



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY-OCTOBER 2025

FISCAL YEAR 26

Ombudsman Assistance Report

Statistics

Walk-in: 103
Phone: 135

Top 3 Allegations in the South

- **NRS 116.3103**
Power of executive board to act on behalf of association
- **NRS 116.31175**
Maintenance and availability of books, records and other papers of association
- **NRS 116.3107**
Upkeep of common-interest community

Top 3 Allegations in the North

- **NRS 116.3103**
Power of executive board to act on behalf of association
- **NRS 116.3115**
Assessments for common expenses; funding of adequate reserves
- **NRS 116.31084**
Voting by member of executive board

General
45

2025
Carry Overs
29

Intervention
Affidavit (IA)
Filed
66

Ombudsman
Review

ADR
1

Remaining IA
58

Ombudsman to
Compliance
7

Ombudsman Action
132

Specialist to
Compliance
13

Open
Cases
19

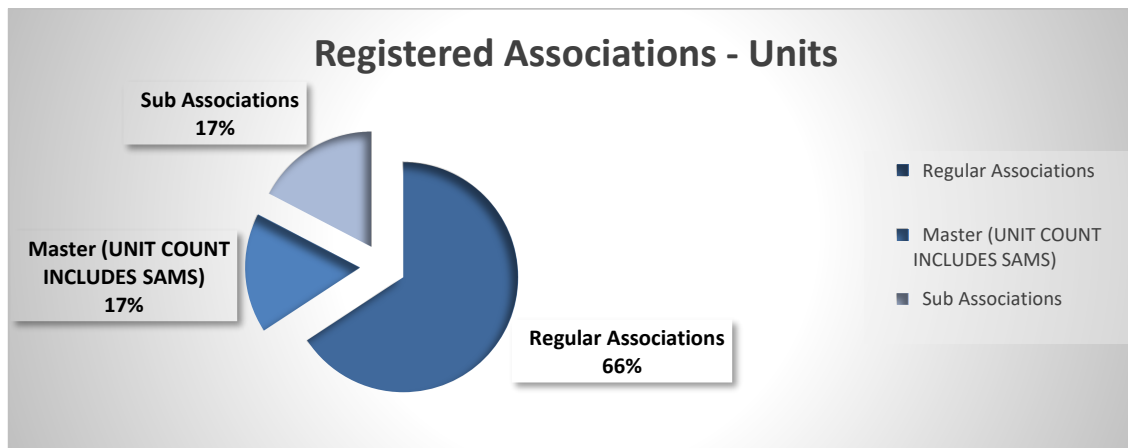
Concluded Cases: 100

- Conference: 58
- NRED Letter: 42

Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,935	418,728
Master (UNIT COUNT INCLUDES SAMS)	114	107,505
Sub Associations	750	110,520
Hotel Associations	9	5,658
Total	3,808	642,411

*SAM = uses same board as master



Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	12		440	20	2		1	2		200	677
CONDO/HOTEL			9								9
COOP			2						1	3	6
PLANNED COMMUNITY - CONDO/TH			8							1	9
PLANNED COMMUNITY - DUPLEX	3		24	1						7	35
PLANNED COMMUNITY - M/H			12					3		2	17
PLANNED COMMUNITY - SFD	47	1	2,232	33	6		10	5	2	271	2,607
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	3	1					4	33
PLANNED COMMUNITY - SFD/TH/MH			1							-	1
PLANNED COMMUNITY - TWNHSE	15	-	287	12	3	-	1			61	379
TOTAL	77	1	3,066	71	12	-	12	10	3	556	3,808

KEY

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

Alternative Dispute Resolution Report

Claims

Carry over from previous years	79
Claims Filed	YTD
	119

Resolution Request Methods	Mediation	Referee	Total
Southern Filings	83	20	103
Northern Filings	15	1	16

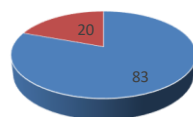
YTD

Responses Received	63
Number of Total Filings	182
Filing Fees Received	\$ 9,100.00

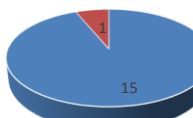
Assigned Claims YTD

Mediation Assignments	39
Referee Assignments	3

ADR Southern Filings



ADR Northern Filings



Closed Claims YTD - Southern Nevada

Disposition of Closed Claims	75
Incomplete Claim Filed	1
Dismissed by Mediator	0
Respondent Never Submitted a Response	25
Respondent Not Served	12
Referee	1
Successful Mediation - Agreement Reached	10
Settled Prior to Mediation	1
Unsuccessful Mediation - No Agreement	22
Withdrawn By Claimant	3
Duplicate Claim Processed	0

Closed Claims YTD - Northern Nevada

Disposition of Claims Closed	9
Incomplete Claim Filed	0
Dismissed by Mediator	0
Respondent Never Submitted a Response	1
Respondent Not Served	1
Referee	0
Successful Mediation - Agreement Reached	1
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	6
Withdrawn By Claimant	0
Duplicate Claim Processed	0

Subsidy

Applications Received	137
Invoices Approved for Payment	31
Invoices Paid	\$ 12,750.00

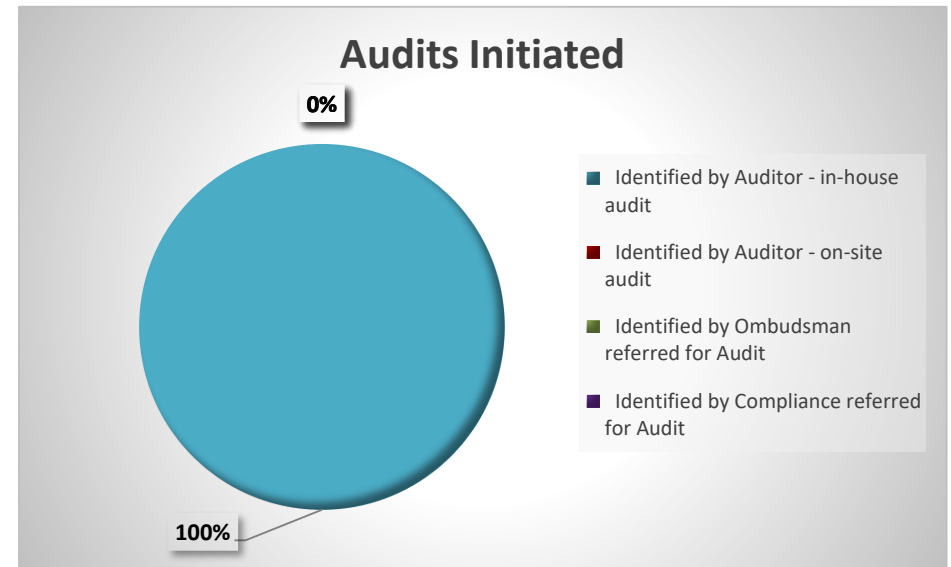
Auditor Report

FY26 & Carryover from FY25		<u>0</u>
<u>Audits Initiated</u>		
Identified by Auditor - in-house audit		4
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>4</u>

* Includes carryover audits included from previous year

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

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



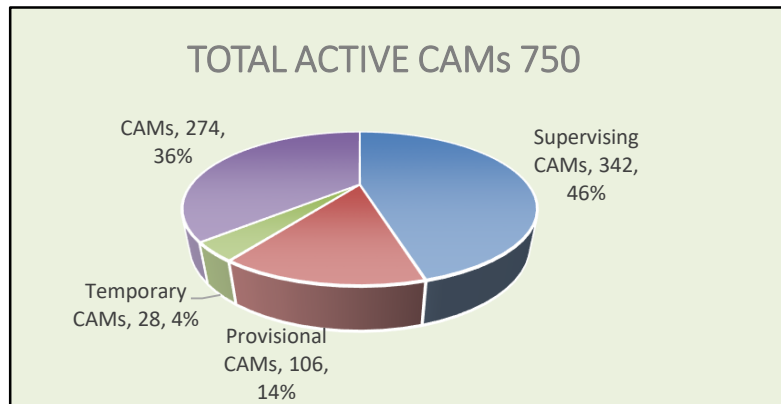
The Auditor analyzes association information submitted on forms submitted to the Division, determines areas of deficiency and subsequently engages the association in an audit. However, an audit may be initiated at the request of the Ombudsman, administrative staff, or investigator. The audit includes 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.

Ombudsman Education and Training FY 26

EDUCATION OFFICER

TOTAL ACTIVE CE COURSES YTD	144
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Newly Approved Courses	34
Renewed Courses	110
Course Offerings*	57
Publications **	1
Audits Conducted by Division	0
TOTAL ACTIVE CAMs	750
Supervising CAMs	342
Provisional CAMs	106
Temporary CAMs	28
CAMs	274



*Courses can be presented more than once. Division applies credits to each licensed attendee and tracks course evaluations.

** Newsletters, Bulletins, guidance, FAQs, etc.

TRAINING OFFICERS

VIDEO VIEWS	Total Views
What is a Reserve Study	26
Reserve Study – Financial Analysis	22
Reserve Study – Physical Analysis	16
Reserve Study Specialist	10
Executive Board Elections	7

PUBLICATIONS**	29
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WEBSITE PAGES	Total Views
Presentations	969
Program Training	823
Flowcharts**	369
Video Tutorials Page	81

TRAININGS PROVIDED	
Online - Virtual (via Webex)	13
Off-site (via Microsoft Teams upon request)	2
Henderson	2
ATTENDEES	127

**Brochures, cheatsheets, etc.



NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE - CIC COMPLIANCE/AUDIT SECTION

REPORTING PERIOD JULY-OCTOBER 2025

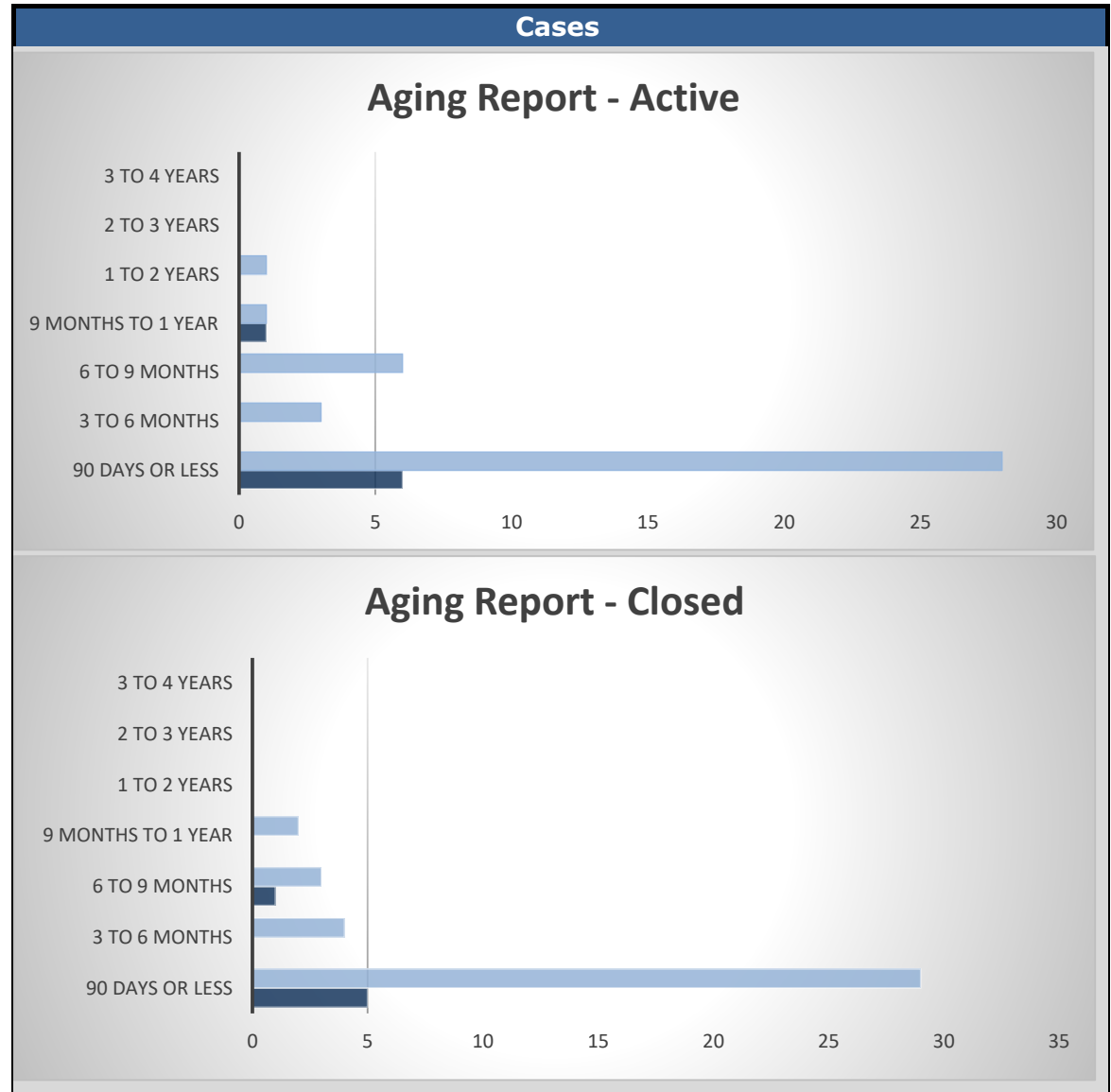
FISCAL YEAR 26

INTERVENTION AFFIDAVIT

Cases	North	South
Cases Opened YTD	11	47
Total # of Active Cases	7	39
Total # of Cases Closed YTD	6	38

Aging Report Active	North	South
90 days or less	6	28
3 to 6 months	0	3
6 to 9 months	0	6
9 months to 1 year	1	1
1 to 2 years	0	1
2 to 3 years	0	0
3 to 4 years	0	0
Total	7	39

Aging Report Closed	North	South
90 days or less	5	29
3 to 6 months	0	4
6 to 9 months	1	3
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	6	38



INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases North	
Elko	1
Gardnerville	2
Reno	2
Sparks	1
Zephyr Cove	1
Total	7

Active Cases South	
Henderson	10
Las Vegas	24
Mesquite	1
N. Las Vegas	4
Total	39

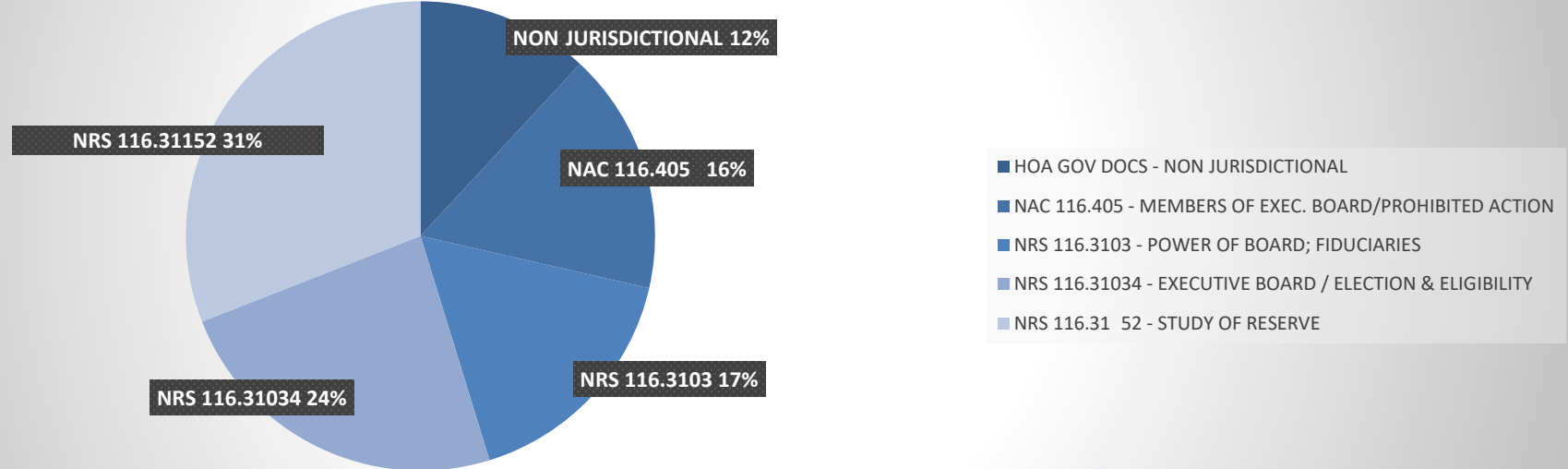
Closed Cases North	
Carson City	1
Incline Village	2
Sparks	1
Stateline	1
Reno	1
Total	6

Closed Cases South	
Boulder City	1
Henderson	6
Las Vegas	31
Total	38

INTRV2 Closed Case Outcome- North	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	0
No Violation	2
Letter of Instruction	1
Non-Jurisdictional	1
Division Resolved Allegations	1
Division Terminated Investigation	0
CDL Issued	1
Duplicate Case	0
Closed at Claimant's Request	0
Consolidated W/CCIC Case	0
Parties Resolved Prior to Investigation	0
	6

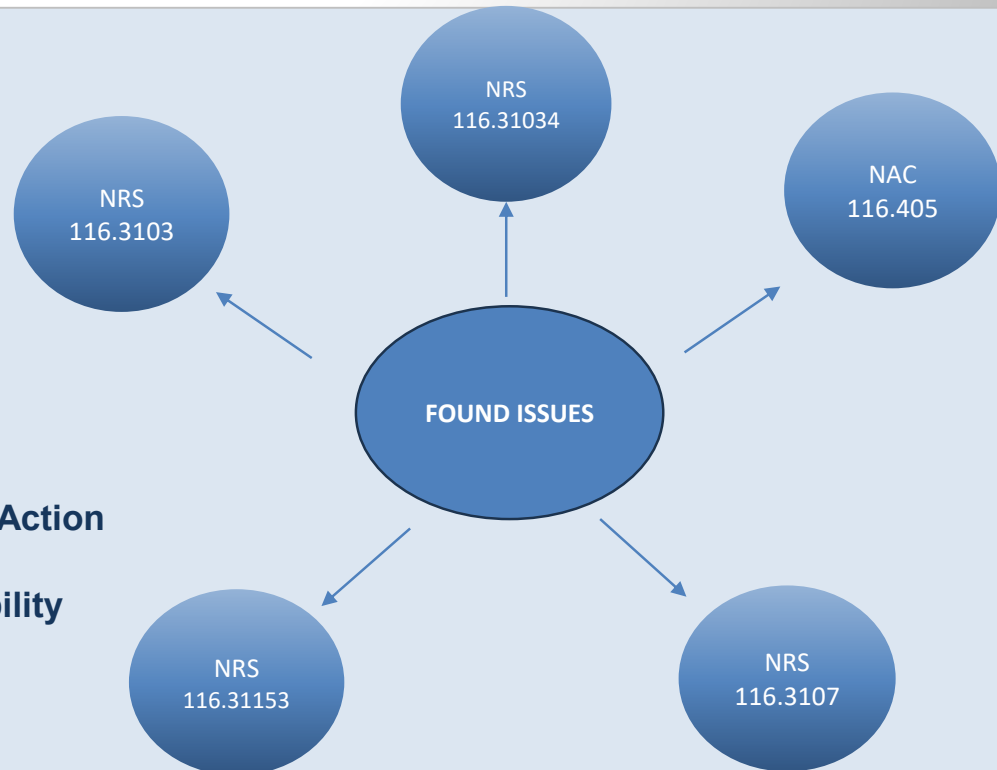
INTRV2 Closed Case Outcome- South	Count of Local
Pending INTRV3/CCIC Hearing	4
Unsubstantiated Allegations	1
No Violation	10
Letter of Instruction	2
Non-Jurisdictional	5
Division Resolved Allegations	8
Division Terminated Investigation	0
CDL Issued	8
Duplicate Case	0
Closed at Claimant's Request	0
Consolidated W/CCIC Case	0
Parties Resolved Prior to Investigation	0
	38

TOP INTRV2 ALLEGED ISSUES



FOUND INTRV2 **116 ISSUES**

NAC 116.405- Members of Exec. Board/ Prohibited Action
NRS 116.3103- Power Of Board; Fiduciaries
NRS 116.31034- Executive Board / Election & Eligibility
NRS 116.3107- CIC / Upkeep
NRS 116.31153- Withdrawal / Signatures Required

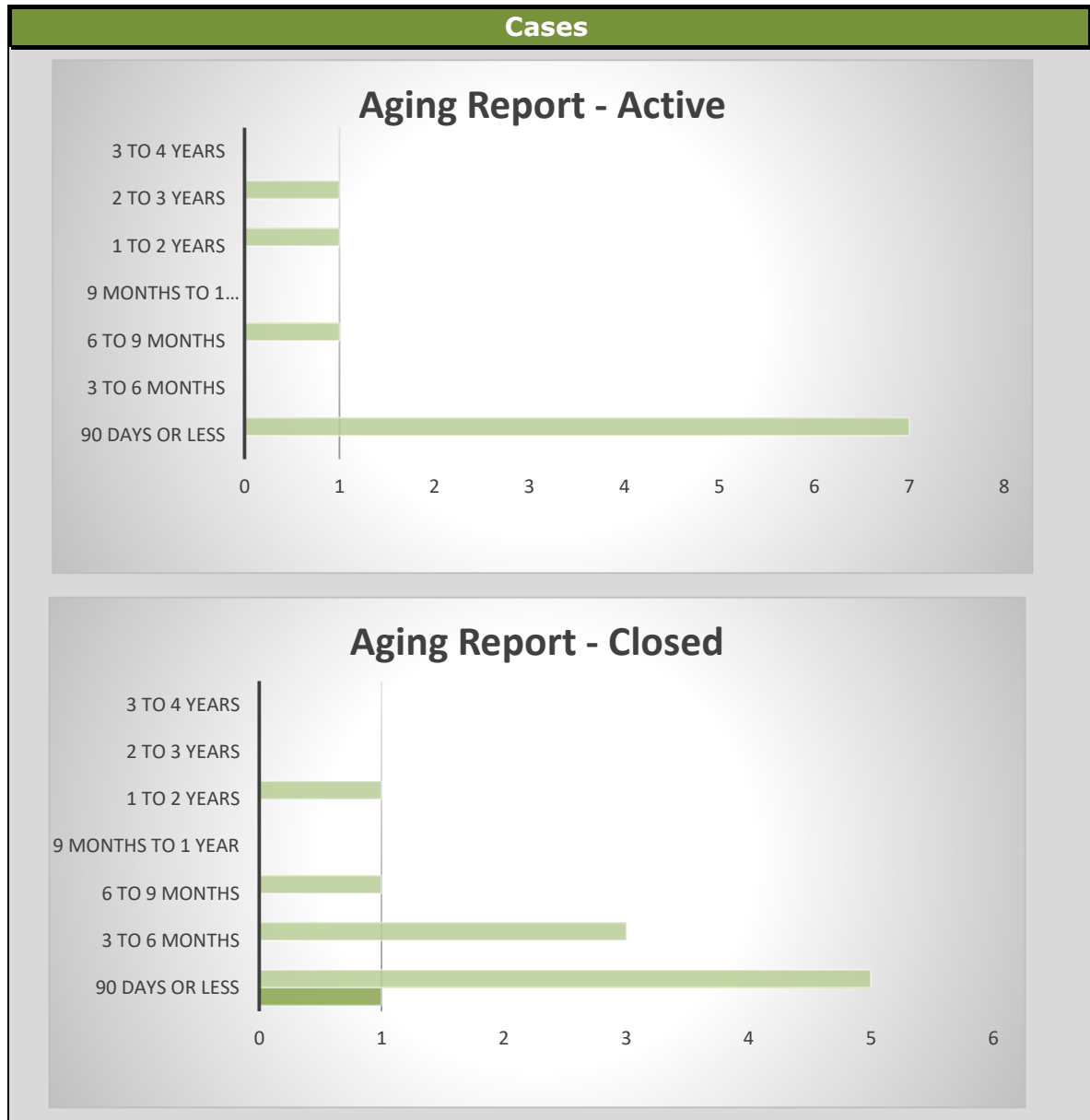


Statement of Fact

Cases	North	South
Cases Opened YTD	1	9
Total # of Active Cases	0	10
Total # of Cases Closed YTD	1	10

Aging Report Active	North	South
90 days or less	0	7
3 to 6 months	0	0
6 to 9 months	0	1
9 months to 1 year	0	0
1 to 2 years	0	1
2 to 3 years	0	1
3 to 4 years	0	0
Total	0	10

Aging Report Closed	North	South
90 days or less	1	5
3 to 6 months	0	3
6 to 9 months	0	1
9 months to 1 year	0	0
1 to 2 years	0	1
2 to 3 years	0	0
3 to 4 years	0	0
Total	1	10



STATEMENT OF FACT DEMOGRAPHICS

Active Cases North	
Total	0

Active Cases South	
Henderson	2
N. Las Vegas	1
Las Vegas	7
Total	10

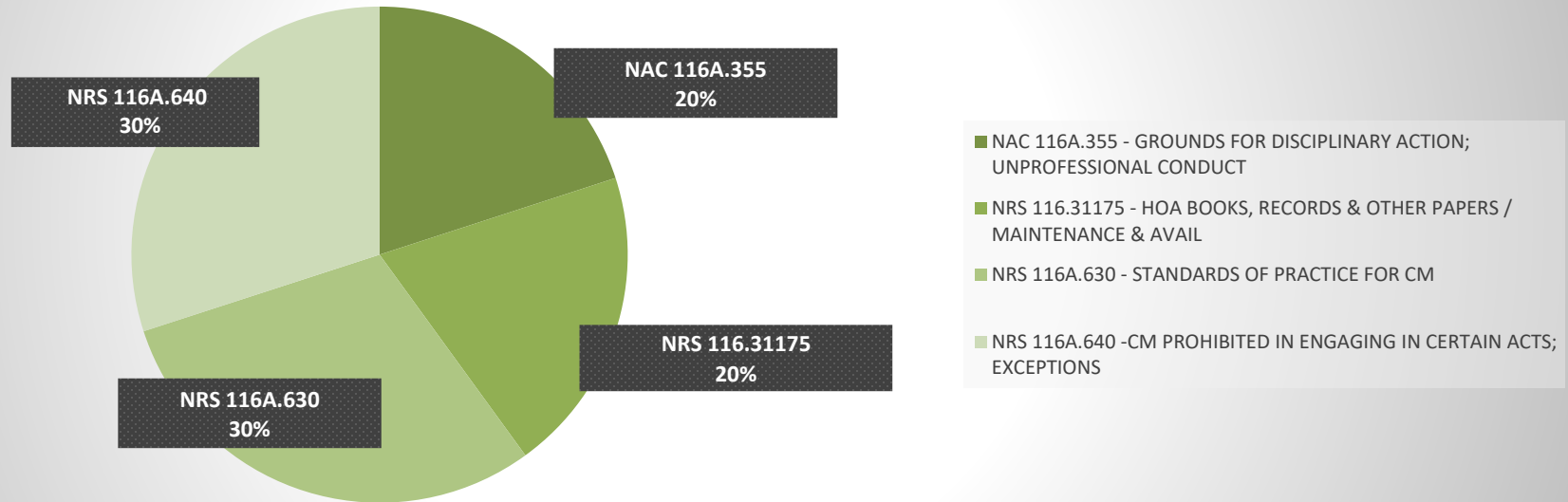
Closed Cases North	
Reno	1
Total	1

Closed Cases South	
Las Vegas	10
Total	10

SOF Closed Case Outcome North	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	0
No Violation	1
Letter of Instruction	0
Non-Jurisdictional	0
Division Resolved Allegations	0
Division Terminated Investigation	0
ADR Allegations	0
Duplicate Case	0
Closed at Claimant's Request	0
Parties Resolved Prior to Investigation	0
Administrative Fine/ Education	0
	1

SOF Closed Case Outcome South	Count of Local
Pending INTRV3/CCIC Hearing - Prepare for Legal	2
Unsubstantiated Allegations	3
No Violation	1
Letter of Instruction	3
Non-Jurisdictional	0
Division Resolved Allegations	1
Division Terminated Investigation/ Incomplete SOF	0
ADR Allegations	0
Duplicate Case	0
Closed at Claimant's Request	0
Parties Resolved Prior to Investigation	0
Administrative Fine/ Education	0
	10

TOP HOA 116 ALLEGED ISSUES



FOUND HOA 116 ISSUES

NRS 116.31083- Executive Board Meetings
NRS 116.31153- Withdraws/Signatures Req.
NRS 116.31175- HOA Books/Records; Avail
NRS 116A.630- Standards of Practice CM

