

Ombudsman Forms

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

- 603**—Initial Registration
- 562**—Annual Registration
- 623**—Registration Filing Addendum
- 646**—Association Name Change
- 609**—Reserve Study Summary

For records of complaints, licensee history, and more, review our records requests at [this link](https://red.nv.gov/Content/Administration/xPublic_Records_Request/):
https://red.nv.gov/Content/Administration/xPublic_Records_Request/



Overview

The Office of the Ombudsman provides CICs a path of education, compliance, resolution, and serving as an informational point of contact for unit owners, board members and community managers.

An email can be sent to CICombudsman@red.nv.gov with questions regarding 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 and in person 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

Telephone: 702-486-4480

Northern Nevada
1818 East College
Parkway, Suite 100
Carson City,
Nevada, 89706

Southern Nevada
3300 West Sahara
Avenue, Suite 325
Las Vegas,
Nevada 89102

red.nv.gov

CICombudsman@red.nv.gov



The Office of the Ombudsman



Mission of the Office

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

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).

While Ombudsman staff cannot provide legal advice, they may assist with the understanding 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/>

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 and referee process through the ADR program;
3. Investigates alleged violations of NRS and NRS 116A, 116B and NAC 116.
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 Nevada.

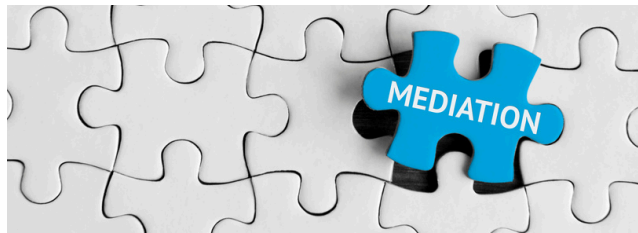
Educational materials such as: flowcharts, presentations, quick reference guides, brochures and calendars of upcoming classes, including those for continuing education, can all be found through the main page at www.red.nv.gov/Content/CIC/Main/.

The Division offers both virtual and in-person classes. All training conducted by the Office is free of charge. In order to see a list of current classes and to register for an upcoming course, visit us at the following link: https://red.nv.gov/Content/CIC/Program_Training/Live_Classes/

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 administers. 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 Mediator or Referee 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.



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 and the claimant can pursue the matter 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/, and see page three (3) for specific subsidy requirements.

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.



Potential Outcomes

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, further investigated for a violation of law, or given an informational letter.

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

If a complaint is referred 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 validated, a letter stating that the case is closed will be sent to the parties.