



FILING A NOTICE OF CLAIM

City of Las Vegas

Frequently Asked Questions

What is a Notice of Claim?

A Notice of Claim is a request for payment of loss, injury, or damages that you incurred in an incident or accident where you believe the City of Las Vegas to be responsible.

How do I file a Notice of Claim?

You should submit your completed claim to the Risk Management Division of the City of Las Vegas. Specific instructions for submitting your claim can be found on the claim form.

Where do I get a claim form?

You can pick up a form in person at Risk Management Division, City Hall, 1st Floor, 495 S Main Street, Las Vegas, NV 89101 or request a claim form by calling (702) 229-4011. If you are involved in an auto accident with a City of Las Vegas vehicle you will be offered a Notice of Claim form by the City's third-party adjuster at the scene of the accident.

What information should I include with my claim?

You should complete all of the information requested on the Notice of Claim form. You should also attach supporting documentation such as receipts, estimates, and invoices along with additional evidence such as photos, diagrams, etc. All documents filed with your claim become property of the City and are considered public documents.

What happens after I file my claim?

Once submitted to Risk Management Division your claim will be assigned to one of our staff for processing. Your claim will be filed with the City Clerk's Office and assigned a filing number. The Risk Management Division, as an agent for the City, will conduct an investigation of the facts and circumstances of your claim and make a determination of liability. The City's decision regarding your claim will be presented to you in writing.

If the City's investigation determines a different party may be responsible, the City will provide as much information as possible to assist you with filing a claim with that party.

How long does the claim process take?

The length of time it takes to investigate a claim will vary from case to case. Most claims are processed within 4-6 weeks of filing.

What are the considerations for evaluating a claim?

The consideration in evaluating a claim includes:

1. the particular facts of the alleged loss;
2. the applicable law;
3. whether the City has legal responsibility or jurisdiction;
4. the claimant's role in the situation, and;
5. the nature and extent of damages claimed.

I was injured. Who is going to pay my medical expenses?

You are responsible for all medical expenses that you incur. If you believe the City is responsible for your injuries, you must file a claim. The circumstances surrounding your injury will be investigated. If settlement is warranted, it may include reimbursement of your medical bills. The City does not pay medical providers directly.

I was involved in auto accident where the City of Las Vegas was the at-fault party. What is your policy for providing a rental vehicle while my vehicle is being repaired?

As a courtesy, the City provides economy class rental vehicles for claimants only when the claimant vehicle is not drivable from the scene of an accident, or when the claimant's vehicle is at a licensed body shop for immediate repairs. To obtain a rental vehicle, please contact the Third-party adjuster that responded to the scene of the accident.

Please note the City does not pay for rental vehicles while waiting for ordered repair parts if a claimant's vehicle is drivable. The City will only pay for a rental vehicle for thirty (30) days. The City will not pay for any upgrades to the economy class rental vehicle unless there are extreme extenuating circumstances for an upgrade.