

# EDUCATION & SUPPORT



## *Counseling Support*

Experienced RSA counselors are available to our members for individual assistance, by e-mail, by phone or in person, on all matters related to rent regulation or New York City agency problems. Their collective knowledge base over time has encountered nearly every imaginable obstacle your business might face. Byzantine compliance and procedural challenges have become matters of routine for our team of counselors.

When matters do arise, however, that prove to complex for even our counselors, the RSA legal team will step in to work with the member and his or her team to resolve the issue(s) quickly. RSA counsel might reach out directly to an agency on the member's behalf or to outside counsel or possibly refer the member to the RSA Legal Plan Administrator

***The RSA counselor team and its legal team are the most reliable line of defense for building owners and managers all over New York City.***