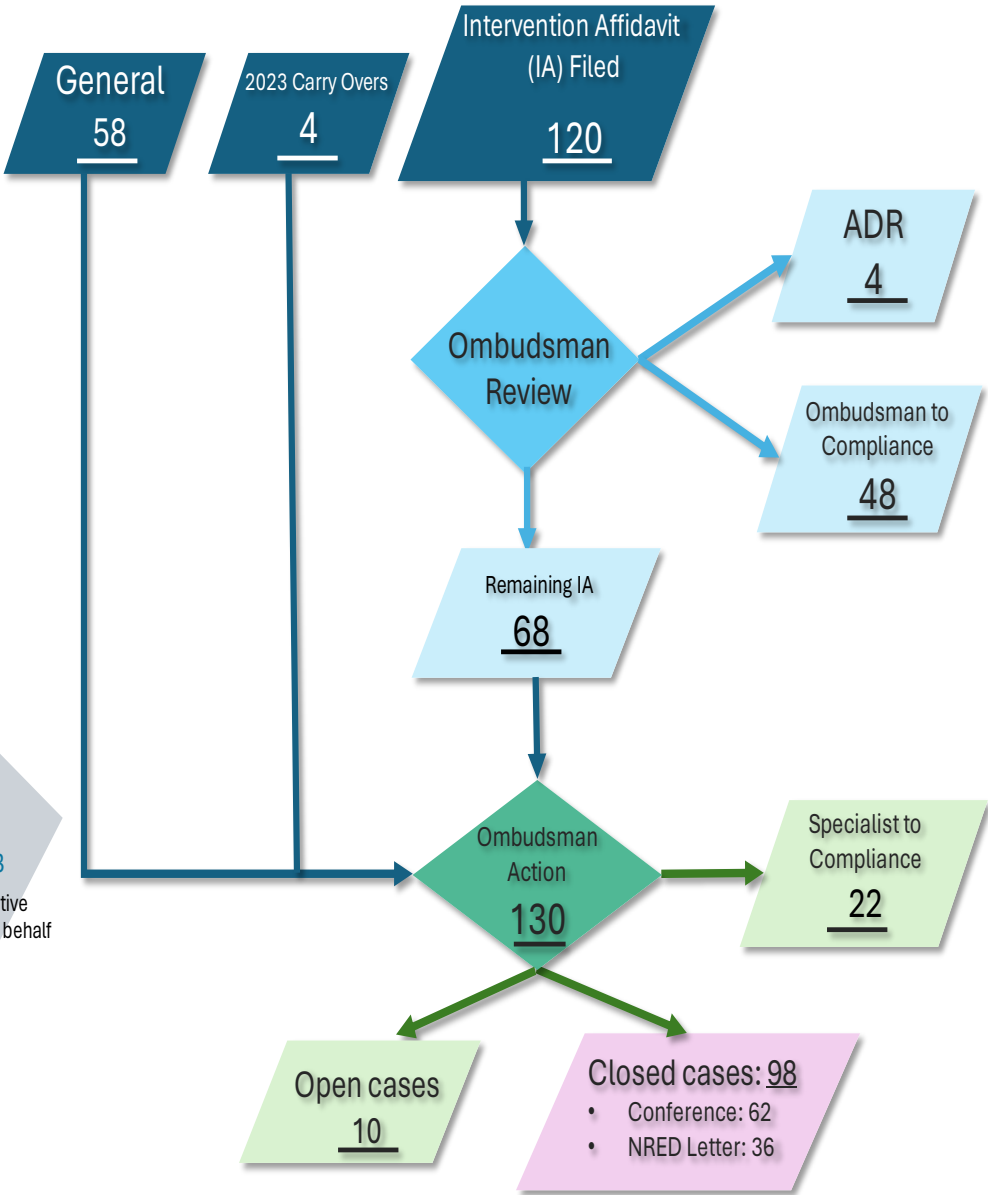
**Statistics**  
Walk-in: 197  
Phone: 221

### Top 3 Allegations in the South

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

### Top 3 Allegations in the North

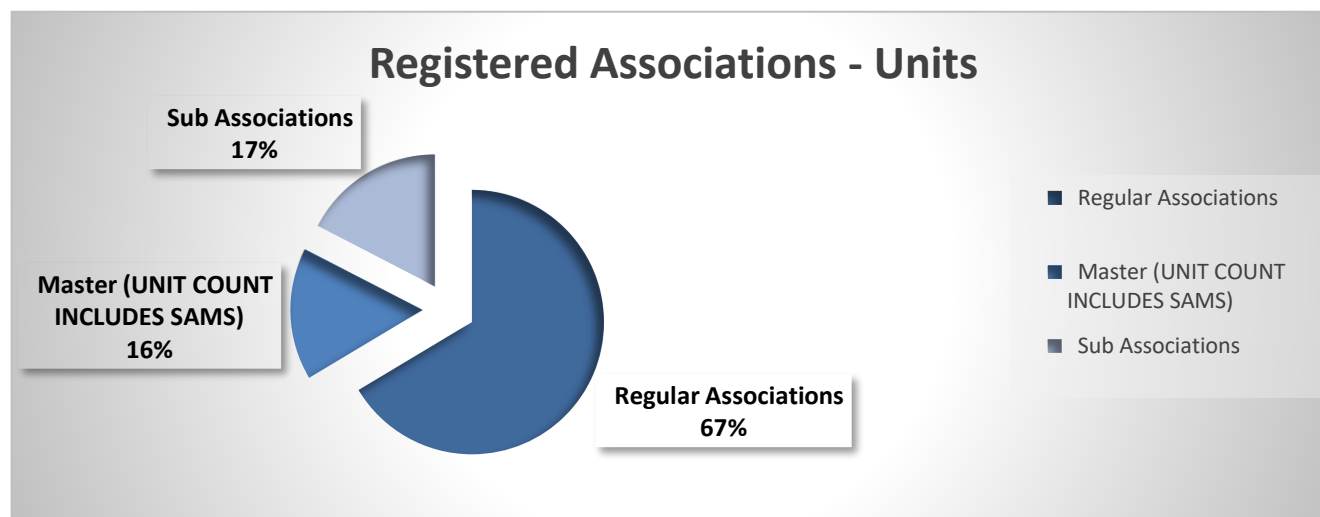
- NRS 116.3103**  
Power of executive board to act on behalf of association
- NRS 116.31035**  
Publications containing mention of candidate or ballot question
- NRS 116.31086**  
Solicitation of bids for association project



## Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,847	407,184
Master (UNIT COUNT INCLUDES SAMS)	112	99,211
Sub Associations	723	106,701
Hotel Associations	9	5,658
<b>Total</b>	<b><u>3,691</u></b>	<b><u>618,754</u></b>

\*SAM = uses same board as master



## Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	14		438	20	3		-	2		198	<b>675</b>
CONDO/HOTEL			9								<b>9</b>
COOP			4						1	3	<b>8</b>
PLANNED COMMUNITY - CONDO/TH			7							1	<b>8</b>
PLANNED COMMUNITY - DUPLEX	4		25							7	<b>36</b>
PLANNED COMMUNITY - M/H			12					3		2	<b>17</b>
PLANNED COMMUNITY - SFD	49	1	2,154	25	6	-	9	5	1	265	<b>2,515</b>
PLANNED COMMUNITY - SFD/CONDO			14	1						4	<b>19</b>
PLANNED COMMUNITY - SFD/CONDO/TH			11							2	<b>13</b>
PLANNED COMMUNITY - SFD/MH			1	1						1	<b>3</b>
PLANNED COMMUNITY - SFD/TH			25	2	1					5	<b>33</b>
PLANNED COMMUNITY - SFD/TH/MH			1							-	<b>1</b>
PLANNED COMMUNITY - TWNHSE	15	-	268	13	2	-				56	<b>354</b>
<b>TOTAL</b>	<b>82</b>	<b>1</b>	<b>2,969</b>	<b>62</b>	<b>12</b>	<b>-</b>	<b>9</b>	<b>10</b>	<b>2</b>	<b>544</b>	<b>3,691</b>

### KEY

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

## Alternative Dispute Resolution Report - TOTALS FY24

### Claims

Carry over from previous years	<b>32</b>
Claims Filed	<b>YTD 191</b>

Resolution Request Methods	Mediation YTD	Referee YTD	Total YTD
Southern Filings	<b>116</b>	<b>42</b>	<b>158</b>
Northern Filings	<b>23</b>	<b>12</b>	<b>35</b>

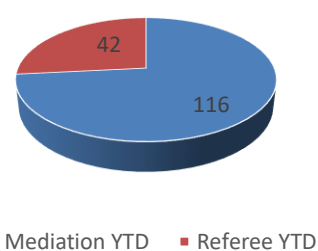
### YTD

Responses Received	<b>167</b>
Number of Total Filings	<b>358</b>
Filing Fees Received	<b>\$ 17,000.00</b>

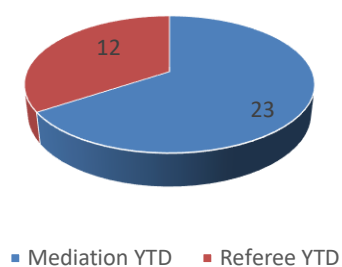
### Assigned Claims YTD

Mediation Assignments	<b>135</b>
Referee Assignments	<b>8</b>

ADR Southern Filings



ADR Northern Filings



### Closed Claims YTD - Southern Nevada

<b>Disposition of Closed Claims</b>	<b>148</b>
Dismissed by Division	<b>3</b>
Dismissed by Mediator	<b>0</b>
Respondent Never Submitted a Response	<b>24</b>
Respondent Not Served	<b>10</b>
Referee	<b>6</b>
Successful Mediation - Agreement Reached	<b>31</b>
Settled Prior to Mediation	<b>4</b>
Unsuccessful Mediation - No Agreement	<b>58</b>
Withdrawn By Claimant	<b>13</b>

### Closed Claims YTD - Northern Nevada

<b>Disposition of Claims Closed</b>	<b>22</b>
Dismissed by Division	<b>1</b>
Dismissed by Mediator	<b>0</b>
Respondent Never Submitted a Response	<b>8</b>
Respondent Not Served	<b>3</b>
Referee	<b>0</b>
Successful Mediation - Agreement Reached	<b>1</b>
Settled Prior to Mediation	<b>0</b>
Unsuccessful Mediation - No Agreement	<b>8</b>
Withdrawn By Claimant	<b>1</b>

### Subsidy

Applications Received	<b>242</b>
Invoices Approved for Payment	<b>95</b>
Invoices Paid	<b>\$ 37,678.50</b>

## Ombudsman Education and Training FY 24

### EDUCATION OFFICER

<b>TOTAL ACTIVE CE COURSES YTD</b>	<b>1329</b>
Newly Approved Courses	37
Renewed Courses	52
Course Offerings*	89
Audits Conducted by Division	0
Educational Materials Created/Published on Website**	0

### TRAINING OFFICER

Training Topics Available on Website	30
Website Views (CIC pages)	8,646
<b>TRAININGS PROVIDED</b>	<b>0</b>
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
<b>ATTENDEES</b>	<b>0</b>

\*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.

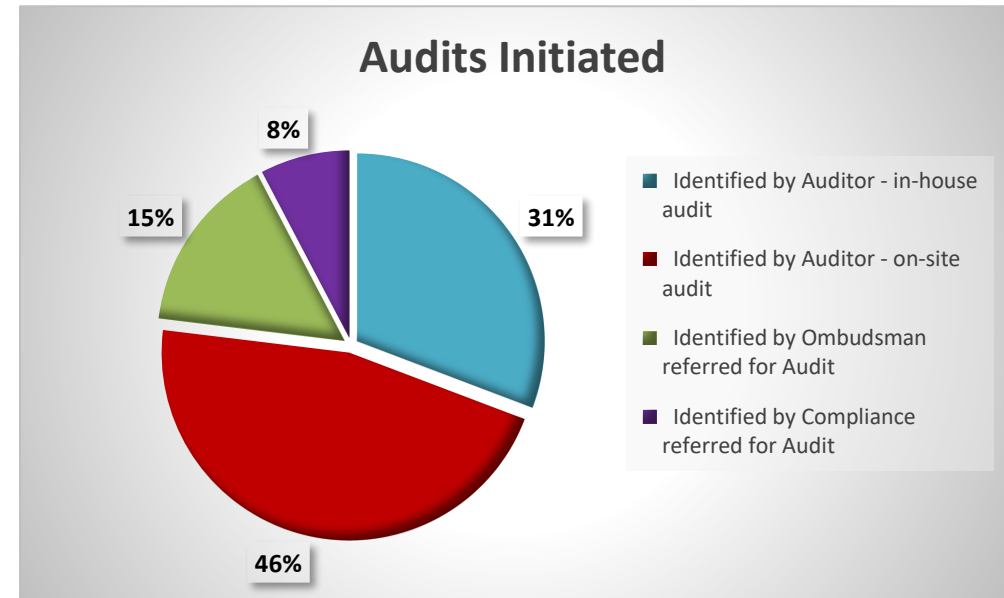
# Auditor Report

<b>FY24 &amp; Carryover from FY 23</b>		<b><u>5</u></b>
<b>Audits Initiated</b>		
Identified by Auditor - in-house audit		4
Identified by Auditor - on-site audit		6
Identified by Ombudsman referred for Audit		2
Identified by Compliance referred for Audit		1
<b>Total Audits Initiated</b>		<b><u>18</u></b>

\* Includes carryover audits included from previous year

<b>Disposition of Audits</b>		
Completed audits - compliance gained by Auditor	0	
Completed audits referred to Compliance	13	
<b>Total Audits Completed*</b>		<b><u>13</u></b>

<b>Special Projects</b>		
Financial Review - Association	1	
Special Projects - Other	2	
<b>Total Special Projects</b>		<b><u>3</u></b>



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 - APRIL 30, 2024**

**FISCAL YEAR 24**

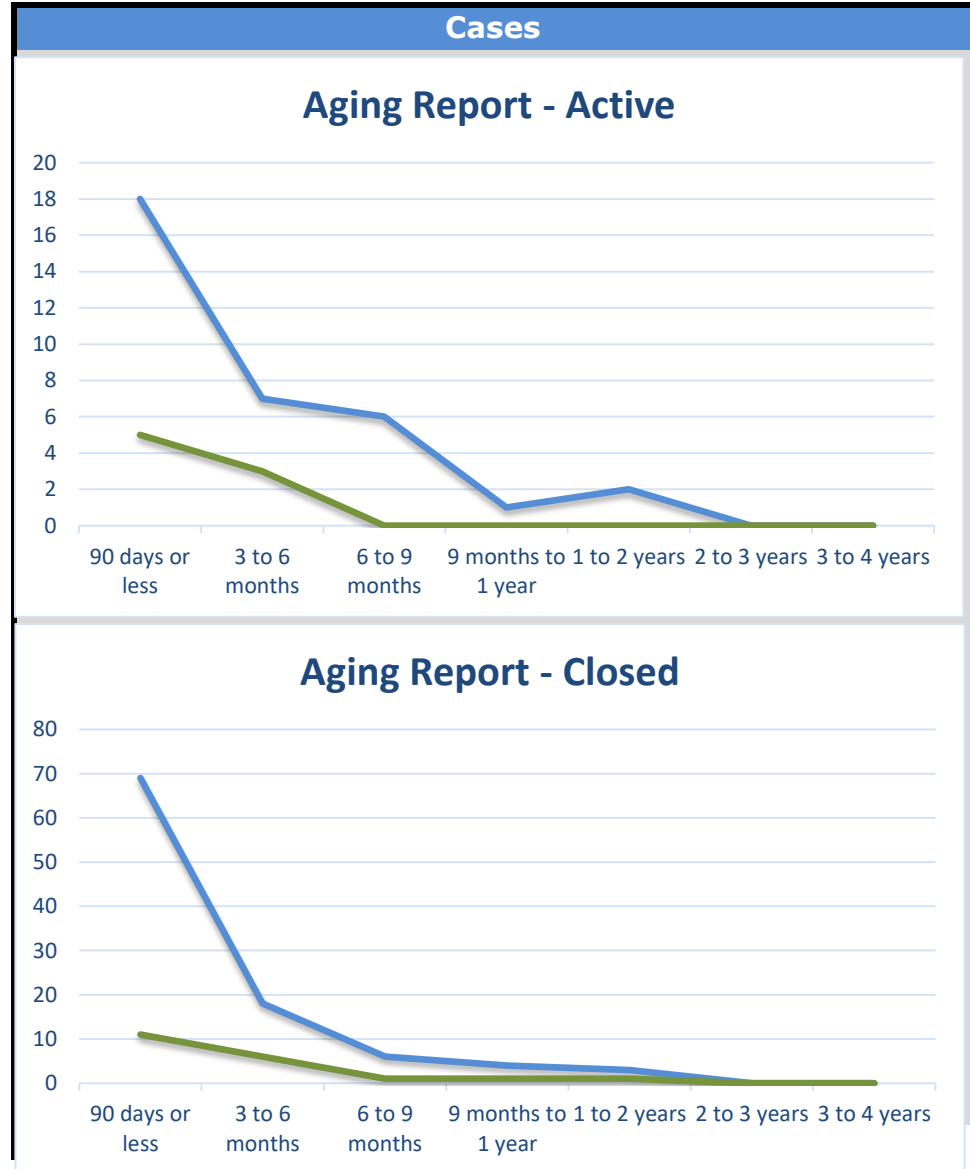


## INTERVENTION AFFIDAVIT

Cases	South	North
Cases Opened YTD	102	23
Total # of Active Cases	34	8
Total # of Cases Closed YTD	100	20

Aging Report - Active	South	North
90 days or less	18	5
3 to 6 months	7	3
6 to 9 months	6	0
9 months to 1 year	1	0
1 to 2 years	2	0
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>34</b>	<b>8</b>

Aging Report - Closed	South	North
90 days or less	69	11
3 to 6 months	18	6
6 to 9 months	6	1
9 months to 1 year	4	1
1 to 2 years	3	1
2 to 3 years	0	0
3 to 4 years	0	0
<b>Total</b>	<b>100</b>	<b>20</b>



## INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases South	
LAS VEGAS	28
HENDERSON	4
N LAS VEGAS	2
<b>Total</b>	<b>34</b>

Active Cases North	
RENO	3
CRYSTAL BAY	2
INCLINE VILLAGE	2
CARSON CITY	1
<b>Total</b>	<b>8</b>

Closed Cases South	
N LAS VEGAS	8
LAS VEGAS	68
HENDERSON	21
PAHRUMP	1
BOULDER CITY	2
<b>Total</b>	<b>100</b>

Closed Cases North	
RENO	10
SPARKS	2
CARSON CITY	2
STATELINE	2
ELKO	1
INCLINE VILLAGE	2
GARNERVILLE	1
<b>Total</b>	<b>20</b>

<b>INTRV2 Closed Case Outcomes</b>	<b>Count of Local</b>
<b>North</b>	<b>20</b>
INTRV2 CLOSED -PENDING INTRV3/CCIC HEARING	4
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	9
INTRV2 CLOSED - RECOMMENDATION FOR HEARING	0
INTRV2 CLOSED - NO VIOLATION	1
INTRV2 CLOSED - LETTER OF INSTRUCTION	3
INTRV2 CLOSED - NONJURISDICTIONAL	1
INTRV2 CLOSED - DIVISION RESOLVED ALLEGATIONS	1
INTRV2 CLOSED - DIVISION TERMINATED INVESTIGATION	1
INTRV2 CLOSED - CDL ISSUED	1
<b>South</b>	<b>100</b>
INTRV2 CLOSED - RESOLVED ALLEGATION	2
INTRV2 CLOSED - NO ALLEGATIONS FOUND BY SUPERVISOR	1
INTRV2 CLOSED - DUPLICATE CASE/RESOLVED ISSUE	2
INTRV2 CLOSED - UNSUBSTANTIATED ALLEGATIONS	25
INTRV2 CLOSED - PENDING INTRV3/CCIC HEARING	17
INTRV2 CLOSED - AT CLAMANT'S REQUEST	1
INTRV2 CLOSED - NO VIOLATION	11
INTRV2 CLOSED - CDL ISSUED	6
INTRV2 CLOSED - NON JURISDICTIONAL	2
INTRV2 CLOSED - LETTER OF INSTRUCTION	14
INTRV2 CLOSED - DIVISION TERMINATED INVESTIGATION	1
INTRV2 CLOSED - RESOLVED ALLEGATIONS PRIOR TO HEARING	2
INTRV2 CLOSED - DIVISION RESOLVED ALLEGATIONS	16
<b>GRAND TOTAL</b>	<b>120</b>

<b>INTRV2 Alleged Issues</b>	<b>Alleged</b>	<b>North</b>	<b>South</b>
APPR - 2. USPAP VIOLATIONS	0	0	0
HOA GOV DOCS - BYLAWS	2	1	1
HOA GOV DOCS - DAMAGE TO OWNER'S UNIT	0	0	0
HOA GOV DOCS - FINES	2	0	2
HOA GOV DOCS - FINANCES	0	0	0
HOA GOV DOCS - NON-COMPLIANCE OF GOV DOCS	1	0	1

HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	0	0	0
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	5	0	5
HOA GOV DOCS - OTHER NRS 116 NOT LISTED	0	0	0
HOA GOV DOCS - RULES & REGULATIONS	3	0	3
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FC	3	0	3
NAC 116A.345 - PROHIBITED ACTS	0	0	0
NAC 116.351 ALLEGATIONS OF MISCONDUCT	0	0	0
NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT	1	0	1
NAC 116.0433 FINANCIAL RECORDS	0	0	0
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	30	8	22
NAC116.410 - ADOPTION BY REFERNCE OF REPORTING PRINCIPLES & PRACTIVS OF FINANC	1	0	1
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	7	1	6
NAC 116.425 - RESERVE STUDY; CONTENT	3	1	2
NAC 116.430- RESERVE STUDY: REQUIRED DISCLOSURES	0	0	0
NAC 116.435 - RESERVE STUDY; DISSEMINATION OF SUMMARY OF RESULTS	10	2	8
NAC 116.445 - ANNUAL FEE REQUIRED, CERTAIN ASSN FOR DEPOSIT IN ACCOUNT FOR CICC	0	0	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATE	2	0	2
NAC 116.453 - PRESENTATION & CONTENTS OF INTERIM FINANCIAL STATEMENTS SUBJECT	0	0	0
NAC 116.457 - PREP, CONTENTS, AND AVAIL OF AUDITED FIN STATEMENTS; QUALS OF AUDI	6	2	4
NAC 116.465 - FEE FOR PREP/CERTIFICATE FOR RESALE OF UNIT	0	0	0
NAC 116.480 - RESTRICTION ON AND STETEMENTS BY MEMBERS OF THE EXECUTIVE BOAR	1	0	1
NRS 116.089 - SPECIAL DECLARANT'S RIGHTS DEFINED	0	0	0
NRS 116.1113 - OBLIGATION OF GOOD FAITH	2	0	2
NRS 116.1206 - PROVISION OF GOV DOCS DEEMED TO CONFORM; PROCEDURE FOR AMEND	2	0	2
NRS 116.2111 - ALTERATION OF UNITS; ACCESS TO UNITS	2	0	2
NRS 116.2102 - UNIT BOUNDARITES	1	0	1
NRS 116.2108- LIMITED COMMON ELEMENTS	0	0	0
NRS 116.3101 - HOA / ORGANIZATION	4	3	1
NRS 116.3102 - HOA / POWERS	5	1	4
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	36	10	26
NRS 116-31031 - EXECUTIVE BOARD/IMPOSE FINES	9	3	6
NRS 116.31032 - DECLARANT / CONTROL PERIOD	2	1	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	45	5	40
NRS 116.31035 - PUBLICATIONS REQUIREMENT; LIMITATIONS	0	0	0
NRS 116.31036 - EXECUTIVE BOARD MEMBER REMOVAL	5	1	4
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	2	1	1
NRS 116.31038 - DECLARANT / DELIVERY TO HOA OF PROPERTY HELD	2	1	1
NRS 116.31065 - RULES	7	1	6

NRS 116.31068 - NOTICE TO UNIT OWNERS	2	0	2
NRS 116.3107 - CIC/UPKEEP	3	0	3
NRS 116.31073 - MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SECURITY	2	0	2
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	14	3	11
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	18	3	15
NRS 116.31084 - VOTING MY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION	2	0	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	11	1	10
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED	12	4	8
NRS 116.31087 - UNITS' OWNERS / RIGHT TO HAVE COMPLAINTS PLACED ON AGENDA	9	3	6
NRS 116.31088 - MEETINGS REGARDING CIVIL ACTION ; RIGHTS TO REQUEST DISMISSAL OF	1	0	1
NRS 116.3109 - QUOROM	1	0	1
NRS 116.311 - UNIT'S OWNERS / VOTING	2	0	2
NRS 116.31107- VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	1	0	1
NRS 116.31125 - HOA / CERTAIN ACTIONS PROHIBITED	0	0	0
NRS 116.3111 - TORT & CONTRACT LIABILITY	0	0	0
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS	5	1	4
NRS 116.31133 - INSURANCE / POLICIES	1	0	1
NRS 116.31135 - INSURANCE / REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED PO	2	0	2
NRS 116.311395 FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	1	0	1
NRS 116.3114 - SURPLUS FUNDS	2	2	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	0	0	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	9	3	6
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	10	2	8
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	12	2	10
NRS 116.31152 - STUDY OF RESERVE	27	5	22
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	10	3	7
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMIN FEES & PENALTIES	7	3	4
NRS 116.31158 - HOA / REGISTRATION W/ OMB	5	2	3
NRS 116.3116 - LEINS / ASSESSMENTS AGAINST UNITS	2	0	2
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	21	2	19
NRS 116.3118 - UNITS' OWNERS RIGHTS/MAINTENANCE & AVAILABILITY OF RECORDS REQU	1	0	1
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	10	1	9
NRS 116.31184 - THREATS & HARASSMENT	16	3	13
NRS 116.31185 - PROHIBITION/CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENS	5	0	5
NRS 116.31187 - Prohibition against certain personnel contracting with association or accept	1	0	1
NRS 116.345 ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0	0
NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING A	6	2	4
NRS 116.4109 - RESALE OF UNITS	3	0	3

NRS 116A.400- PROHIBITED FROM ACTING AS COMMUNITY MANAGER WITHOUT CERTIFICA	0	0	0
NRS 116A.610- CM TO DISCLOSE INFO. BEFORE MBMT. CONTRACT	0	0	0
NRS 116A.620 - MGMT AGREEMENT; INSURANCE; CHANGES; TERMINATION	1	0	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	13	5	8
NRS 116A.640-CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	8	2	6
NRS 116B.605 - STUDY OF THE RESERVES FOR COMMON ELEMENTS	0	0	0

INTRV2 Found Issues	Found	North	South
UNKNOWN	0	0	0
NRS 116.345 ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0	0
NAC 116A.355 - GROUNDS FOR DISC ACTION; UNPROF CONDUCT	0	0	0
NAC116.405 - MEMBERS OF EXECUTIVE BOARD/PROHIBITED ACTION	6	0	6
NAC116.425 - RESERVE STUDY; CONTENT	0	0	0
NAC116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATE	0	0	0
NRS 116.3101 - HOA / ORGANIZATION	0	0	0
NRS 116.3102 - HOA POWERS	0	0	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	9	0	9
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	0	0	0
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	1	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	13	2	11
NRS 116.3106 - EXECUTIVE BOARD MEMBER REMOVAL	0	0	0
NRS 116.3106 - DELEGATES OR REPRESENTATIVES/VOTING	0	0	0
NRS 116.3106 - BYLAWS	0	0	0
NRS 116.31068 - NOTICE TO UNIT OWNERS	0	0	0
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	1	1	0
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	4	1	3
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	0	1
NRS 116.3109 - QUOROM	0	0	0
NRS 116. 3113 - INSURANCE/ GENERAL REQUIREMENTS	0	0	0
NRS 116.31138 INSURANCE/VARIANCE OR WAIVER RESTRICTED TO NONRES USE	0	0	0
NRS 116.3114 - SURPLUS FUNDS	0	0	0
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	0	0	0
NRS 116.31142 - PREPARATION & PRESENTATION OF FINANCIAL STATEMENTS	0	0	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	0	0	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	3	1	2

NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	2	0	2
NRS 116.31152 - STUDY OF RESERVE	6	1	5
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	2	1	1
NRS 116.31155 - HOA/FEEES IMPOSED FOR ADMIN FEES & PENALTIES	0	0	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	0	0	0
NRS 116.3116 - LIENS/ASSESSMENTS AGAINST UNITS	0	0	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	2	0	2
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS REQ	0	0	0
NRS 116.4109 - RESALE OF UNITS	0	0	0
HOA COMPL- OTHER CHAPTER 116 ISSUES NOT LISTED	0	0	1
HOA GOV DOCS - OTHER GOV DOCS NOT LISTED	1	0	1
INTRV2 - DUPLICATE CASE FILED/RESOLVED ISSUES	2	0	2
INTRV1/2 - NO VIOLATON	14	3	11
INTRV2 - CLAIMANT REQUEST CLOSURE OF CASE	1	0	1
INTRV1/2 - SHREDDDED	7	2	5
INTRV1/2 - NON JURSDICTIONAL	7	2	5
INTRV2/1 - RECOMMENDATION FOR ADR ARBITRATION AGREEMENT	1	0	1
INTRV2 - PENDING INTRV3/CCIC HEARINGS	10	2	8
INTRV2 - RECOMMENDATION FOR HEARING CIC	4	1	3
INTRV2 - CONSOLIDATED WITH CICC CASES	0	0	0
INTRV2 - UNSUBSTANTIATED	30	8	22
INTRV2- RESOLVED PRIOR 2 COMPLETE INVESTIGATION	4	0	4
INTRV2 - DIVISION RESOLVED ALLEGATIONS	18	1	17
INTRV2 - DIVISION TERMINATED INVESTIGATION	2	1	1
INTRV2 - NO ALLEGATIONS FOUND BY SUPERVISOR	1	0	1
INTRV2 - CDL ISSUED	7	1	6
INTRV2 - LETTER OF INSTRUCTION	14	3	11
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	93	13
Total # of Active Cases	15	2
Total # of Cases Closed YTD	86	11

Aging Report - Active	South	North
90 days or less	9	2
3 to 6 months	5	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
<b>Total</b>	<b>15</b>	<b>2</b>

Aging Report - Closed	South	North
90 days or less	72	9
3 to 6 months	11	1
6 to 9 months	3	1
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
<b>Total</b>	<b>86</b>	<b>11</b>





## STATEMENT OF FACT DEMOGRAPHICS

Active Cases South	
Henderson	1
Boulder City	0
Las Vegas	11
North Las Vegas	0
Pahrump	1
Laughlin	2
<b>Total</b>	<b>15</b>

Active Cases North	
Reno	1
Sparks	1
<b>Total</b>	<b>2</b>

Closed Cases South	
Henderson	7
Las Vegas	61
Pahrump	7
North Las Vegas	9
Mesquite	2
<b>Total</b>	<b>86</b>

Closed Cases North	
Reno	5
Incline Village	1
Sparks	4
Carson City	1
<b>Total</b>	<b>11</b>

HOA 116 Closed Case Outcomes	Count of Local
<b>North</b>	<b>11</b>
HOA COMPL CLOSED - AT CLAIMANT'S REQUEST	0
HOA COMPL CLOSED - SUPER/NO ALLEG.FOUND	2
HOA COMPL - CLOSED DIVISION RESOLVED ALLEGATIONS	1
HOA COMPL CLOSED - NONJURISDICTIONAL	0
HOA COMPL CLOSED - DUPLICATE CASE	0
HOA COMPL CLOSED - LETTER OF INSTRUCTION	2
HOA COMPL CLOSED - NO VIOLATION	0
HOA COMPL - CLOSED UNSUBSTANTIATED ALLEGATIONS	6
<b>South</b>	<b>86</b>
HOA COMPL CLOSED - UNSUBSTANTIATED ALLEGATIONS	42
HOA COMPL CLOSED - PENDING INTRV3/CCIC HEARING	1
HOA COMPL CLOSED - FORWARDED TO DISCIPLINE (LOA) FC	0
HOA COMPL CLOSED - PENDING CASE FILE FOR LEGAL	1
HOA COMPL CLOSED - LETTER OF INSTRUCTION	3
HOA COMPL CLOSED - NONJURISDICTIONAL	3

HOA COMPL CLOSED - SUBMITTED FOR HEARING CICCH	3
HOA COMPL - CLOSED ADR ALLEGATIONS	4
HOA COMPL CLOSED - SHRED INCOMPLETE SOF OR CORRE	1
HOA COMPL CLOSED - AT CLAIMANT'S REQUEST	3
HOA COMPL CLOSED - ADMIN FINE/EDUCATION	0
HOA COMPL CLOSED - W/ ANOTHER CASE AT CICCH	0
HOA COMPL CLOSED - NO VIOLATION	7
HOA COMPL CLOSED - DIVISION TERMINATED INVESTIGATION	2
HOA COMPL CLOSED - DUPLICATE CASE	1
HOA COMPL CLOSED - BEFORE COMPLETION OF INVESTIGATION	4
HOA COMPL CLOSED - SUPER./NO ALLEG. FOUND	6
HOA COMPL CLOSED - DIVISION RESOLVED ALLEGATIONS	5
<b>Grand Total</b>	<b>97</b>

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	2	0	2
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	2	0	2
HOA GOV DOCS - NON COMPLIANCE OF GOV DOCS	1	1	0
HOA GOV DOCS - FINES	3	1	2
HOA GOV DOCS - RULES & REGULATIONS	1	0	1
HOA 116 - NON JURISDICTIONAL	3	0	3
HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED	21	1	20
HOA GOV DOCS - ARC	5	0	5
HOA GOV DOCS - BYLAWS	2	1	1
HOA GOV DOCS - MAINTENANCE OF COMMON ELEMENT	2	0	2
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	16	2	14
NAC 116.090 - LIMITED-PURPOSE ASSOCIATION INTERPRETED	1	0	1
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 116.425 - RESERVE STUDY; CONTENT	0	0	0
NAC 116.480 RESTRICTION ON AND STATEMENTS BY MEMBERS OF THE EXECUTIVE	0	0	0
NAC 116A.140- RENEWAL OF CERTIFICATE	1	0	1
NAC 116A.335 - OFFICE DISPLAY OF CERTIFICATE	0	0	0
NAC 116A.320 - COMPLIANCE WITH STATUTORY STANDARDS OF PRACTICE	2	0	2
NAC 116A.340 - CHANGE OF NAME/ADDRESS/ANN. OR SUPERVISING CM	0	0	0
NAC 116A.345- PROHIBITED ACTS	2	0	2
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	4	0	4

NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDUCT	11	1	10
NAC 116A.370 - DISCIPLINARY ACTION BY COMMISSION	0	0	0
NAC 116.451 - PREPARATION, CONTENTS AND DISTRIBUTION OF INTERIM FINANCIAL STATEMENTS	0	0	0
NRS 116.2117 - AMENDMENT OF DECLARATION	0	0	0
NRS 116.017 COMMON ELEMENTS DEFINED	0	0	0
NRS. 116. 2102 - UNIT BOUNDARIES	0	0	0
NRS 116. 2107 - ALLOCATIONS OF ALLOCATED INTEREST	0	0	0
NRS 116. 2108 - LIMITED COMMON ELEMENTS	0	0	0
NRS 116.3101 - HOA/ORGANIZATION	0	0	0
NRS 116.3102 - HOA/POWERS	1	0	1
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	1	0	1
NRS 116.31031 - EXECUTIVE BOARD / IMPOSE FINES	2	0	2
NRS 116.310312 - POWER OF BOD/ENTER UNIT FOR MAINT./SECURITY INTEREST	0	0	0
NRS 116.310313 - COLLECTION OF PAST DUE OBLIGATIONS	1	0	1
NRS 116.31032 - DECLARANT/CONTROL PERIOD	0	0	0
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	4	0	4
NRS 116.31035 - PUBLICATIONS REQUIREMENT; LIMITATIONS	0	0	0
NRS 116.31036 - EXECUTIVE BOARD / MEMBER REMOVAL	0	0	0
NRS 116.31043 - DECLARANT/RIGHTS - LIABILITIES & OBLIGATIONS	1	0	1
NRS 116.3105 - CONTRACTS & LEASES/TERMINATION	0	0	0
NRS 116.3106 - BYLAWS	1	0	1
NRS 116.31065 - RULES	1	0	1
NRS 116.31068- NOTICE TO UNIT OWNERS	3	1	2
NRS 116.3107 - CIC/UPKEEP	0	0	0
NRS 116.21073 MAINTENANCE, REPAIR, RESTORATION AND REPLACEMENT OF SECURITY	2	0	2
NRS. 116.31075 - CIC (RURAL AGRICULTURAL RESIDENTIAL)/ MEETINGS	0	0	0
NRS 116.3108 - UNITS' OWNERS/MEETINGS	2	0	2
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	2	0	2
NRS 116.31084 - VOTING MY MEMBER OF EX BOD; DISCLOSURES; ABSTENTION FROM VOTING	2	0	2
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 AWARDED	0	0	0
NRS 116.31087 UNITS' OWNERS/RIGHTS TO HAVE COMPLAINTS PLCD AGNDA	1	0	1
NRS 116.31088 MEETINGS REGARDING CIVIL ACTION; RIGHTS TO REQUEST DISMISSAL	0	0	0
NRS 116.3109 - QUOROM	0	0	0
NRS 116.311 - UNITS' OWNERS/VOTING	0	0	0
NRS 116.31107 - VOTING BY UNITS' OWNERS; PROHIBITED ACTS; PENALTY	2	0	2
NRS 116.31125 - HOA/CERTAIN ACTIONS PROHIBITED	0	0	0
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS	1	0	1

NRS 116.31135 - INSURANCE /REPAIR OR REPLACEMENT OF DAMAGED OR DESTROYED	1	0	1
NRS 116.311395 - FUNDS DEPOSITED IN FDIC INSURED INSTITUTION	0	0	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	2	1	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	0	0	0
NRS 116.31151 - UNITS' OWNERS /ANNUAL DISTRIBUTION	1	0	1
NRS 116.31152 - STUDY OF RESERVE	0	0	0
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	2	0	2
NRS 116.31155 - HOA/FEES IMPOSED FOR ADMINISTRATIVE FEES & PENALTIES	0	0	0
NRS 116.31158 - HOA/REGISTRATION W/OMB	0	0	0
NRS 116.3116 - LIENS / ASSESSMENTS AGAINST UNITS	0	0	0
NRS 116.31162 - FORECLOSURE OF LIENS/NOTICE OF DELINQUENT ASSESSMENT	0	0	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	7	1	6
NRS 116.31177 - HOA CERTAIN FINANCIAL RECORDS/MAINTENANCE & AVAILABILITY	0	0	0
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECORDS	1	0	1
NRS 116.31183 RETALIATORY ACTION PROHIBITED	5	0	5
NRS 116.31184 - THREATS & HARASSMENT	3	0	3
NRS 116.31185- PROHIBITION/ CERTAIN PERSONNEL SOLICITING OR ACCEPTING CONTRIBUTIONS	2	0	2
NRS 116.330 - RIGHT TO INSTALL/MAIN. DROUGHT TOLERANT LANDSCAPE	0	0	0
NRS 116.345 - ASSOCIATION PROHIBITED FROM TAKING CERTAIN ACTION	0	0	0
NRS 116.350 - LIMITATIONS REGARDING REGS OF CERTAIN ROADS; PERMISSIBLE FENCES	1	0	1
NRS 116.4109 - RESALE OF UNITS	1	0	1
NRS 116.4117 VIOLATIONS ON RIGHTS OF ACTION; CIVIL ACTION/FAILURE TO COMPLY	0	0	0
NRS 116A.200 - ADMIN OF CHAPTER; REG. OF COMMISSION AND RE ADMIN; DELEGATION	1	0	1
NRS 116A.400 - PROHIBITED FROM ACTING AS CAM W/O A CERTIFICATE	3	0	3
NRS116A.410 - CERTIFICATE ISSUES; TEMP. CERTIFICATE; BONDS; FEES	1	0	1
NRS 116A.610 - CM TO DISCLOSE INFO. BEFORE MGMT. CONTRACT	0	0	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	4	1	3
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	22	1	21
NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	8	0	8
NRS116B.6200 FEES FOR ADMINISTERING OFFICE OF OMB	0	0	0
NRS116B.630 LIENS AGAINST UNIT FOR ASSESSMENTS	0	0	0

Found Issues	Found	North	South
UNKNOWN	0	0	0
HOA 116 - NON JURISDICTIONAL	4	0	4
HOA 116 - UNSUBSTANTIATED	49	6	43
HOA COMPL - CLOSED AT CLAIMANT'S REQUEST	3	0	3
HOA COMPL - CLOSED SUBMITTED FOR HEARING CICCH	4	0	4
HOA COMPL - FORWARDED TO DISCIPLINE (LOA) FOR HEARING	0	0	0
HOA COMPL - PENDING CASE FILE FOR LEGAL	1	0	1
HOA COMPL - CLOSED ADR ALELGATIONS	4	0	4
HOA COMPL - CLOSED BEFORE COMPLETION OF INVESTIGATION	4	0	4
HOA COMPL - CLOSED DIVISION RESOLVED ALLEGATIONS	6	1	5
HOA COMPL - CLOSED DIVISION TERMINATED INVESTIGATION	2	0	2
HOA COMPL - CLOSED DUPLICATE CASE	1	0	1
HOA COMPL - CLOSED SHRED INCOMPLETE SOF OR CORRESPOND.	0	0	0
HOA COMPL - CLOSED LETTER OF INSTRUCTION	5	2	3
HOA COMPL - CLOSED W/ANOTHER CASE AT CICCH	0	0	0
HOA COMPL - CLOSED - CLOSED NO VIOLATION	7	0	7
HOA COMPL - CLOSED - SUPER./NO ALLEGATIONS FOUND	7	2	5
NAC 116A.140 - RENEWAL OF CERTIFICATE	0	0	0
NAC116A.165 - SUPVSNQ COMMUNITY MANAGERS QUALS & RESPONSIBILITIES	0	0	0
NAC 116A.345- PROHIBITED ACTS	0	0	0
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT BY ADMINISTRATOR	0	0	0
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL CONDU	0	0	0
NAC 116.385 - EXECUTIVE BOARD; SUBMISSION TO DIVISION OF CONTACT INFORM	0	0	0
NRS 116.31068 NOTICE TO UNIT OWNERS	0	0	0
NRS 116.3108 - UNITS' OWNERS / MEETINGS	0	0	0
NRS 116.31083 - EXECUTIVE BOARD/ MEETING	0	0	0
NRS 116.3115 - ASSESSMENTS/COMMON EXPENSES	0	0	0
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	0	0	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAIL	0	0	0
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAILABILITY OF RECO	0	0	0
NRS 116.335 - ASSOCIATION PROHIBITED FROM REQUIRING UNIT'S OWNER TO OB	0	0	0
NRS 116.350 - LIMITATIONS REGARDING REGS. OF CERTAIN ROADS; PERMISSIBLE	0	0	0
NRS 116A.410 - CERTIFICATE ISSUED; TEMP. CERTIFICATE; BONDS; FEES	0	0	0
NRS 116A.620 - MGMT. AGREEMENT; INSURANCE;CHANGES; TERMINATION	0	0	0
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	0	0	0
NRS 116A.640 - CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	0	0	0