

About the Department of Real Estate

The California Department of Real Estate (DRE) protects the public interest in the handling of real estate transactions by licensees and the offering of subdivided lands for sale. This is primarily accomplished through the licensing of real estate salespersons and brokers and the issuance of public reports for new subdivisions. DRE also assists the real estate industry in expanding its standards and level of professional ethics and responsibility.

DRE offers many consumer protection publications and reference materials, all of which are available at www.dre.ca.gov. Information available includes:

- Sources of Home Loans*
- Using the Services of a Mortgage Broker*
- Living in a California Common Interest Development*
- Reverse Mortgages—Is One Right for You?
- Trust Deed Investments—What You Should Know!
- A Guide for Residents Purchasing Their Mobilehome Park
- Operating Cost Manual for Homeowner Associations
- Reserve Study Guidelines for Homeowner Association Budgets
- Disclosures in Real Property Transactions
- Real Estate Law
- Reference Book: A Real Estate Guide
- Real Estate Recovery Account*

*Also available in Spanish and/or traditional Chinese.

Contact DRE

To contact the California Department of Real Estate, call (877) 373-4542 toll-free for assistance in English or Spanish.

Department of Real Estate District Offices

Sacramento

(Principal Office)
651 Bannon Street,
STE 500
Sacramento, CA 95811

Fresno

2550 Mariposa Mall,
Suite 3070
Fresno, CA 93721-2273

Los Angeles

320 W. 4th Street, Suite 350
Los Angeles, CA 90013-1105

Oakland

1515 Clay Street, Suite 702
Oakland, CA 94612-1462

San Diego

8620 Spectrum Center Blvd.,
Suite 301
San Diego, CA 92123



DEPARTMENT OF REAL ESTATE

651 Bannon Street, STE 500
Sacramento, CA 95811
Public Information Line: (877) 373-4542
Fax: (916) 263-8943
www.dre.ca.gov



Complaints



A CONSUMER GUIDE TO FILING REAL ESTATE COMPLAINTS





The Complaint Process

Investigations are made by the Department's Enforcement Section on the basis of written complaints received from the public.

To initiate an investigation, the Department must determine two things:

- That the individuals or companies involved are under the Department's jurisdiction. The Department has jurisdiction over real estate licensees, subdividers, and unlicensed persons who have performed acts which require a real estate license (see License Status Check below to find out if an individual or company is licensed by DRE).
- That the complaint relates to possible violations of the Real Estate Law or Subdivided Lands Law.

License Status Check

If you are not sure if the individual or company involved in your transaction is licensed by the Department of Real Estate, there are two ways to check:

- The status of all real estate licensees is available on the DRE website, www.dre.ca.gov. The website contains all current public license information.
- You may also check the status of all real estate licensees by calling any of the Enforcement Offices listed in this brochure, or you may call the Department's Licensing Section at (877) 373-4542.

Starting the Complaint Process

In order to help us evaluate and process your complaint:

- Complete a Licensee/Subdivider Complaint Form (RE 519). The complaint form may be obtained directly from the DRE website (www.dre.ca.gov) or by calling the Department's Enforcement Section at (877) 373-4542.



Completing the Complaint Form

When completing the complaint form:

- Provide a written explanation of the exact nature of your complaint.
- Provide the names, addresses, and phone numbers of any witnesses to the events described in your complaint.
- Provide photocopies of all documents involved in your transaction.

What We Can Do

If an inquiry into the matter substantiates that there has been a violation of the laws enforced by the Department:

- A formal disciplinary action may be filed that could result in the suspension or revocation of a license or the issuance of a restricted license.
- An Order to Desist and Refrain may be filed to stop further unlawful activities.

What We Cannot Do

We cannot act as a court of law. Therefore, we cannot order that monies be refunded, contracts be canceled, or damages be awarded.

If your primary interest is to gain restitution, you should consider:

- Filing a small claims court action if the amount in dispute is \$7,500 or less.
- Contacting an attorney to determine what legal remedies are available to you.

