



Nevada State Contractors Board

Constituent Services



Brief History

The Nevada State Contractors Board (NSCB) was established in 1941 by the State Legislature. With six contractor members and one representative of the public, NSCB serves the public as one of the State's consumer protection agencies responsible for aiding individuals in construction-related matters, while enforcing the statutory and regulatory requirements under NRS and NAC 624. NSCB is solely funded through contractor licensing fees.

Complaints Against Contractors

NSCB investigates all consumer complaints filed with our office against licensed and unlicensed contractors. Consumers are encouraged to complete the online complaint form found on the Board's website: www.nscb.nv.gov and include as much detail and documentation as possible regarding the circumstance. NSCB investigators will open an investigation and contact the complainant to begin gathering all information and schedule a site visit to the home if necessary.

Restitution Options for Constituents

If a LICENSED contractor was hired:

- It is the Board's primary goal to make the homeowner whole when investigating a complaint. Investigators will work with the homeowner and contractor to correct any workmanship issues that may be identified.
- Homeowners of single family residences may be eligible to receive financial restitution up to \$40,000 from the **Residential Recovery Fund**, if the Board can validate the homeowner was damaged during the course of the project. Homeowners have up to four years from the time the work was performed to file a claim with the Recovery Fund.
- Financial restitution may also be ordered by the Board's Hearing Officer during disciplinary hearing proceedings against the contractor.

If an UNLICENSED contractor was hired:

- NSCB has limited abilities to make homeowners whole when unlicensed contractors are hired to perform work; however, every effort is made to do so.
- Restitution for damaged homeowners often results from civil litigation proceedings initiated by the homeowner.

Help Prevent Contractor Issues for Constituents

The Board's website offers valuable information for your constituents, but here are a few tips you can share with them:

- Hire **ONLY** licensed contractors to receive the highest level of protection from the Board.
- Get at least three bids and check references before hiring.
- **ALWAYS** verify a contractor's license number on NSCB's website or mobile application.
- **NEVER** pay with cash – only check or credit card.

Additional Ways NSCB Can Help

- *Assistance with Licensing Applications* – The Board's **FREE** Business Assistance Program is held once a month (Las Vegas and Reno) and offers participants an in-depth overview of licensing requirements and assistance completing the application.
- *Contractor Lists* – While NSCB does not make contractor referrals, anyone can access a contractor list of a specific license classification by their county on the Board's website.
- *Collaborative Outreach Opportunities* - NSCB's Public Information Office offers a range of programs for your constituents, including *Senior Awareness Programs and Home Improvement Forums*, and can customize presentations to meet your specific need or interest. We'd love to partner with you on your next Town Hall!
- *Commission on Construction Education* – Funded by dollars received from assessed fines and voluntary contributions by contractors, the Commission awards educational grants to entities throughout the state interested in advancing resources and assistance to construction professionals and students.

NSCB is a Phone Call Away!

Contact our offices Monday-Friday, 7:00 a.m. to 4:00 p.m., to speak with a representative to personally address any questions you or your constituents may have. We strive to assist our customers in any way possible.

Southern Nevada: (702) 486-1100

Northern Nevada: (775) 688-1141