

The Ombudsman Program:

The Ombudsman Program is a free, completely voluntary benefit offered to LCAR members, clients, and customers of REALTOR® members. The Ombudsman Program ensures a fair process and a neutral, informal avenue to address concerns to general real estate related questions.

Confidentiality:

The Ombudsman holds all communications and identities confidential, with the exception of working notes to follow up with options and alternatives available to you to help resolve matters without resorting to more formal matters.

About Us

The Las Cruces Association of REALTORS® provides its members with innovative services, programs, and education; advocates private property rights, professionalism, and ethical real estate practices while promoting a positive REALTOR® image in the community.

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Ombudsman Program



Las Cruces
Association of
REALTORS®



What are the advantages of contacting an LCAR Ombudsman?

- Provides services at no cost to you
- Offers timely resolution of conflicts and disagreements
- Issues addressed within days rather than months
- Less adversarial than formal processes
- Parties maintain control of resolution approaches and outcomes

What will the Ombudsman do?

- Explore options, approaches, and available resources to resolve disputes
- Assist visitors in addressing problems/concerns in a manner that meets their needs
- Offer behind-the-scenes coaching and informal third party intervention/facilitation
- Advocate for advancement of real estate professional standards, fair treatment

What will the Ombudsman not do?

- Conduct investigations or participate in formal processes
- Give advice, make recommendations, or impose a solution
- Draw conclusions about the merits of a concern

How do I access an LCAR Ombudsman and their services?

Please contact one of the following LCAR Ombudsman:

Connie Hettinga:

Phone: (575) 640-7279

Email: connie@lascrucesnmproperties.com

Elaine Brown:

Phone: (575) 650-5555

Email: elainebrown45@gmail.com

What if the Ombudsman service is unsuccessful

If you feel your issue was not resolved using an Ombudsman, you may want to consider filing an ethics complaint. Please visit the Las Cruces Association of REALTORS® website for more information.

lascrucesassociationofrealtors.com