

FORMS PROCESSING

For CICs registered within the State of Nevada, Ombudsman staff receive and process the following forms, with applicable fees:

- [603](#)—Initial Registration
- [562](#)—Annual Registration
- [623](#)—Registration Filing Addendum
- [646](#)—Association Name Change
- [609](#)—Reserve Study Summary

For a list of active Nevada associations, you can complete and submit a Public Records Request using [Form 900](#).

OVERVIEW

While Ombudsman staff cannot provide legal advice, they can point the public to areas of NRS or NAC 116 that may pertain to their specific CIC situation (see reference materials located on our main page at <http://red.nv.gov/Content/CIC/Main/>).

Using the language of the law, the Office of the Ombudsman hopes to lead CICs down a path of education, compliance and peaceful resolution when necessary, and serve as an informational point of contact for unit owners, board members, community managers and anyone with questions and concerns regarding their CIC.

An email can be sent to CICombudsman@red.nv.gov with any questions about owning or residing in a CIC within Nevada, and you can visit the [CICCH webpage](#) for educational materials, video tutorials, presentations, brochures, manuals, or to sign up for free virtual training presented by the Ombudsman's Office.

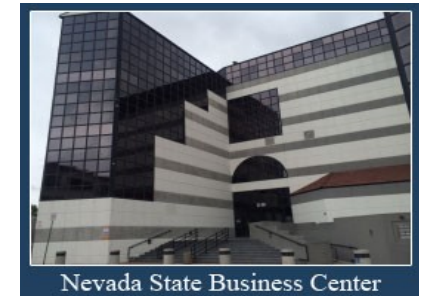
State of Nevada
Department of Business and Industry
Real Estate Division
Ombudsman for Owners in Common-Interest
Communities and Condominium
Hotels

3300 West Sahara Avenue, Suite 325
Las Vegas, Nevada 89102
Or
1818 East College Parkway, Suite 110
Carson City, Nevada 89706

Statewide toll free: 877-829-9907
Telephone: 702-486-4480
(Southern Nevada)
775-684-1900 (Northern Nevada)
Facsimile: 702-486-4520



THE OFFICE OF THE OMBUDSMAN



CREATION OF THE OFFICE

The Office of the Ombudsman for owners in Common-Interest Communities and Condominium Hotels (CICCH) was created by the Nevada State Legislature in 1997 to assist homeowners and board members in understanding their rights and obligations under the law that governs common-interest communities (CICs) in the State of Nevada ([NRS](#) & [NAC 116](#)).

The scope of the Office was broadened in 1999 by requiring the compilation of a database including names, addresses, phone numbers, units, annual assessments, reserve study summaries, etc. for all registered associations, which the Office still maintains.

MISSION OF THE OFFICE

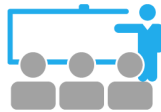
To provide a neutral and fair venue to assist homeowners in handling any matters or disputes that may arise while living in a common-interest community.

DUTIES OF THE OFFICE

The Office of the Ombudsman:

1. Assists homeowners, board members and community managers in understanding their rights and responsibilities as set forth in the law through training and outreach;
2. Assists in processing claims submitted to mediation through the ADR process;
3. Investigates alleged violations of NRS and NAC 116, 116A & 116B; and
4. Processes and maintains required Division forms and payments.

TRAINING PROGRAM



The Office of the Ombudsman creates informative educational materials regarding the rights and responsibilities of those living and working within CICs in the State of Nevada.

Educational materials such as: flowcharts, presentations, quick reference guides, brochures and calendars of upcoming classes, including those for continuing education, can all be found through the main page at www.red.nv.gov/Content/CIC/Main/.

All training conducted by the Office is free of charge, and *specific* training can be presented to individual communities upon request by submitting the [Training Request Form](#).

For those sponsors interested in creating and submitting for approval courses specifically designed to enhance or further the education of community managers, necessary forms can be found through the "[Education](#)" link.

ADR PROGRAM

This Office cannot provide legal advice or investigate violations of governing documents. When there is a disagreement between homeowners and their CIC concerning the *interpretation, application or enforcement of their association's governing documents* (CC&Rs, bylaws, rules and regulations), the homeowner can choose to use the Alternative Dispute Resolution (ADR) process, which the Division facilitates. ADR is required before parties involved in an association dispute may file a civil action in court.

Depending on the path participants choose, an ADR case will be assigned to either a Referee (licensed attorney) or Mediator for resolution. Referees render a decision based on evidence provided that is nonbinding until confirmed in court within one (1) year. Following mediation, if both parties agree, they can sign a binding written agreement that may be enforced in court.

Mediation may be subsidized up to \$250.00 for each party using [Form 668](#). For limitations regarding eligibility to receive subsidy, please refer to the ADR Overview Form, [Form 523](#), found at [www.red.nv.gov/Content/Forms/Alternative Dispute Resolution/](http://www.red.nv.gov/Content/Forms/Alternative%20Dispute%20Resolution/), and see page three (3) for specific subsidy requirements.

A \$50.00 non-refundable filing fee payable to "NRED" either by check, money order or cash must be paid by both the claimant ([Form 520](#)) and respondent ([Form 521](#)). If the respondent fails to respond, the case will be closed as 'unsuccessful' and the claimant can pursue the matter in court.

INVESTIGATIVE PROCESS

The Office of the Ombudsman for CICs is tasked with receiving complaints on [Form 530](#) regarding violations of CIC law from those owning, renting and working in associations within Nevada.

A complaint can be filed with our Office:

- BY any aggrieved party within one (1) year of 'reasonable discovery' of an alleged violation;
- AGAINST any association: declarant, officer, employee, board member, community manager (use [Form 514a](#)), or reserve study specialist (use [Form 514b](#)).

Once the appropriate complaint form is received, any allegations listed will be initially investigated and the Ombudsman will determine whether the dispute should be informally conferenced or further investigated for a violation of law.

If a complaint can be conferenced, both parties are invited to sit down with a neutral third party from the Office to hopefully facilitate a resolution.

If a complaint is sent to Compliance to be further investigated for violations of law: a letter of instruction; a letter demanding compliance; a referral to the CIC Commission for disciplinary action; or, if allegations cannot be substantiated, a letter stating that the case is closed will be sent to the complaining party.

Any complaint filed against a licensee will be sent immediately to Compliance, without an opportunity to mediate with Office staff.

