NEVADA REAL ESTATE DIVISION

COMMON-INTEREST COMMUNITIES AND CONDOMINIUM HOTELS

OMBUDSMAN'S OFFICE

REPORTING PERIOD JULY 1, 2024 - JULY 31, 2024

FISCAL YEAR 25

Ombudsman Assistance Report

Report Date: 07/01/2024 – 07/31/2024

Statistics

Walk-in: 31

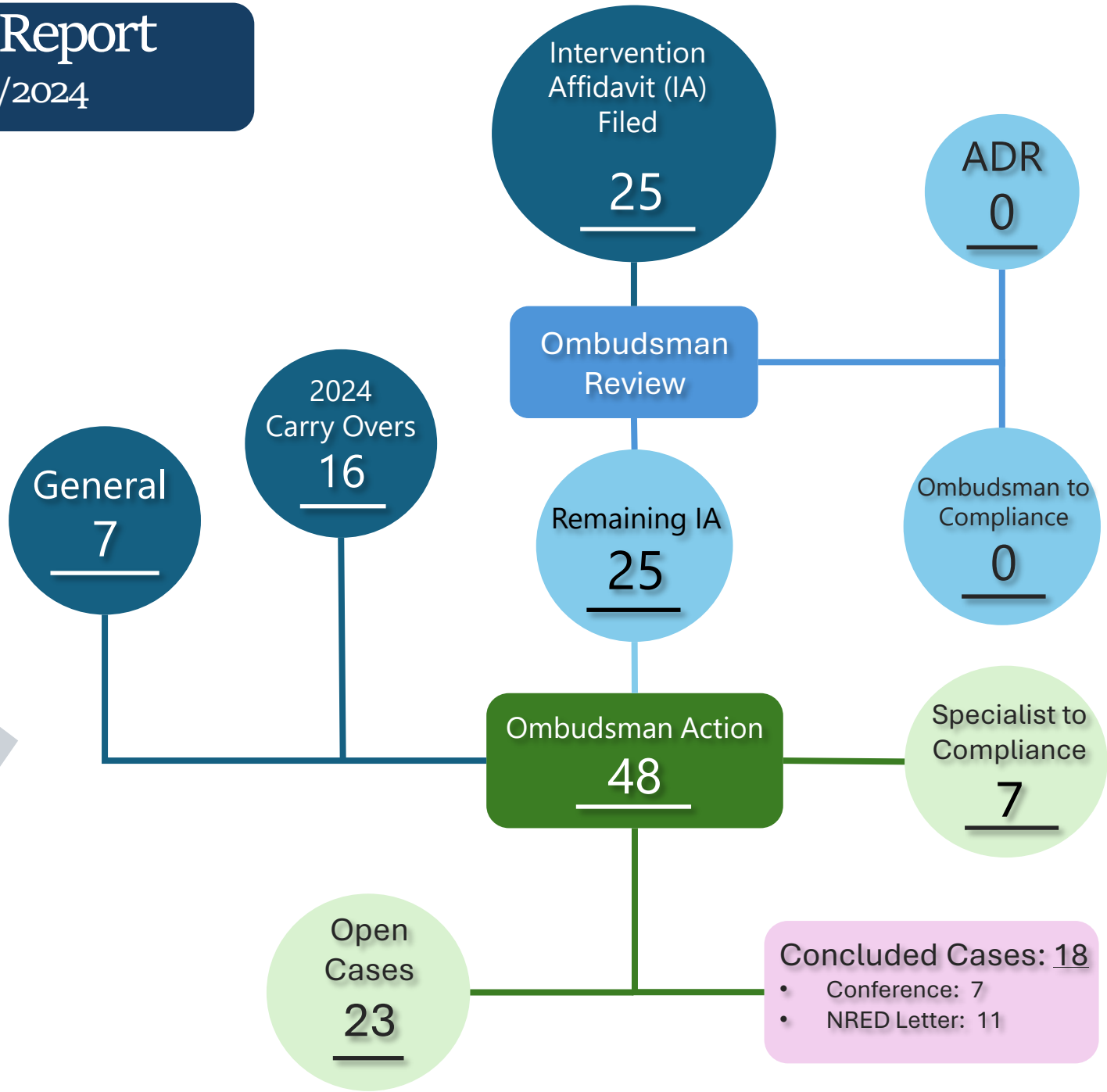
Phone: 54

Top 3 Allegations in the South

- NRS 116.3103 — Power of executive board to act on behalf of association
- NRS 116.3108 — Meeting of units' owners of association
- NRS 116.31175 — Maintenance and availability of books, records and other papers of association

Top 3 Allegations in the North

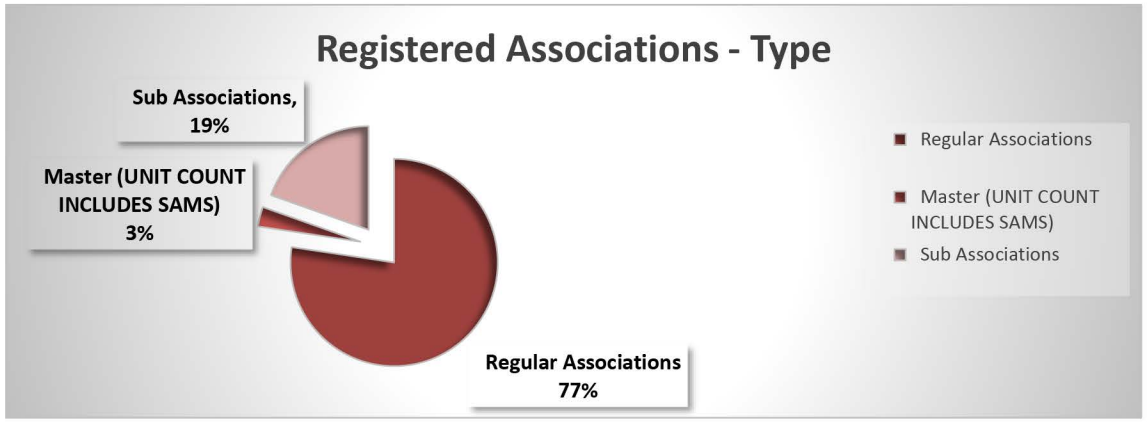
- NRS 116.3107 — Upkeep of common-interest community
- NRS 116.31152 — Study of reserves
- NRS 116.31184 — Threats, harassment and other conduct prohibited

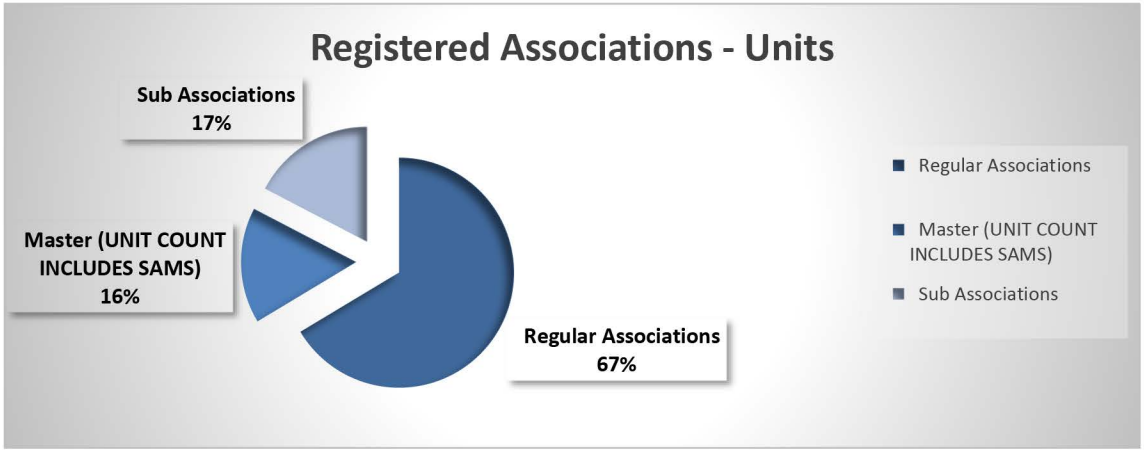


Homeowner Association Registration

HOA Types	Number of Associations	Number of Units
Regular Associations	2,859	409,661
Master (UNIT COUNT INCLUDES SAMS)	113	100,336
Sub Associations	723	107,127
Hotel Associations	9	5,658
Total	3,704	622,782

*SAM = uses same board as master





Nevada Associations by County

	Carson City	Churchill	Clark	Douglas	Elko	Humboldt	Lyon	Nye	Storey	Washoe	Grand Total
CONDOMINIUMS	13		439	20	3		-	2		200	**677**
CONDO/HOTEL			9								**9**
COOP			3						1	3	**7**
PLANNED COMMUNITY - CONDO/TH			7							1	**8**
PLANNED COMMUNITY - DUPLEX	4		25							7	**36**
PLANNED COMMUNITY - M/H			12					3		2	**17**
PLANNED COMMUNITY - SFD	50	1	2,163	26	6	-	8	5	1	264	**2,524**
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	2	1					5	**33**
PLANNED COMMUNITY - SFD/TH/MH			1							-	**1**
PLANNED COMMUNITY - TWNHSE	16	-	270	12	2	-				57	**357**
TOTAL	**83**	**1**	**2,980**	**62**	**12**	**-**	**8**	**10**	**2**	**546**	**3,704**

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

Ombudsman Education and Training FY 25

EDUCATION OFFICER

TOTAL ACTIVE CE COURSES YTD	127

Newly Approved Courses	2
Renewed Courses	6
Course Offerings*	7
Audits Conducted by Division	0
TOTAL ACTIVE CAMs	**734**
Supervising CAMs	321
Provisional CAMs	107
Temporary CAMs	34
CAMs	272

Video Views:	Total Views
Executive Board Elections	2
What is a Reserve Study	6
Reserve Study – Financial Analysis	1
Reserve Study – Physical Analysis	1
Reserve Study Specialist	1

TRAININGS PROVIDED	0
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
ATTENDEES	**0**

Website Pages	Total Views
Presentations	480
Program Training	326
Flowcharts	93
Video Tutorials	25

*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.

Alternative Dispute Resolution Report - JULY FY25

Claims

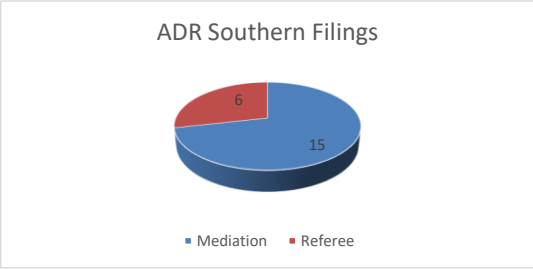
Carry over from previous years	60

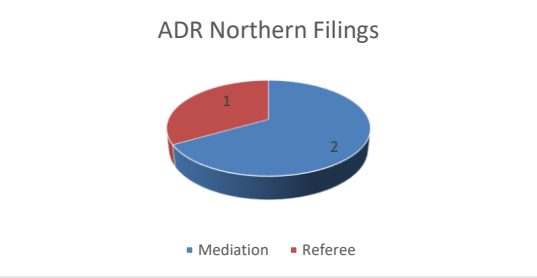
Claims Filed	YTD
	24

Resolution Request Methods	Mediation	Referee	Total
Southern Filings	15	6	21
Northern Filings	2	1	3

YTD	
Responses Received	23
Number of Total Filings	47
Filing Fees Received	$ 2,350.00

Assigned Claims YTD	
Mediation Assignments	16
Referee Assignments	1





Closed Claims YTD - Southern Nevada	
Disposition of Closed Claims	**25**
Dismissed by Division	0
Dismissed by Mediator	0
Respondent Never Submitted a Response	4
Respondent Not Served	4
Referee	0
Successful Mediation - Agreement Reached	7
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	10
Withdrawn By Claimant	0

Closed Claims YTD - Northern Nevada	
Disposition of Claims Closed	**6**
Dismissed by Division	0
Dismissed by Mediator	0
Respondent Never Submitted a Response	1
Respondent Not Served	0
Referee	0
Successful Mediation - Agreement Reached	3
Settled Prior to Mediation	0
Unsuccessful Mediation - No Agreement	2
Withdrawn By Claimant	0

Subsidy	
Applications Received	26
Invoices Approved for Payment	16
Invoices Paid	$ 6,250.00

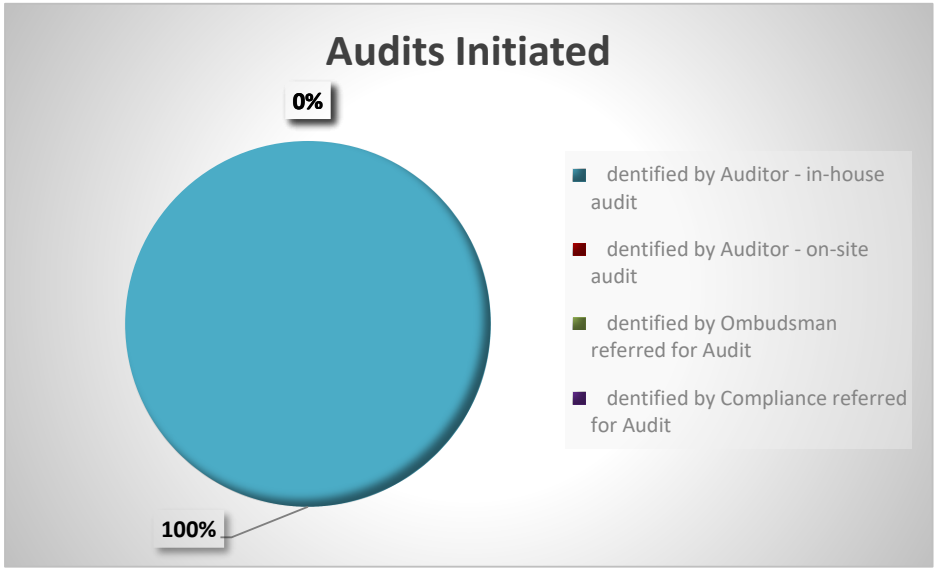
Auditor Report

FY25 & Carryover from FY24	5
Audits Initiated	
Identified by Auditor - in-house audit	1
Identified by Auditor - on-site audit	0
Identified by Ombudsman referred for Audit	0
Identified by Compliance referred for Audit	0
Total Audits Initiated	6

* Includes carryover audits included from previous year

Disposition of Audits	
Non-Response to audit - referred to Compliance	1
Completed audits - compliance gained by Auditor	0
Completed audits referred to Compliance	1
Total Audits Completed*	2

Special Projects	
Financial Review - Association	0
Special Projects - Other	0
Total Special Projects	0



The Auditor analyzes association information submitted on forms submitted to the Divison, 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, 2024 - JULY 31, 2024

FISCAL YEAR 25

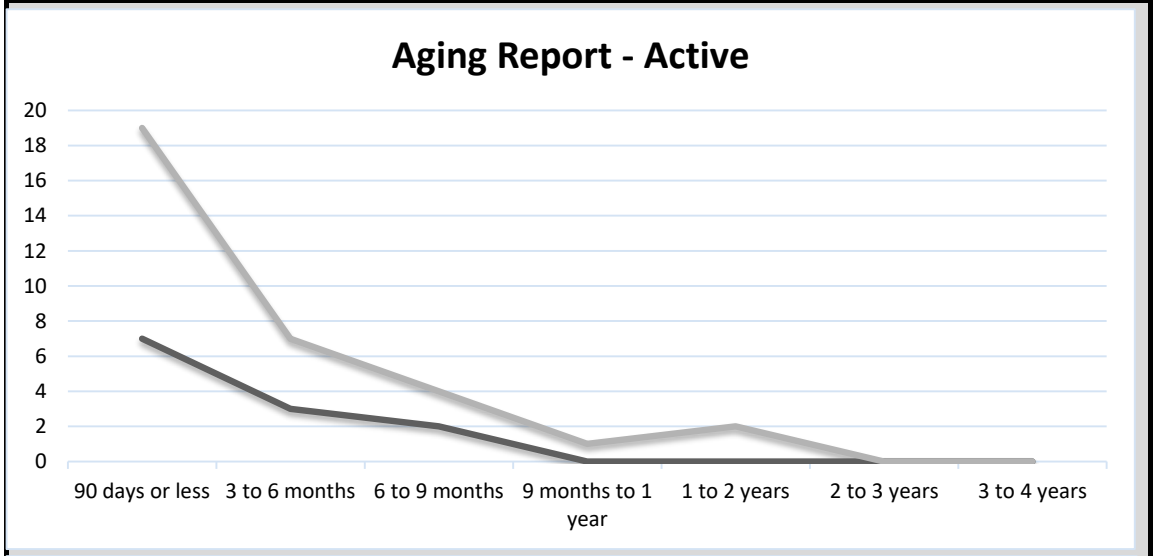
INTERVENTION AFFIDAVIT

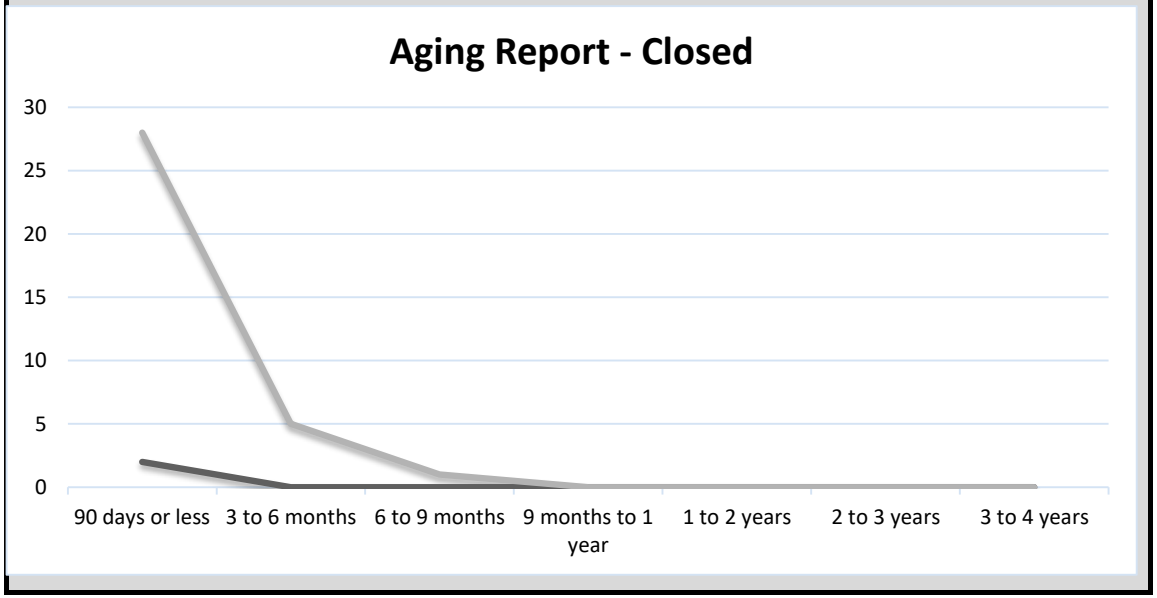
Cases	North	South
Cases Opened YTD	3	36
Total # of Active Cases	12	33
Total # of Cases Closed YTD	2	34

Aging Report - Active	North	South
90 days or less	7	19
3 to 6 months	3	7
6 to 9 months	2	4
9 months to 1 year	0	1
1 to 2 years	0	2
2 to 3 years	0	0
3 to 4 years	0	0
Total	**12**	**33**

Aging Report - Closed	North	South
90 days or less	2	28
3 to 6 months	0	5
6 to 9 months	0	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
Total	**2**	**34**

Cases





INTERVENTION AFFIDAVIT DEMOGRAPHICS

Active Cases North	
Carson City	1
Crystal Bay	2
Gardenerville	1
Incline Village	2
Reno	5
Sparks	1
Total	**12**

Active Cases South	
Henderson	1
Las Vegas	28
N. Las Vegas	3
Laughlin	1
Total	**33**

Closed Cases North	
Incline Village	1
Reno	1
Total	**2**

Closed Cases South	
Henderson	4
Las Vegas	25
N. Las Vegas	3
Pahrump	2
Total	**34**

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

INTRV2 Closed Case Outcome- South	Count of Local
Pending INTRV3/CCIC Hearing	8
Unsubstantiated Allegations	3
No Violation	5
Letter of Instruction	3
Non-Jurisdictional	0
Division Resolved Allegations	14
Division Terminated Investigation	0
CDL Issue	0
Duplicate Case	1
Closed at Claimant's Request	0
Consolidated W/CCIC Case	0
Parties Resolved Prior to Investigation	0
	34

INTRV2 Alleged Issues	Alleged	North	South
HOA GOV DOCS - BYLAWS	1	0	1
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	5	1	4
NAC 116.415 - CONTENT OF BUDGET TO MAINTAIN RESERVE	1	1	0
NAC 116.425 - RESERVE STUDY; CONTENT	1	1	0
NAC 116.435 - RESERVE STUDY; DISSEMINATION OF SUMMARY OF RESULTS	1	1	0
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	8	1	7
NRS 116-31031 - EXECUTIVE BOARD/IMPOSE FINES	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	24	1	23
NRS 116.31037 - INDEMNIFICATION & DEFENSE OF EX BOARD MEMBER	1	0	1
NRS 116.3107 - CIC/UPKEEP	1	0	1
NRS 116.3108 - UNITS' OWNERS/ MEETINGS	1	0	1
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	2	0	2
NRS 116.31084 - VOTING MY MEMBER OF EXECUTIVE BOARD; DISCLOSURES; ABSTENTION FROM VOT	2	0	2
NRS 116.31085 - UNITS' OWNERS / RIGHT TO SPEAK AT CERTAIN MEETINGS	2	1	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENED AT MEETIN	3	0	3
NRS 116.3113 - INSURANCE /GENERAL REQUIREMENTS	1	0	1
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	2	1	1
NRS 116.31151 - UNITS' OWNERS/ANNUAL DISTRIBUTION	1	1	0
NRS 116.31152 - STUDY OF RESERVE	2	1	1
NRS 116.31153 - WITHDRAWALS/SIGNATURES REQUIRED	1	1	0
NRS 116.31158 - HOA / REGISTRATION W/ OMB	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	4	1	3
NRS 116.3118 - UNITS' OWNERS RIGHTS/MAINTENANCE & AVAILABILITY OF RECORDS REQUIRED FOR	1	1	0
NRS 116.31183 - RETALIATORY ACTION PROHIBITED	2	0	2
NRS 116.31185 - PROHIBITION/CERTAIN PERSONNEL SOLICITING OR ACCEPTING COMPENSATION	2	0	2
NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT;	1	0	1
NRS 116A.620 - MGMT AGREEMENT; INSURANCE; CHANGES; TERMINATION	1	1	0
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	1	1	0

INTRV2 Found Issues	Found	North	South
NRS 116.3103 - POWER OF BOARD; FIDUCIARIES	1	1	0
NRS 116.31031 - EXECUTIVE BOARD/IMPOSE FINES	1	0	1
NRS 116.31032 - DECLARANT / CONTROL PERIOD	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	11	1	10
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	1	0	1
NRS 116.31085 - UNIT'S OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	1	1	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	1	0
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAILABILITY	1	0	1
NRS 116.760- RIGHT OF PERSON TO FILE AFFIDAVIT WITH NRED; PROCEDURE FOR FILING AFFIDAVIT; AMINISTRATIVE FINE FO	1	0	1

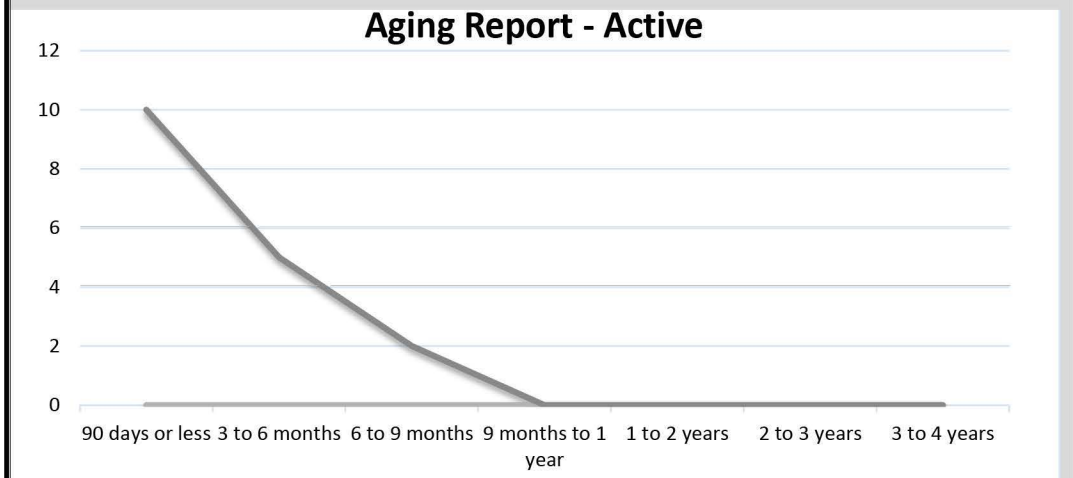
Statement of Fact

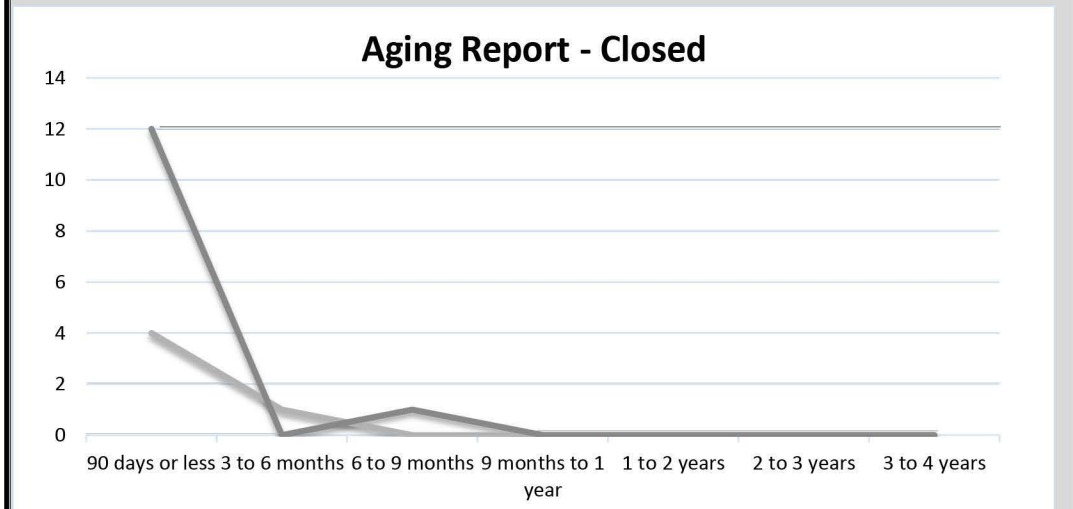
Cases	North	South
Cases Opened YTD	2	12
Total # of Active Cases	0	17
Total # of Cases Closed YTD	5	13

Aging Report - Active	North	South
90 days or less	0	10
3 to 6 months	0	5
6 to 9 months	0	2
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
Total	**0**	**17**

Aging Report - Closed	North	South
90 days or less	4	12
3 to 6 months	1	0
6 to 9 months	0	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
Total	**5**	**13**

Cases





STATEMENT OF FACT DEMOGRAPHICS

Active Cases North	
Total	**0**

Active Cases South	
Henderson	2
Las Vegas	14
Laughlin	1
Total	**17**

Closed Cases North	
Dayton	1
Incline Village	1
Minden	1
Reno	2
Total	**5**

Closed Cases South	
Las Vegas	13
Total	**13**

SOF Closed Case Outcome- North	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	1
No Violation	2
Letter of Instruction	0
Non-Jurisdictional	0
Division Resolved Allegations	0
Division Terminated Investigation	1
ADR Allegations	0
Duplicate Case	0
Closed at Claimant's Request	0
Incomplete SOF	1
Parties Resolved Prior to Investigation	0
Pending Case File for Legal	0
	5

SOF Closed Case Outcome- South	Count of Local
Pending INTRV3/CCIC Hearing	0
Unsubstantiated Allegations	2
No Violation	0
Letter of Instruction	0
Non-Jurisdictional	2
Division Resolved Allegations	0
Division Terminated Investigation	2
ADR Allegations	1
Duplicate Case	0
Closed at Claimant's Request	1
Incomplete SOF	5
Parties Resolved Prior to Investigation	0
Pending Case File for Legal	0
	13

HOA 116 Alleged Issues	Alleged	North	South
HOA GOV DOCS - NON-ENFORCEMENT OF RULES, REGS & GOV DOCS	1	0	1
HOA GOV DOCS - FINES	1	0	1
HOA 116 - NON JURISDICTIONAL	2	0	2
HOA COMPL - OTHER CHAPTER 116 ISSUES NOT LISTED	1	0	1
HOA GOV DOCS - ARC	1	0	1
HOA GOV DOCS - OTHER GOV DOCS ISSUES NOT LISTED	1	0	1
NAC 116.0433- FINANCIAL RECORDS	1	0	1
NAC 116.385 - EXECUTIVE BOARD: SUBMISSION TO DIVISION OF CONTACT INFORMATION FOR ME	1	1	0
NAC 116.405 - MEMBERS OF EXEC. BOARD/PROHIBITED ACTION	2	0	2
NAC 116A.345- PROHIBITED ACTS	1	0	1
NAC 116A.350 - ALLEGATIONS OF MISCONDUCT/ACTION BY ADMINISTRATOR	1	1	0
NAC 116A.355 - GROUNDS FOR DISCIPLINARY ACTION; UNPROFESSIONAL COND	1	1	0
NRS 116.12065 - NOTICE OF CHANGES TO GOVERNING DOCUMENTS	1	1	0
NRS 116.310315 - ACCT. FOR FINES/PROHIBITION FEES TOWARD FINES	1	0	1
NRS 116.31034 - EXECUTIVE BOARD / ELECTION & ELIGIBILITY	1	0	1
NRS 116.31038 - DECLARANT/DELIVERY TO HOA OF PROPERTY HELD	1	0	1
NRS 116.3106 - BYLAWS	1	1	0
NRS 116.31065 - RULES	1	1	0
NRS 116.3108 - UNITS' OWNERS/MEETINGS	1	1	0
NRS 116.31083 - EXECUTIVE BOARD / MEETINGS	2	1	1
NRS 116.31085 - UNITS' OWNERS/RIGHT TO SPEAK AT CERTAIN MEETINGS	2	1	1
NRS 116.31086 - SOLICITATION OF BIDS FOR ASSOCIATION PROJECT; BIDS TO BE OPENE	1	0	1
NRS 116.3109 - QUOROM	1	1	0
NRS 116.31144 - AUDIT & REVIEW OF FINANCIAL STATEMENT	1	1	0
NRS 116.3115 - ASSESSMENTS / COMMON EXPENSES	1	0	1
NRS 116.31152 - STUDY OF RESERVE	1	0	1
NRS 116.31153 - WITHDRAWALS / SIGNATURES REQUIRED	1	1	0
NRS 116.3116 - LIENS / ASSESSMENTS AGAINST UNITS	1	0	1
NRS 116.31175 - HOA BOOKS, RECORDS & OTHER PAPERS / MAINTENANCE & AVAIL	1	0	1
NRS 116.3118 - UNITS' OWNERS RIGHTS / MAINTENANCE & AVAIL OF RECORDS REQ FOR RESALE OF UNITS	1	0	1
NRS 116.31184 - THREATS & HARASSMENT	1	0	1
NRS 116.31185- PROHIBITION/ CERTAIN PERSONNEL SOLICITING O ACCEPTING COMPENSATION	1	0	1
NRS 116.31187- PROHIBITION/CERTAIN PERSONNEL ACCEPTING COMPENSATION FROM HOA	1	0	1
NRS 116.31189- BRIBERY OF COMMUNITY MANAGER OR MEMBER OF EXECUTIVE BOARD; PENALTI	1	0	1
NRS 116A.630 - STANDARDS OF PRACTICE FOR CM	5	1	4
NRS 116A.640 -CM PROHIBITED IN ENGAGING IN CERTAIN ACTS; EXCEPTIONS	1	0	1

Found Issues	Found	North	South
N/A			