

FILED

AUG 26 2026

NEVADA COMMISSION FOR
COMMON INTEREST COMMUNITIES
AND CONDOMINIUM HOTELS

mgall

Case No: 2025-946

Theresa Kenyon

See timeline attached

I do not deny that I did get significantly behind schedule on financials during this time frame. Predominately, this was due to numerous illnesses and other unanticipated issues that started in May of 2024 as shown in the timeline attached.

Each of these issues was relayed to the Board of Directors through their community manager, Jeannie Redinger.

The termination of employment of our bookkeeper (predominately only processed receivables and payables) on February 20, 2025, did make matters worse and finding a replacement was difficult and eventually I abandoned the effort. I did hire two people but neither started work as they took other employment.

I did not receive the first notice from the Division that was sent on November 21, 2025. I did not receive the second notice that was sent on December 9, 2025. We were in the process of packing the office for a move that was scheduled to start on December 12, 2025. We then had issues with Spectrum and our IT contractor which caused another big delay as we had no computers from December 12, 2025, through December 23rd, 2025. We did put in a change of address with the post office, but much of our mail was not forwarded. I did not receive the third notice until after I had received the fourth notice but there was no explanation from the post office as to why there was such a long delay. I did receive the fourth notice but not until mid to late January 2026 and I did respond to the fourth notice at the end of January 2026.

At this point, I was working seven days a week trying to get caught up but at the same time managing four Associations, processing payroll, receivables and payables plus trying to prepare financial statements for sixteen Associations. I did the best I could under the circumstances and am finally back on schedule since September 2025. 1200 Riverside was more behind the other HOAs since it takes me a full eight hours to do their financials. They have a 30-year special assessment which requires an excel spreadsheet to calculate charges, payments, and interest; several reserve assessments in the years 2020, 2021, and two in 2023. Most of their homeowners pay via ACH and since the AppFolio computer program we utilize follows normal accounting practices of posting payments to the oldest charges, I must look at every single owner's ledger and modify where their payments are applied to conform with NRS 116. There are 100 units so this alone is a laborious process.

In conclusion, I did hire a new CAM that started at the beginning of August which will allow me to become a full-time bookkeeper. This will ensure that I can oversee the processing of receivables and payables while I am able to complete the financial statements in a timely manner. I have also started taking at least one full day off each week which seems to have minimized illnesses.

Respectfully,

A handwritten signature in dark ink, appearing to be 'TW' followed by a long horizontal line.

Theresa (Terri) Kenyon

Supervisory Community Association Manager

CAM.0001064-SUPR

Dates	Issue	Days lost
5/22/2024 - 6/2/2024	mother passes away unexpectedly, funeral arrangements & clean out apartment	12
7/1/2024 - 7/11/2024	mother's funeral in NY and finalize legal paperwork with apartment complex, State of New York, Social Security, etc.	12
9/24/2024 - 9/30/2024	influenza B	7
10/24/2024 - 11/2/2024	influenza A	9
11/12/2024 - 11/16/24	intestinal virus	5
11/19/2024	completed Aug & Sept 2024 financials	
12/16/2024 - 12/22/24	Covid 19	7
1/13/2025 - 1/16/2025	severe pink eye	4
2/20/2025	Bookkeeper left company which meant I had to pick up bookkeeping job	
2/25/2025 - 3/2/2025	influenza B	6
3/7/2025-3/10/2025	out of town - family emergency	4
3/11/2025	completed Oct 2024 financials	
3/12/2025	completed Nov 2024 financials	
3/17/2025	completed Dec 2024 financials	
4/17/25 - 4/23/25	Covid 19	7
5/20/2025	completed Jan, Feb & March 2025	
6/4/2025-6/9/2025	out of town for granddaughter's graduation	6
6/25/2024- 7/1/25	Covid 19	
7/10/2025 - 7/12/2025	severe pink eye	3
7/17/2025	completed Apr & May 2025	
8/25/2025 - 9/3/2025	influenza B or Covid 19 - never received a final diagnosis	10
9/5/2025	completed Jun 2025	

12/12/2025 moved offices

12/23/2025 computers back online - no computer system for 11 days

11

Days lost from 5/22/2024 through September 2025

103