Addendum to Testimony before the Joint Committee on Judiciary
March 25, 2011 by Ann Pecora Diamond
in support of HB 6620, HB 1205, and HB 1208

On March 23, 2011, I called the Nevada Office of Ombudsman (877) 829-9907 and spoke with Nick Haley of that office to learn about how they run their office. He said, **"We are in the business of compliance, not the business of punishment."** In addition, he gave me the following facts about their office structure and history:

Nevada's Office of Ombudsman:

1. created in 1998
2. staffed by 17 non-attorneys
3. exists under the Nevada's Office of Attorney General
4. costs $1,200,000 to run a year
5. paid for by a $3/door annual fee, no filing fees for complainants
6. approximately 250,000 condo units in CT; about 400,000 in NV
7. They do a lot of educating–especially of Community Managers who have to be credentialed in NV. *I agree that we should have the same in CT.*
8. They are set up to deal with complaints in governing documents and over laws that have been broken. NV's laws, governing condos and common interests properties are the most extensive in the nation and cover entities, like hotel condos, that we don't have in CT....
9. For disputes that cannot be resolved through arbitration and mediation, which is required and must be paid for by the parties involved, the parties can go to court after they have first tried to work out their problems with the Office of Ombudsman.
10. The ultimate enforcement of disputes goes before their Compliance Division which has the power to issue subpoenas and to investigate. At that level there is a 7 member commission which is paid on a per diam basis. They have the right to remove directors, fine people, require individuals receive formal education, etc.
11. In spite of some criticisms and areas that need to be refined, in general this service has been successful and there is no momentum to close this office.

Please vote in favor of HB 6620, HB 1205 and HB 1208