



OFFICE OF THE ATTORNEY GENERAL BARBARA D. UNDERWOOD
STATE OF NEW YORK DEPARTMENT OF LAW

**INSTRUCTIONS FOR SUBMITTING A COMPLAINT TO THE
REAL ESTATE FINANCE BUREAU**

Please note that the Real Estate Finance Bureau has jurisdiction to review complaints regarding wrongdoing by offerors of real estate securities, including developers or sponsors of condominiums, cooperatives, homeowners' associations and timeshares.

Because of the large number of complaints submitted, the Bureau provides assistance in only a limited number of cases. The Bureau primarily seeks to change patterns, practices and policies of misconduct by offerors, developers or sponsors that affect groups of people.

Before submitting a complaint, you should consider contacting the offeror, developer or sponsor directly in an initial attempt to resolve your complaint.

The Bureau does not investigate or litigate cases on behalf of individuals, or against state or other governmental agencies or bodies.

The Bureau **does not** investigate or litigate complaints concerning the following subjects:

1. board of cooperative, condominium, or homeowners' association, a majority of the members of which are not affiliated with the sponsor or developer;
2. construction defects in an individual unit;
3. operations of Mitchell-Lama cooperatives;
4. disputes between a landlord and tenant; and
5. timeshares located and purchased outside of New York State.

For any such complaints, do not submit this form.

The Attorney General cannot serve as your private attorney, and the submission of this complaint is NOT a lawsuit. If you have any questions concerning your legal rights or responsibilities, you should contact a private attorney.

The Attorney General handles a very high volume of complaints, and we appreciate your patience while your complaint is being reviewed.



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COMPLAINT FORM

REAL ESTATE FINANCE BUREAU

PLEASE PRINT CLEARLY OR TYPE

1. Name and address of building or development:

2. Offering plan file no. (if known): _____

3. Are you a: (a) tenant _____ apt. no. _____ (b) subtenant _____ apt. no.
(c) owner of unit _____ apt. no. _____ (d) offeree of unit _____ apt. no. _____

4. If tenant, are you: (a) rent-stabilized _____ (b) rent-controlled _____
(c) other (specify) _____

5. Check the items below that indicate the nature of the complaint (check all that applies):

- a. _____ Condominium
- b. _____ Construction defects (building wide)
- c. _____ Conversion of occupied residential building
- d. _____ Cooperative
- e. _____ Default / Insolvency of sponsor/ developer
- f. _____ Financial misconduct by sponsor or developer
- g. _____ HDFC cooperative
- h. _____ Homeowners' association
- i. _____ Rental apartment rented from developer or sponsor
- j. _____ Real estate syndication
- k. _____ Sponsor or developer control of board
- l. _____ Timeshare sold or located in New York State
- m. _____ Other (specify) _____

6. Complaint Statement:

Please be as specific as possible. Attach **COPIES** of any relevant documents. **DO NOT SUBMIT ORIGINAL DOCUMENTS.** If necessary attach additional sheets.

Note: In order to resolve your complaint we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I have no objections to the contents of this complaint being forwarded to the business or person against whom the complaint is directed. I also understand that the Attorney General's Office may use its discretion to determine whether an investigation is warranted. The above complaint is true and accurate to the best of my knowledge. False statements made herein are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of Penal Law.

7. Did you attempt to resolve your complaint with the offeror, developer or sponsor before submitting your complaint? ___ Yes ___ No.

If no, please explain why not: _____

8. Signature: _____

Date: _____

Name (Printed): _____

Telephone (specify home, business, or mobile): _____

Mailing Address: _____

Email Address: _____

Please mail the completed complaint form to:
Office of the Attorney General
Real Estate Finance Bureau
28 Liberty Street
New York, NY 10005