

*Almost half of the population in Nevada lives in a Common-Interest-Community, or HOA. Nevada, through the Real Estate Division, has the first HOA Ombudsman program ever established in the United States. The Nevada Real Estate Division's Common-Interest-Community Ombudsman program, offers no-cost, informal dispute resolution services to unit-owners who live in an HOA and have a complaint against their board or Community Manager. The informal dispute resolution program allows the Division resolve problems and focus on mitigating the circumstances surrounding the unit-owner complaint, or to gain further information about NRS 116 violations that might be referred to our investigative unit.*

*The informal dispute resolution program handles close to 75% of the complaints that are received by the Division in order to first pursue resolution for the Complainant, prior to assessing potential disciplinary action for further investigation. 83% of the participants of this program report satisfaction with the outcomes.*

*The rest of our cases are referred to our Investigative Unit for further investigation into activities that potentially warrant disciplinary action for either licensee or board conduct. These cases can involve issues that range from improperly noticing board meetings, thereby depriving unit-owners of their opportunity to attend, for failing to submit an audit or reserve study, putting unit-owners at risk of "special assessments" to cover future association shortages, to more egregious cases of misappropriation of funds or misuse of board authority.*

*The CICCH Commission serves as the Adjudicating Body for hearing complaints brought by the Division for misconduct, and imposes discipline authorized by NRS Chapter 116 and 116A. In addition, the Division utilizes the market-participant experience of sitting Commissioners, who also work with the Division to create and adopt regulations that pertain to licensees, boards and unit-owners.*

*Stateline.org recently published an article on states efforts to address the growing focus on HOAs across the country. Nevada was cited as a national example with the first Ombudsman program, and accompanying CICCH Commission body. NRED gets numerous inquiries from other states on how we address state HOA disputes and prosecute disciplinary cases. Our answer is that we have had, for decades, a model that many other states aspire to create.*