



**DEPARTMENT OF BUSINESS AND INDUSTRY
OFFICE OF THE DIRECTOR**

October 14, 2011

Mr. Jonathan Friedrich
2405 Wind Jammer Way
Las Vegas, NV 89107

Dear Mr. Friedrich:

Thank you for visiting the Director's Office and sharing your concerns related to the matters you have pending with the Real Estate Division. We appreciate you giving us the opportunity to assist you.

Several of the matters you brought to my attention are for complainants other than yourself. Because of confidentiality constraints under NRS 116.757, we cannot discuss those matters with you. However, if the complainants would like to discuss their specific cases, they may phone the Ombudsman's office at (702) 486-4480 to speak to Supervisory Investigator Sharon Jackson.

There are two overarching issues that you brought up during the meeting: the timeliness of the responses and the clarity of the responses once received. Director Johnson is committed to ensuring that complainants receive responses in a timely fashion and that those responses are clear and understandable. He has met with the Real Estate Division to assist staff in finding ways to refine their processes. Steps are being taken to address these issues, and going forward, you will see improvements.

Regarding IS-11-2239:

From what I understand from our conversation while you were in the office, you do not agree with the Division's determination on this case and would like to see the case reopened. I have spoken with Supervisory Investigator Jackson about your concerns, and she has advised me that she is available to speak you about this matter. Please call the Ombudsman's office at (702) 486-4480 and speak to Maria to schedule a time to speak with Ms. Jackson.

Regarding your requests for an Advisory Opinion:

Administrator Anderson will have a response to your requests for an Advisory Opinion on or before November 14, 2011.

Sincerely,

Elisabeth Daniels

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