

Park Resident HomeOwners Association, Inc. (PRHO)

2002 Convention

Workshop

How to complain effectively

- ✍️ ~~A~~ Always put complaints in writing.
- ✍️ ~~I~~ If complaining to park manager, have manager sign that it was received. If there is a refusal to sign either document it in a note or send it by US Postal service return receipt.
- ✍️ ~~T~~ Try to have a witness present when filing a complaint if doing so in person.
- ✍️ ~~G~~ Give copy of complaint to Association Board of Directors or an Officer.
- ✍️ ~~I~~ If complaint is one that can be handled by your town, village or county, then file complaint in letter format. Always send a copy to your Association, it gives the association a chance to determine if there are others who have the same issues.
- ✍️ ~~I~~ If complaining to the New York State Division of Housing and Community Renewal use their complaint form but attach it to a letter. Again, give a copy to your association.
- ✍️ ~~N~~ NYSDHCR's telephone number is 800-432-4210 or in Buffalo, 842-2244 Ext 244.
- ✍️ ~~P~~ Pictures of the problem are a good idea. A photo documents something that may otherwise be difficult to explain in writing.
- ✍️ ~~E~~ Explore AARP for assistance.
- ✍️ ~~C~~ Court action may be an alternative whether it be Small Claims Court or your municipal court.