

From: [Darren Cobb](#)
To: [NRED Administration](#)
Subject: Public Comments – July 29, 2026, Common-Interest Communities Task Force Meeting
Date: Friday, July 24, 2026 5:01:26 PM
Attachments: [07-29-2026-Public Comments CIC Task Force.docx](#)

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Dear Chair and Members of the Common-Interest Communities Task Force:

Please accept the attached public comments for the July 29, 2026, Common-Interest Communities Task Force meeting.

As a Nevada homeowner and longtime community association volunteer, I appreciate the opportunity to provide comments and recommendations regarding the three discussion items on the agenda. My observations are based on more than two decades of volunteer leadership and are respectfully submitted in the spirit of strengthening homeowner confidence through greater transparency, proactive leadership development, meaningful accountability, and improved homeowner access to information and resources.

Thank you for your service to Nevada's homeowners and for your thoughtful consideration of these recommendations. I appreciate the opportunity to participate in this important discussion and hope these ideas contribute to the Task Force's ongoing efforts to strengthen Nevada's common-interest communities for the benefit of homeowners, volunteer leaders, and community management professionals alike.

Respectfully submitted,

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Attachment: *Public Comments – July 29, 2026 Common-Interest Communities Task Force Meeting.pdf*

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July 24, 2026

**Nevada Real Estate Division
Office of the Ombudsman for Owners in Common-Interest Communities and
Condominium Hotels**

Attn: Common-Interest Communities Task Force
3300 W. Sahara Avenue, Suite 350
Las Vegas, Nevada 89102

**RE: Public Comments – Common-Interest Communities Task Force Meeting – July 29,
2026**

Dear Chair and Members of the Common-Interest Communities Task Force:

Thank you for the opportunity to provide comments regarding the three discussion items before the Task Force. As a Nevada homeowner and longtime community association volunteer, I appreciate your willingness to examine opportunities to strengthen common-interest communities throughout our state.

My comments are offered from the perspective of someone who has served as both a homeowner and volunteer leader for more than two decades. During that time, I have learned that successful communities are not built solely through governing documents or enforcement. They are built through transparency, communication, trust, and engaged homeowners.

Although the three agenda items address different challenges, I believe they all point to the same objective—**strengthening homeowner confidence**. Communities function best when homeowners understand the value they receive, trust their volunteer leadership, and have confidence that concerns can be addressed through a fair, transparent, and accessible process.

Discussion Item 1 – Evaluating Financial Pressures

Financial pressures are a reality for every community association, and no homeowner welcomes increased assessments. However, I believe the conversation should focus on value as much as cost.

Every day, consumers willingly spend money on products and services they believe improve their lives. Whether it is a morning coffee, a gym membership, tickets to a sporting

event, or a family vacation, the decision is rarely based solely on price. It is based on perceived value.

Community associations are no different. Homeowners are far more likely to support necessary investments when they understand why assessments are increasing, how those funds will be used, and how those expenditures preserve property values while enhancing the quality of life within their community.

Boards and community management companies should strive to communicate not only the budget, but the purpose behind the budget. When homeowners understand the "why," they are far more likely to support the "how."

People rarely object to paying for value. They object to paying for something they don't understand.

I encourage the Task Force to promote best practices that help boards and community management companies communicate the value of community investments with the same diligence they communicate the associated costs.

Discussion Item 2 – Strategies to Address Board Vacancies

Throughout my career in Public Service, retail, or leadership, one philosophy consistently guided successful organizations:

Always Be Hiring.

Successful organizations do not wait until someone resigns before identifying future talent. They continually recruit, mentor, and develop people long before positions become available.

I believe community associations should adopt that same philosophy by **Always Be Recruiting.**

Rather than waiting until election season or an unexpected resignation, boards should continuously identify homeowners with leadership potential, encourage committee participation, and invite residents to become engaged in their communities.

I experienced this firsthand. Several years ago, three homeowners told me they would never serve on our HOA board. Rather than accepting that answer, I invested time getting to know them, encouraging their involvement, and helping them recognize how their professional experience could benefit the community. Today, all three have served as volunteer board members.

Clark County Commissioner Kirkpatrick recognized that EMT staffing shortages would not solve themselves. Rather than waiting for applicants, she developed a proactive strategy to

recruit, develop, and retain future employees. Community associations should embrace that same mindset when developing tomorrow's volunteer leaders.

Volunteer leadership doesn't happen by accident. It happens because someone took the time to ask.

Discussion Item 3 – Strengthening Homeowner Access and Community Management Accountability

The relationship between homeowners, volunteer boards, community management companies, and regulators works best when accountability is accompanied by accessibility. Both are essential to building public confidence.

The overwhelming majority of community management professionals work diligently to serve their communities. My comments are not intended as criticism of those professionals, but rather as recommendations to improve the systems that support homeowners, volunteer boards, community managers, and regulators alike.

Today's consumers have come to expect government agencies to provide efficient, transparent, and accessible methods for resolving concerns. Whether interacting with the Consumer Financial Protection Bureau, the Nevada Attorney General's Office, the Nevada Transportation Authority, or even the national credit reporting agencies, consumers can generally submit complaints through secure online portals, upload supporting documentation, communicate throughout the investigation, and monitor the status of their case. These systems demonstrate that accessibility and due process can coexist.

The HOA complaint process remains considerably more procedural.

When multiple alleged violations arise from the same set of facts, homeowners may be required to prepare separate complaint forms for each alleged violation, with each complaint separately verified and notarized. While I appreciate the importance of maintaining accurate records and protecting due process, the cumulative effect can discourage legitimate complaints before they are ever reviewed on their merits.

As someone who has personally navigated this process, I respectfully encourage the Task Force to view it through the eyes of the average homeowner. The goal of any complaint process should be to encourage legitimate concerns to be presented, investigated fairly, and resolved efficiently—not to require citizens to navigate procedural hurdles before those concerns can even be considered.

Access to accountability should never depend on a homeowner's ability to navigate unnecessary procedural hurdles.

I respectfully encourage the Task Force to evaluate opportunities to modernize Nevada's complaint process while preserving fairness for everyone involved. A secure online complaint portal, the ability to submit multiple related allegations under a single verified

complaint, electronic document uploads, secure messaging, and online case status updates would improve accessibility, reduce administrative burdens, and increase public confidence in the process.

I also encourage the Task Force to consider requiring every community association to provide homeowners with an annual **Homeowner Rights and Resources Notice**. Similar to workplace notices informing employees of their rights under state and federal law, this notice could identify the Office of the Ombudsman, the Nevada Real Estate Division, dispute resolution resources, homeowner participation rights, and the appropriate avenues for resolving common concerns. Too often, homeowners begin searching for this information only after a problem has occurred.

The goal of a complaint system should be simple: make it easy to file a legitimate complaint, difficult to file a frivolous one, and fair to everyone involved.

Closing Thoughts

Nevada is home to thousands of dedicated volunteer board members, professional community managers, and homeowners who care deeply about the neighborhoods they call home. The opportunities before this Task Force extend beyond financial pressures, board recruitment, and regulatory oversight. They represent an opportunity to strengthen confidence in the community association model itself.

When homeowners understand the value of their investment, when future volunteer leaders are intentionally developed, and when accountability is accessible, transparent, and fair, communities become stronger for everyone.

Nevada has an opportunity to become a national leader in homeowner engagement by making community associations more transparent, more accessible, and more responsive. I hope these recommendations contribute to that discussion, and I appreciate your thoughtful consideration.

Thank you for your service to Nevada's homeowners and for the opportunity to participate in this important conversation.

Respectfully submitted,

Darren J. Cobb