



Understanding the Office of the Ombudsman

Roles, Responsibilities, and
Processes for Conflict Resolution

Creation of the Office of the Ombudsman



Legislative Establishment

- The Office of the Ombudsman for Owners in Common-Interest Communities and Condominium Hotels (CICCH) was created by the Nevada State Legislature in 1997.
- It was established to assist homeowners and board members in understanding their rights and obligations under Nevada law.

Scope Expansion

- In 1999, the scope of the Office was expanded to include the maintenance of a database regarding the registration of associations.

Mission of the Office



The mission of the Office of the Ombudsman for Owners in Common Interest Communities and Condominium Hotels is to provide a neutral and fair venue to assist homeowners in handling issues that may arise while living in a common-interest community (CIC).



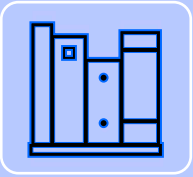
Duties of the Office



- Homeowner Assistance – The office assists homeowners, board members, and community managers in understanding their rights and responsibilities under the law and the governing documents. Educational materials and training are provided to enhance knowledge of common-interest community laws.
- Claims Processing – Claims submitted for mediation are processed through the Alternative Dispute Resolution (ADR) process. The office administers the mediation process to help resolve disputes before the matter can be filed in court.
- Initial Investigations – The office investigates allegations of violation of Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) 116.
- Forms Management – The office processes various required forms related to CIC registration and compliance.



Educational Training



Educational materials

The office provides free educational materials to help homeowners and board members. Resources include online and in person classes, brochures, and additional learning tools available on the website.



Flowcharts & guides

Informative flowcharts and quick reference guides are created to simplify complex concepts related to CICs. These materials are designed to facilitate better understanding and compliance with the law.



Virtual Training Sessions

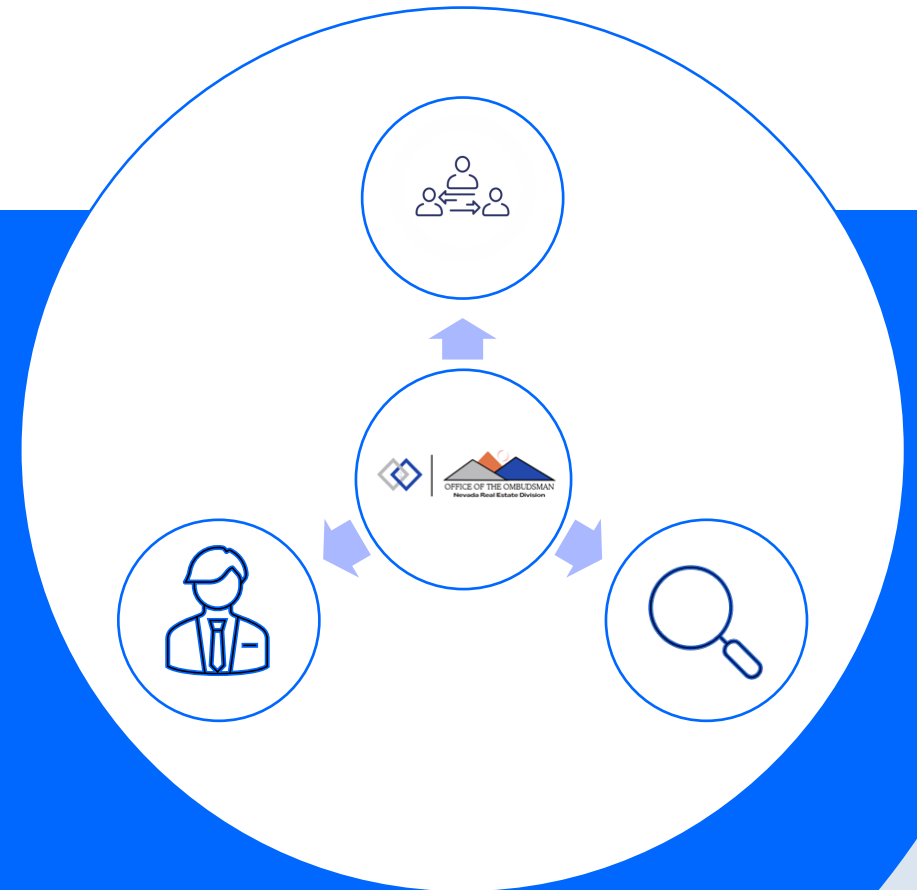
Free virtual training sessions and some in person classes are to provide educational assistance. Additionally, outreach services are available upon request.





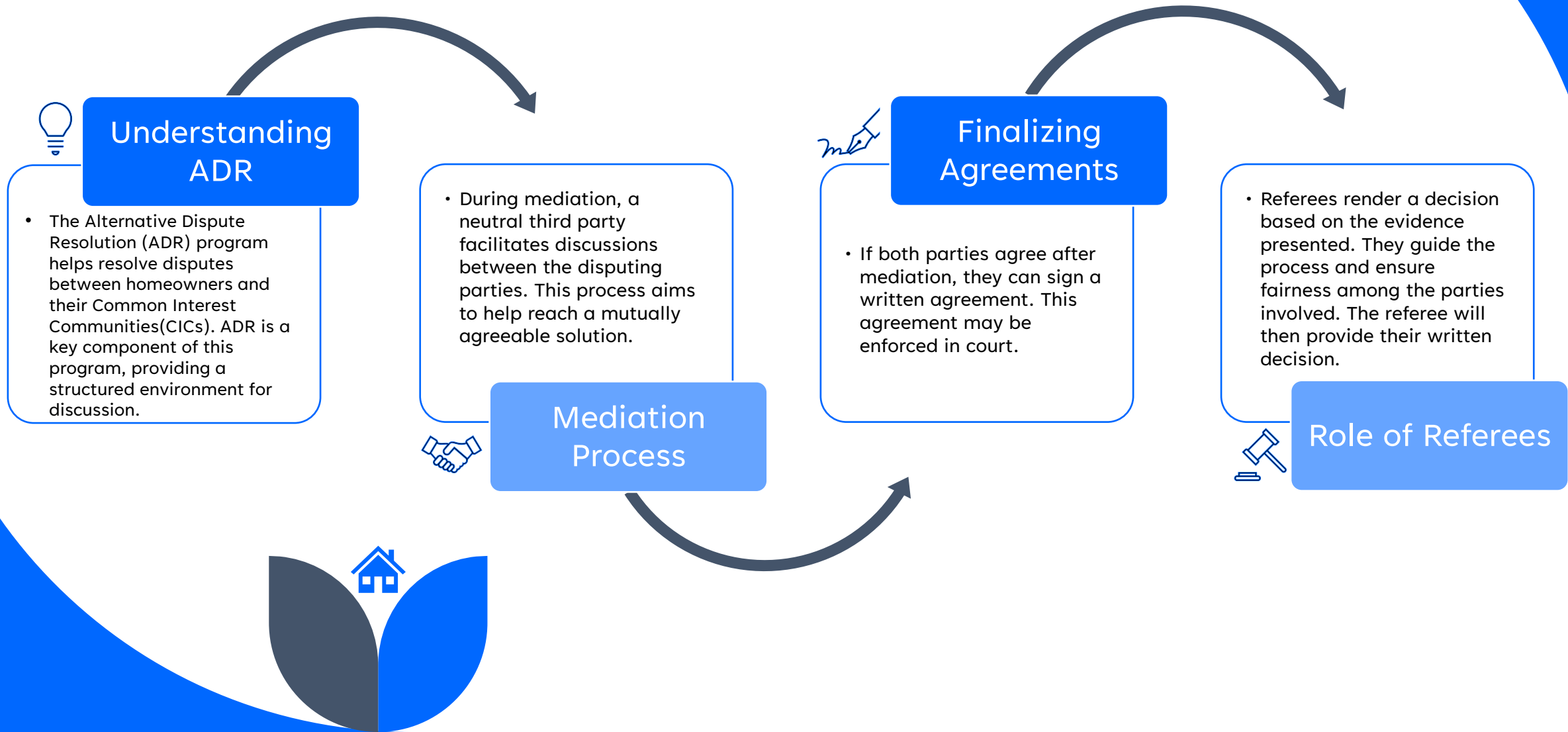
Which process should be utilized?

The office of the Ombudsman offers several individual complaint processes based on the nature of the allegations. Understanding which process to use will assist homeowners with choosing an appropriate pathway for their concerns.





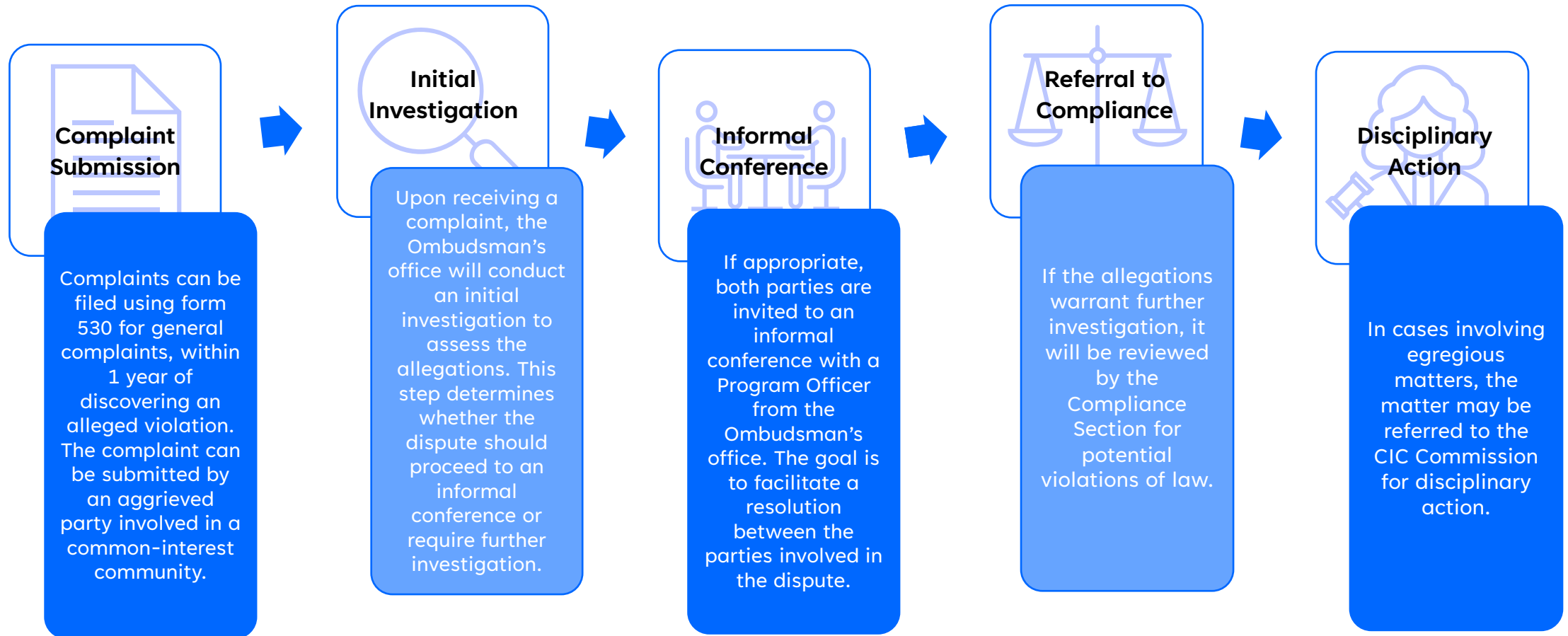
Alternative Dispute Resolution (ADR) Program





Investigative Process

Form 530 / NRS 116 – Intervention Affidavit
(Board member, unit owner or declarant)





Statement of Fact

Form 514a - NRS 116A / NRS 116B (Community Manager)

Form 514b - NAC 116 / NAC 116A (Reserve Study Specialist)

Unlike form 530 which is used for allegations pertaining to a board member, unit owner or declarant, a Statement of Fact form should be utilized for allegations pertaining to community managers (514a), or allegations pertaining to a reserve study specialist (Form 514b).



Conclusion



Office Creation

- Established by the Nevada State Legislature in 1997 to assist homeowners and board members in understanding their rights and obligations under Nevada law.



Mission Statement

- To provide a neutral and fair venue for homeowners to address matters or disputes related to living in common-interest communities.



Duties of the Office

- The office assists with understanding rights, processes claims through mediation, investigates alleged violations, and maintains required forms.



Educational Training

- Free education materials and training are provided to help individuals understand their rights and responsibilities within common-interest communities.



Complaint Processes

- Alternative Dispute Resolution
- Intervention Affidavit (Form 530)
- Statement of Fact (Form 514a/514b)

