

1 BEFORE THE COMMISSION FOR COMMON-INTEREST
2 COMMUNITIES AND CONDOMINIUM HOTELS
3 STATE OF NEVADA

3 Sharath Chandra, Administrator,
4 Real Estate Division, Department of
5 Business & Industry, State of Nevada,

6 Petitioner,

7 vs.

8 THERESA M. KENYON,
9 (CAM.0001064-SUPR- Active)

10 Respondent.

Case No. 2025-946

FILED

MAY 08 2026

NEVADA COMMISSION FOR
COMMON INTEREST COMMUNITIES
AND CONDOMINIUM HOTELS

mjallo

11 **COMPLAINT FOR DISCIPLINARY**
12 **ACTION AND NOTICE OF HEARING**

13 The Real Estate Division of the Department of Business and Industry, State of
14 Nevada (the "Division"), by and through its counsel, Aaron D. Ford, Attorney General of
15 the State of Nevada, and Phil W. Su, Senior Deputy Attorney General, hereby notifies
16 THERESA M. KENYON ("RESPONDENT" and/or "RESPONDENT KENYON") of an
17 administrative hearing before the Commission for Common-Interest Communities and
18 Condominium Hotels, State of Nevada, which is to be held pursuant to Chapters 233B and
19 Chapters 116 and 116A of the Nevada Revised Statutes ("NRS") and Chapter 116 and
20 116A of the Nevada Administrative Code ("NAC"). The purpose of the hearing is to
21 consider the allegations stated below and to determine if an administrative penalty will
22 be imposed on the RESPONDENT pursuant to the provisions of NRS and NAC including,
23 but not limited to, NAC 116A.360.

24 **JURISDICTION AND NOTICE**

25 During all relevant times mentioned in this complaint, RESPONDENT held an
26 active supervising community manager certificate from the Division (CAM.0001064-
27 SUPR) and is, therefore, subject to the jurisdiction of the Division and the provisions of
28 NRS Chapters 116 and 116A and NAC Chapters 116 and 116A.

...

GENERAL FACTUAL ALLEGATIONS

1
2 1. At all times relevant herein, RESPONDENT KENYON has held a
3 supervising community manager certificate issued by the Division (CAM.0001064-SUPR)
4 and served as supervising community manager with Kenyon & Associates Inc.
5 [CICCH0060]

6 2. At all times relevant herein, RESPONDENT served as supervising
7 community manager for 1200 Riverside Drive Community Association. [CICCH0005-0006;
8 0061]

9 3. On November 12, 2025, COMPLAINANT Ronda Theisen, board member and
10 president of 1200 Riverside Drive Community Association, filed a Statement of Fact
11 through counsel Donna Zanetti alleging that RESPONDENT, while serving as 1200
12 Riverside Drive Community Association's supervising community manager, has either
13 failed to timely provide, or completely failed to provide, monthly financial statements from
14 August 2024 through June 2025, in violation of NAC 116.451(6). [CICCH0002-0006; 0007-
15 0059]

16 4. On November 21, 2025, the Division issued a Request for Information (RFI)
17 letter to RESPONDENT, seeking her response to the allegations in the Statement of Fact
18 and documentation that she distributed financial documents from June 2025-October 2025
19 to the board, with response due by December 8, 2025. [CICCH0066-0067]

20 5. On December 9, 2025, the Division issued a second Request for Information
21 (RFI) letter to RESPONDENT, noting her lack of response to the prior letter and
22 reiterating the need for response, with new due date of December 16, 2025. [CICCH0068-
23 0069]

24 6. On December 23, 2025, the Division issued a third Request for Information
25 (RFI) letter to RESPONDENT, noting her lack of response to the prior letters and
26 reiterating the need for response, with new due date of December 31, 2025. [CICCH0070-
27 0071]

28 7. On January 2, 2026, the Division issued a fourth Request for Information

1 (RFI) letter to RESPONDENT, noting her lack of response to the prior letters and
2 reiterating the need for response, with new due date of January 9,2026. [CICCH0072-
3 0073]

4 8. On January 13, 2026, the Division issued a fifth Request for Information
5 (RFI) letter to RESPONDENT, noting her lack of response to the prior letters and
6 reiterating the need for response, with new due date of January 28, 2026. [CICCH0074-
7 0075]

8 9. On January 27, 2026, the Division's investigator exchanged emails with
9 COMPLAINANT confirming that 1200 Riverside Drive Community Association still has
10 not received any further financial records from RESPONDENT. [CICCH0079-0080]

11 10. On January 29, 2026, the Division sent RESPONDENT an NRS 233B letter
12 via certified mail indicating that through its investigation it obtained sufficient evidence
13 to commence disciplinary action by filing a complaint for disciplinary action before the
14 Commission. [CICCH0083-0088]

15 11. On March 16, 2026, Gloria "Jeannie" Redinger, Supervising Community
16 Manager for Kenyon and Associates sent the Division a series of four emails, attaching
17 five sets of financial statements for 1200 Riverside Drive Community Association and two
18 sets of board attachments.

19 VIOLATIONS OF LAW

20 1. RESPONDENT violated NAC 116.451(6) pursuant to NRS 116A.630(1)(a) by
21 failing to uphold her fiduciary responsibilities to her client 1200 Riverside Drive
22 Community Association, when she failed to timely provide monthly financial records or to
23 provide missing financial records documents to the board upon their requests for same.

24 2. RESPONDENT violated NAC 116.451(6) pursuant to NRS 116A.630(1)(b) by
25 repeatedly failing to exercise ordinary and reasonable care in the performance of her
26 community manager duties to 1200 Riverside Drive Community Association when she
27 failed to timely provide monthly financial records or to provide missing financial records
28 documents to the board upon their requests for same.

1 Chapters 233B and 116A of the Nevada Revised Statutes and Chapter 116A of the Nevada
2 Administrative Code.

3 **THE HEARING WILL TAKE PLACE** at the Commission meeting(s) scheduled
4 for June 9-11, 2026, beginning at approximately 9:00 a.m. each day, or until such time as
5 the Commission concludes its business. The Commission meeting will be held at the
6 Nevada State Business Center, 3300 W. Sahara Avenue, 4th Floor, Nevada Room, Las
7 Vegas, Nevada 89102 on June 9-11, 2026 with videoconferencing to Department of
8 Business & Industry, Division of Insurance, 1818 College Parkway, Suite 103, Carson
9 City, Nevada 89706.

10 **STACKED CALENDAR:** Your hearing is one of several hearings that may
11 be scheduled at the same time as part of a regular meeting of the Commission
12 that is expected to take place on June 9-11, 2026. Thus, your hearing may be
13 continued until later in the day or from day to day. It is your responsibility to
14 be present when your case is called. If you are not present when your hearing
15 is called, a default may be entered against you and the Commission may decide
16 the case as if all allegations in the complaint were true. If you need to negotiate
17 a more specific time for your hearing in advance because of coordination with
18 an out-of-state witness or the like, please call Maria Gallo, Commission
19 Coordinator, at (702) 486-4074.

20 **YOUR RIGHTS AT THE HEARING:** Except as mentioned below, the hearing is
21 an open meeting under Nevada's open meeting law and may be attended by the public.
22 After the evidence and arguments, the commission may conduct a closed meeting to
23 discuss your alleged misconduct or professional competence. You are entitled to a copy of
24 the transcript of the open and closed portions of the meeting, although you must pay for
25 the transcription. As a RESPONDENT, you are specifically informed that you have the
26 right to appear and be heard in your defense, either personally or through your counsel of
27 choice. At the hearing, the Division has the burden of proving the allegations in the
28 complaint and will call witnesses and present evidence against you. You have the right to

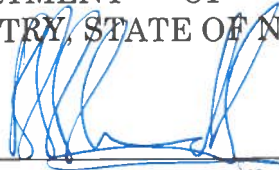
1 respond and to present relevant evidence and argument on all issues involved. You have
2 the right to call and examine witnesses, introduce exhibits, and cross-examine opposing
3 witnesses on any matter relevant to the issues involved.

4 You have the right to request that the Commission issue subpoenas to compel
5 witnesses to testify and/or evidence to be offered on your behalf. In making this request,
6 you may be required to demonstrate the relevance of the witness' testimony and/or
7 evidence. Other important rights and obligations, including your obligation to answer the
8 complaint you have are listed in NRS Chapter 116A and NAC Chapter 116A, including
9 without limitation, NRS 116A.280 through 116A.310, NAC 116A.550 through NAC
10 116A.655, and NRS Chapter 233B.

11 Note that under NAC 116A.585, not less than five (5) working days before a hearing,
12 RESPONDENT must provide to the Division a copy of all reasonably available documents
13 that are reasonably anticipated to be used to support his position, and a list of witnesses
14 RESPONDENT intend to call at the time of the hearing. Failure to provide any document
15 or to list a witness may result in the document or witness being excluded from
16 RESPONDENT'S defense. The purpose of the hearing is to determine if the
17 RESPONDENT has violated the provisions of NRS 116A, and to determine what
18 administrative penalty is to be assessed against RESPONDENT.

19
20 DATED this 6 day of May, 2026.

21 REAL ESTATE DIVISION,
22 DEPARTMENT OF BUSINESS &
23 INDUSTRY, STATE OF NEVADA

24 By: 
25 SHARATH CHANDRA, Administrator
26 3300 W. Sahara Ave. Ste 350
27 Las Vegas, Nevada 89102
28 (702) 486-4033

AARON D. FORD
Attorney General

By: /s/ Phil W. Su
PHIL W. SU (Bar No. 10450)
Senior Deputy Attorney General
1 State of Nevada Way, Ste. 100
Las Vegas, Nevada 89119
(702) 486-3655
Attorneys for Real Estate Division-

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28