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When a contractor fixed my stairs, he refused to reinstall my railing unless I paid \$1,000 more.



I contacted Consumer Affairs and spoke with a mediator. Suddenly, the contractor is back at my house putting in a railing at no extra cost.

–Margaret, Queens

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Visit **nyc.gov** or call **311** to check if a home improvement contractor is licensed or to file a complaint.



Michael R. Bloomberg
Mayor

Department of Consumer Affairs
Office of Financial Empowerment

Jonathan Mintz
Commissioner

Center for Economic Opportunity

Veronica M. White
Executive Director

“Protect your Money”