

9300realty

Real Estate Agents

Open Today
(9:00 am to 6:00 pm)

★★★★☆ 42 Reviews



(212) 228-9300

📍 632 Broadway Fl 7, New York, NY, 10012 [Map](#)
 ✉ apartments@9300realty.com
 🌐 <http://www.9300realty.com>



REVIEWS

FEEDBACK

ABOUT US

MAP

APPOINTMENT

BUSINESS OWNER?
FIX YOUR REPUTATION

Recommended | [All](#)



AMANDA W.

Mar 03, 2013

Citysearch

9300 Realty is the absolute WORST company I have ever dealt with in NYC. I have moved 6 times over the past 10 years here in NY and I have NEVER dealt with such incompetence and overall lack of caring for their tenants.

My fiance and I are great tenants. We pay our rent on time, we don't disturb our neighbors and we never complain about them either. We've dealt with multiple supers coming and going - my guess is because 9300 is poorly managing them. When it came time to re-up our lease - they pretended that they would negotiate with us given our good track record up until the last hour of needing to sign then decided against it leaving us in a really crappy situation of either moving quickly or dealing with the increase in rent. They truly just don't care - so don't try to negotiate.

They also brought on our 3rd super in the last year and he doesn't work on weekends! I'm pretty sure that's the sole purpose of a super - to be available on weekends as most working

NY'ers can't get away during the week.

I PROMISE you there are better companies out there...just do some digging. But unless you just don't care...I would highly recommend never using this company.

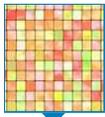


SWIMMY R.

Sep 27, 2012



Satan's Real Estate Company.



RICHARD J.

May 19, 2012



Worst Landlord Ever - Avoid this company at all cost. Seriously, you might think you are getting a deal, but you are not . . . there are many many ways a landlord can make the life of a tenant miserable, and it just isn't worth the risk . . . found this out the hard way.



NIK S.

Apr 03, 2012



steven croman must stop this madness - worst experience ever, small holes, HIGH rents, they still your money by law.....DO NOT RENT FROM THEM (bunch of faggxxxt)



S P.

Jan 30, 2012



Ugh so many fake good reviews...they are just the worst.

I have lived in two different 9300 Realty apartments- 346 E. 18th St. (3 years) and 410 E. 13th St. (1 year)- and out of the 10 years I have lived in Manhattan, am absolutely certain this is the worst management company in the city. DO NOT RENT FROM THEM!! There are much bigger and better apartments for what you pay for here- with management companies that actually do their jobs.

Their apartments may look really nice when you first see them- but they are extremely overpriced, even for Manhattan. Second, the apartment renovations hide a lot of problems and the management company is impossible to reach to fix them. Do not think "Oh it's just her apartment, mine will be fine"- I've lived in two different apartments in two different buildings with them, plus there are tons of other people who have had the same experience. Here are some fun things you will likely get to experience if you rent one of their apartments:

- 1) Be prepared to use your vacation or sick days to make sure they do their job. Any time anything was wrong- which was a lot- I had to take time out of my day to go down to the management office and tell someone in person- and THEN I needed to be home for the appointment for things to get fixed. About 5 times, the maintenance people or construction workers were late or a no-show.

- 2) Rent being raised colossally on renewal (my rent went up \$250 higher this year on renewal)

- 3) No gas for 6 weeks, including over holidays. I also had a broken oven for 2 weeks. So, plan on not spending too much time entertaining or eating in your apartment.
 - 4) Water boiler not working throughout the winter- and taking freezing cold showers during a freezing cold day.
 - 5) Holes in the ceiling for 2 weeks while they tried to fix the pipes in the building. An exterminator who came by was horrified that the apartments were exposed for so long.
 - 6) Construction lasted for a month for the pipes, the workers broke a bunch of things and got dust everywhere in the apartment- the company did not warn or reimburse us
 - 7) Renovations in the apartment above me last 7 months and started at 7:30 am every single morning- which is illegal.
 - 8) The supers in both building would fight with us if we got locked out and wanted them to open our apartment. Neither of them actually helped with anything- we have been waiting a year to get light bulbs that we can't reach replaced in our current apartment
 - 9) In the first apartment, a pipe above us burst. The ceiling started caving in and then there was a giant hole. They never responded to my calls- I literally had to take a day off of work to go all the way down to the actually company to make them fix the ceiling.
 - 10) Paper thin walls and floors- my roommate could literally hear everything the people next door were saying. In both apartments, it sounded like people were walking around in heels all day.
 - 11) Completely disorganized- and somehow it will be come your responsibility to fix it. After all, you can't get the reputation of worst management company in New York if you actually do your job! They lost my information during my lease, and asked me to redo a credit check etc. a year into the lease. Fast forward to my move out date- and they tell me I have to move out a month later than my original lease because they messed up and sent me two renewals, one which had the wrong date.
- People are constantly sending flyers around urging residents to report them to the Better Business Bureau or New York State Attorney General. That's always a good sign.
- So, why did I choose a second apartment with them after my experience with the first? The same reason a person reading this review would still choose to rent an apartment with them- they think their experience will be different. It won't be.



SJP267



Jan 30, 2012



Ugh many fake good reviews on here- 9300/Croman is just the worst. I have lived in two different 9300 Realty apartments- 346 E. 18th St. (3 years) and 410 E. 13th St. (1 year)- and out of the 10 years I have lived in Manhattan, am absolutely certain this is the worst management company in the city. DO NOT RENT FROM THEM!! There are much bigger and better apartments for what you pay for here- with management compa



IVANKA



Oct 02, 2011



i had such a great experience at 9300realty. great newly renovated apartments in the best nyc locations. also, No Fee Apartments at 9300Realty



FROM THE OWNER

Aug 29, 2011

Thank you for your time, we appreciate your feedback. Please feel free to call or email us directly to discuss further. Phone: (212) 228-9300 or feedback at 9300realty dot com

9300 R.
New York, NY

Aug 29, 2011

9300Realty is a full service real estate management company with over 20 years of experience in NYC no fee rental units for residential and retail rental properties in the most trendy locations.



TENANT101

Jul 19, 2011

Don't believe good reviews on Croman Real Estate or 9300 - Anyone that writes a positive review for Croman Real Estate Inc., or 9300 Realty, are probably being paid by the Cromans to write it, or they work for them. In the March 24, 1998 issue of The Village Voice landlords Steve and Harriet Croman were featured as one of the Ten Worst Landlords in NYC. Google them and see for yourself that there are countless articles on them and their depraved indifference to their tenants.

I speak as a Croman tenant, who has witnessed the destruction and ruined lives, including my own, that this landlord has inflicted on their tenants. Living in a Croman building is a nightmare. Once the Cromans begin demolishing the buildings in the name of renovation, it is like living in a combat zone. Your apartment becomes flooded with toxic renovation dust that is full of lead, crystalline silica, asbestos, etc. Not to mention the mess and day in and day out demolition construction noise. Your entire apartment becomes blanketed in renovation dust and you have to clean it yourself, because the Cromans do not answer letters, phone calls, to clean up the mess in tenants apartments from the demolition work. etc. In the winter we barely get heat and hot water and many many days of no heat at all. Call for a repair and no human person answers a phone, you go to voicemail. Repairs are not made and you have to get the city agencies involved, or go to court to get a repair. The supers and staff are abusive and treat tenants like garbage. Tenant are accused of not paying their rent, when their rent is paid and they owe no rent. Then the Croman's lawyers drag the tenants to court on baseless lawsuits, and tenants have to take time off from work to defend themselves from this harassment of using the courts as an instrument of harassment on tenants. They never register tenants with DHCR for years at a time and tenants never receive annual security deposit interest checks, as required by law. The Croman's rarely send lease renewals and if you do get one and sign it and send it back to them by certified mail to co-sign and send back to you, they do not return your lease renewal to you. Then when you are ready to move out, they will NOT RETURN you security deposit to you. If this happens please file a complaint with the New York State Attorney's General Office.

So please do not believe any positive reviews that praise the Cromans, Croman Real Estate or 9300 Realty. This is truly a criminal enterprise run by the most unethical people. May all the

misery that the Cromans have inflicted on so many vulnerable tenants, come back to them a hundred fold.

Please protect yourselves and DO NOT RENT FROM THIS LANDLORD!



LOVE MY CAT

Jul 18, 2011

 Citysearch

Best Apartment Ever!!! - My family lived in a Park Avenue Coop for more than 20 years before moving into a 9300 managed building on East 100th street and this apartment has more than exceeded my expectations. First of all, my apartment is drop dead gorgeous!!! The black granite countertops and window sills, the crown molding, my hardwood floors sparkle like a diamond, my bathrooms are a cream colored marble, I have a built in microwave, dishwasher & an actual wine cellar!!! But nothing beats my own personal WASHER & DRYER!!! Every day I wake up & say thanks for this luxury!!! My building is immaculate. The floors, hallways & windows in the common areas shine, the garbage room sparkles & the super is always available. He is here within minutes and takes care of all my concerns efficiently and with a smile. Before moving in, I informed management that my child has disabilities and they took it upon themselves to add extra safety features to all windows and doors which is only one of many examples of how this team has gone above and beyond to make my apartment a true home. The 9300 buildings are one of the very few

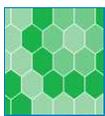


JCHIRSCH

Jul 11, 2011

 Citysearch

GREAT REAL ESTATE COMPANY - I was very hesitant to get my apartment through Croman because of their reviews but I was pleasantly surprised. The leasing manager Brian was extremely helpful and answered my questions in a timely manner. The rental process was explained very thoroughly and I was never confused at any point. They made sure to accommodate me in any way possible and they even went as far as introducing me to my landlord with my mother in their office to ensure that all of our questions were answered. I would rent an apartment from them anytime and definitely recommend them to all of my friends!



ASHLEY8887

May 31, 2011

 Citysearch

scumbags - Do not rent from them.



REALESTATE791

Apr 10, 2011

 Citysearch

Quality New York Rental Agency - I rented a beautifully renovated 2 bedroom apartment from Croman Real Estate on Mott Street and it was a pleasure dealing with the. First off, my apartment had a washer/dryer, marble bathroom floor, and a roofdeck. The building was kept extremely clean and the hallways, and staircases were always in good condition. Croman is a quality company and i would have problem recommending it to my family or friends.



MURRAY P

Sep 26, 2010

 Citysearch

WORST LANDLORD EVER! - the property managers are a bunch of muppets. i've never encountered anyone so incompetent. our building is crawling in bed bugs and they are spreading rapidly to other units. christine bermudez is not warning other tenants as she should be. they are trying to hide the situation. no one has a grip on the situation and it's only getting worse. i've never seen anything so mis-managed.



PETEJ

Sep 12, 2010

 Citysearch

Terrible landlord - I moved into one of their newly renovated buildings and, after 1 1/2 months I am still without a mail box, have to take frequent cold showers (no hot water, low pressure), can't get Internet/phone/TV installed as the building is not wired for it, the appliances are tragic and energy hogs, and generally the management treats all tenants in this building with disdain.

Steven Croman, Harriet Croman and their company 9300 Realty and or Croman Realty are just not honorable.



MUGSI

Aug 23, 2010

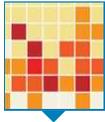
 Citysearch

450 West 50th St. -- BEWARE! - Croman/9300 Realty has renovated a building across the street from us. Watching it go up has been a cautionary tale. The owners fired their crew midway without paying them, so the crew went inside and messed around before leaving. A new crew arrived. The Fire Department has inspectors stationed outside all day long just watching the building, because there have been so many violations as well as gas leaks and small fires. The buildings on either side have been damaged by shoddy workmanship. The two former tenants still living inside have been treated like criminals, threatened, and purposefully put at risk.

Already the owners are unresponsive to neighborhood complaints. I'm sure this will not get better when renters move in at inflated prices.

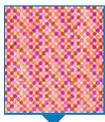
And, by the way, the "terraces" are the fire escape, so if you're thinking about putting a garden outside, think again. They must be kept clear at all times. And the entrance to the fire escape -- a hideous white door from each apartment -- completely out of sync with the rest of the building AND the entire block. Panes of glass and a doorknob on the outside -- practically a welcome mat with the words "Rob Me" on it.

Today a Croman representative verbally attacked two neighbors who asked him a simple question about the building. "I don't have to talk to you a*****s," was the statement. 9300 Realty/Croman Real Estate are on the 10 Worst NYC Landlords list for a reason. I'm very happy I don't have to do business with them. And sick and tired of calling the Buildings Department to have them shut down for violations. (BTW, this is happened more than a dozen times).

**CHEF78**

Aug 05, 2010

TRULY THE WORST COMPANY EVER - This company is awful, unprofessional, and unethical. The apartments appear nice, but once you move in the problems are never-ending. Mice, roaches, bed bugs, continuous maintenance issues, never-ending billing issues - you name it, it becomes a problem. Actually getting anyone to acknowledge issues is the most frustrating part. Phone calls and voicemails are rarely returned, and if they are, employees are rude, unapologetic and basically incompetent. This is honestly the most infuriating company that I have ever dealt with. Please, save yourself the unnecessary stress of dealing with the horrendous company. Do your research and choose a management company that is reliable, responsive, and professional.

**REALESTATESAVV**

Aug 04, 2010

NYC BEST RENTAL AGENCY - I rented a beautifully renovated 3 bedroom apartment from them, from the first step i took into that apartment my life has changed, the rent is fair and they are extremely flexible. Also, the employees have been courteous and responsive, the harsh comments written below are all completely wrong, take it from a retired, seasoned real estate broker, this company is the most qualified company in NYC.

**JOHN**

Aug 04, 2010

i rented a 2 bedroom on christopher st about 4 months ago for CHEAP, the employees have been nothing but a pleasure to work with. No brainer you should rent from them.

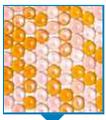
**STSTEPH**

May 06, 2010

ABSOLUTELY THE WORST - Croman Real Estate is composed of slumlords and barely-human employees who will make your life a living hell. The last year of my two-year lease was like something out of a bad movie. My roommate came home one day to find eleven 2x2 foot holes in our ceiling, throughout the apartment. It took us awhile, and many unanswered phone calls, to find out that they had hired a contractor to get the building up to heating code

(a DAY before the deadline). An inch of dust covered everything in our apartment. For the next month, we dealt with Croman flunkies who demanded access to our apartment at their convenience to finish the work. Then they refused to compensate us adequately for the missed work days and sickness we endured as a result of the construction. When we denied extending our lease, they put our phone number online so that brokers had access to it and called us at all hours wanting to show the apartment. I moved out a week ago and still have brokers calling me because they haven't updated their website. I am moving to another city and my new apartment complex requires that my most recent landlord vouch for my tenant record. Despite faxing this to Croman TWICE and calling and emailing them, the form has not been filled out and it's the only thing keeping me from securing my new apartment. Add to all that the fact that our gas was out for over two months so we had no use of the oven or stove for that period. Did the building management care, or bother to give us updates? Of course not.

This is the first time I have commented online about a business, restaurant, ANYTHING. But I feel so strongly about Croman Real Estate and their unconscionable tactics that I have to warn others: DO NOT RENT FROM THESE SCUMBAGS. Their apartments look nice, but if anything ever goes wrong in one of them (and it will), your life will be turned upside down. NOT worth it.



JB500037

Feb 11, 2010

 Citysearch

Avoid at all cost!!! - If you rent an apartment from Croman you better be a lawyer, or else be prepared to hire one. Even in my building, which superficially looks quite nice, they were consistently negligent and refused to complete basic maintenance work (like fixing the boiler or the lock on the entryway door) - this isn't the best part though . . .

They threatened to withhold my security deposit if I did not turn over my keys to them so that they could show my apartment to prospective new tenants without scheduling in advance (not sure if this is legal), then they gave copies of my keys to ANY broker off the street who asked about the listing (this seems like it should be illegal). This led to 3-4 brokers per day entering my apartment unsupervised and also to my door being left unlocked on several occasions . . . then it led to a broker entering unannounced and surprising my girlfriend and myself (while we were still in bed) on a Saturday morning . . . and then eventually resulting in the robbery of my apartment and the theft of my belongings in broad daylight while I was at work (this last one was definitely illegal on someone's part - not sure if this was due to a thief posing as a broker, or just due to an unlocked door + unsecured building entryway + Croman negligence combo). So . . .

After all this - what did Croman do? Apologize? Offer to schedule broker visits ahead of time? Return my keys? Heck no! They ignored my calls, and it was business as usual!!! Then after I moved out, they refused to return my security deposit on the basis of minor damage to the floor - damage that occurred during the robbery that their negligence facilitated!!!

Every time I try to call them I get the runaround or transferred to voicemail, and I never get a call back (not that I ever did to begin with). I have never had a problem with any landlord before in my life, and now I worry about how dealing with this company will affect my ability to rent in the future, since now a lawyer has had to get involved to try and recover my security deposit - do yourself a favor and don't rent from Croman . . . and watch out if they try to pressure you into signing anything, it just isn't worth it!!!!

With the number of complaints that tenants (including myself) have filed with city and state authorities about this company, it's a wonder they haven't been shut down yet . . .



AMINDS

Nov 17, 2009

Citysearch

Croman Does it Again!!! Way to Go!!! - Worst customer service. Rats the size of baby elephants. Roaches the size of baby rats. And I lived in a 6th/7th floor walk up with the most unsecured entryways I've ever seen. I saw cops in the building or on the roof at least 3 times a month. So, leading into my final month of my lovely stay in a Croman building, I was told by management that I had to hand in my keys within 30 days of lease expiration or I would forfeit my security deposit. I complied of course and in return (while still living there) Croman decided to give keys to every real estate broker in the tri-state area. Now, I understand they need to get new occupants, but this was out of control. 4 to 5 realtors called me everyday trying to get in to my apartment. I was at work and couldn't field all of these calls. So, the realtors took it upon themselves to enter my apartment while I wasn't there. Even this is understandable, but did they have to leave my door and my window leading to the roof open? Kind of ridiculous. I got home from work and found 2 laptops, a digital camera, 15 neck ties and a bag of change stolen!!!! A bag of change?? Really?? I mean really, a bag of change??? Living in NYC I understand I can't expect to ever see any of my stuff back and I am pretty sure the awesome people at Croman Realty aren't ready to reimburse me for my losses. What does everyone think about this?? If you currently live in one of their buildings and they ask for the keys tell them to blow it out their >>>>



ANONYMOUS



Sep 22, 2009

merchantcircle.com

The absolute worst rental company in NYC. Complete money hungry scumbags. They don't return phone calls, emails or deposits. The worst of the worst.. do not rent from them.



PATIENTLY WAITING, NOLITA



Jul 07, 2009

merchantcircle.com

No stars. They owe me tenant security. Refuse to even acknowledge my attempts to contact them (calls, letters), over the last 6 months. Croman's agents are either complicit, or extremely dumb. Next stop, litigation. Steer clear at all costs.



TOMCES614

Jun 29, 2009

Citysearch

Worst company I've ever dealt with - I've never had more trouble getting in touch with a landlord or building manager in a time of need. We've encountered countless problems with

our apartment. Our phone calls go straight to voicemail, our voicemails are never returned, our emails aren't acknowledged. I will never rent from them again.



BSTROGATZ

Jun 06, 2009

Citysearch

Signing Fraudulent Leases!!!! - Croman is very difficult to deal with. We moved out of our apartment in the West Village, 4 months early, leaving it in pristine condition, turning over the keys, and asking for the security deposit back. We returned on the day before our lease was up to find another tenant moved in, signed a lease for the same apartment and had paid a \$20,000 deposit in advance. Croman had collected rent for the month of May from 2 different tenants on 2 different lease agreements, for the same apartment!!! We tried to resolve this, attempting to communicate in a civil manner for an entire week (with Christine Bermudez, Yessenia Camilo, Harvey and Harriet), where they just wouldn't respond appropriately. After a week of trying to get their attention, we are forced to file a complaint with the Attorney General.



SRANTRAPAUSA

May 23, 2009

Citysearch

GREAT COMPANY LOVED THE EXPERIENCE - i bought a beautiful 3 bedroom apartment for a great price. great location best supers, this is a company to rent from.



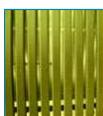
RIPPED OFF BY CROMAN



Mar 20, 2009

merchantcircle.com

After 9 months of calling, no word from them. I am calling NYS AG office today!



NEW2CITY

Feb 20, 2009

Citysearch

Avoid Croman real Estate - As every one else has stated I have had such a bad experience with Croman Real Estate. I really don't even need to put out what happened to me, this is a huge red flag to all people doing google searches and find this.

All reviews stating that this company is a good are fake, this company works as if it was based on scoundrels and theifs.

I have never in my life been treated so bad as I have when talking or communicating with them.

They claim to be a very professional and different real estate comp. It is a shame that companies like this exist.

I really wish I had read all the reviews on this page before falling into the awful trap I did.



ASIANGRL131

Feb 14, 2009

Citysearch

Good overall experience. Nice luxury apartments. No broker fee. - I rented a two bedroom apartment in one of their buildings in SoHo and I thought the experience was not too bad. I've rented from worst companies in the past. I think the reviews about Harvey were harsh but I understand where they are coming from. I had the awkward experience of working with Harvey myself when I signed the lease and he did smell like cigarettes and sweat and although that is unattractive and he was a little cold, I think otherwise he was fine and he fulfilled his role and tried to negotiate in the Landlord's interest. Maybe the company should think about replacing him with a more pleasant person to speak to. The receptionist was a little rude to me too.

Overall the apartment was nice. EVERYTHING in the apartment was new. The rent was reasonable. Not affordable or a bargain but reasonable for the area. The management people were average. It took them a whole week to repair a leak in my ceiling. I did speak to a guy there by the name of Stephen Yau that seemed to be great. He answered my questions when I could get in touch with him and gave me straight answers.

I had a terrible time getting my security deposit back because the bookkeeping department never returns their calls or checks their messages. It took them over two months to get it back to me. I think the person responsible for security deposits was Travis Morrison. Maybe they were overworked. The company definately needs to restructure but I did not have to deal with them for very long throughout my two year stay and besides the leak, the apartment was enjoyable and very nice.

I would suggest that whoever rents from Croman to avoid speaking to Harvey if possible. Speak to Stephen or another manager instead and file a complaint with the State Attorney General if the security deposits are not returned by Travis. My overall experience was decent to good.



LUNCHBOX1975

Feb 07, 2009

Citysearch

Avoid renting from Croman Real Estate or 9300 Realty - Apartments appear nice, rent seems reasonable, until you have an issue (e.g. rodents, leaks, plumbing, etc) and then you learn the truth...the people running this company have no regard for your living conditions. You can call, write emails, go into the office and will never get a response. You have to hold back rent to get anyone to contact you and when they finally do, it's Harriet (see other testimonial) who threatens eviction and is 100% unapologetic for her firm's lack of response. She won't even acknowledge that you went above and beyond to try to get into contact with someone. Crass, rude, unprofessional, apathetic, and horrible are about as nice a words as you can find to describe this person. Given the current buyer's/renters market, your best bet is to avoid this company at all cost. Very sleazy

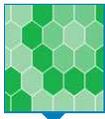


MARPAZ

Feb 03, 2009

Citysearch

These people are crooks! Do not rent from them. - I rented an apartment on Mott street. As soon as I moved in there was a smell that would not go away and it just kept getting worse. I aired the apartment out, it didn't help. I complained and complained until someone came to check it out. The smell was from a rather big rodent that had died inside the wall. They had to drill inside and and rebuild. Do you think they apologized or took something off my rent? Of course not! All the tenants were to scared to take the trash out because each time you did it, a rodent would jump out. I documented everything. Gave them two months notice in writing. Stopped paying rent and moved out once my last month's rent and deposit where gone. The Croman's, Harriet in particular, are mean people. They are out to scam young people who think their apartments are cute, in happening neighborhoods, and who are naive enough to succumb to their high pressure sales, and before they know it are stuck with a rodent and insect problem apartment. They also operate 9300Realty. All those cute building in Nolita and the Village with a sign saying apartments available are theirs. They constantly have vacancies because people can't wait to move! Don't become one of their victims!



JONATHAN2009

Jan 16, 2009

 Citysearch

Decent rental company and apartments - To be fair there are only 6 bad reviews I am sure alot of other people had wonderful experiences. The rent is decent for the area and the apartments are renovated. If you don't like your agent get another one.



TRUDAWILKES

Dec 29, 2008

 Citysearch

thanks to whoever knocked some sense to cromans out of touch brain and demoted the horrible harvey!!! - the circus has lost it's main attraction!!! maybe now that company can be improved and managed like a reputable real estate co., or maybe not? time will tell, but still a great start to get rid of that awful excuse of a human being, who has no consideration or even feelings, true this is real estate, but that slime ball takes it to a whole new low level. I had the horrible experience of having to try and get an overpriced beautifully renovated extra small apt. sitting 2 ft. away from that man gawking at my was very unsettling, besides him trying to get my first born for a 200 dollar discount, he reaked of cigs and sweat!! I finally could not take it anymore after he badmouthed the owner and seem to verbally abuse an agent {like he was trying to impress me or something} and answered a non ringing phone and bolted out of the twilight zone of real estate!!



DISGRUNTLEDRENTER

Nov 25, 2008

 Citysearch

Terrible Experience - Also worked with Harvey Bojarksy. Will tesity that there is terrible customer service, phone calls are never returned, and it is an overall nightmare to get anything accomplished with this management company. Avoid renting from here if at all possible.



KARMA9999

Oct 27, 2008

Citysearch

TOTAL DISGRACE - By far the worst experience of my life. The agent that we dealt with was named HARVEY BOJARSKY. Under no circumstances should anyone ever do business with this sorry excuse for a human being. This incompetent moron didn't give us the keys to the apartment until 8 days after the lease began. The company also has refused to return our security deposit and has offered no reason. I would rather stick toothpicks in my eyeballs than deal with these people ever again. Do yourself a favor and rent from someone else.



DIAK1774

Oct 17, 2008

Citysearch

Worst Experience from start to finish - I have never had such a horrid experience with a management company. Upon getting into my apartment I found that I had a broken toilet, no hot water in the evenings and the area in which I was to throw out my garbage had literal holes in the floor that you could fall through if you weren't careful. Keep in mind I was living in a very nice area and paying well over the market price for an this apartment in the first place.

Upon the time in which I gave notice that I was leaving as soon as my lease was up they started showing the apartment. I never received a phone call or any form of notice as to when the place would be shown. I had people walk in on me on Saturdays and Sundays at all times of the day whether I was dressed or not, sleeping, whatever. In the process I had a Cartier watch stolen from my apartment and called Croman to complain several times, never got a call back. I live out of the state now so I could not easily go into their office to demand that I speak to someone.

Two months after moving out and several unreturned phone calls I have yet to get my deposit back and I have no knowledge as to when I will get it back.

Bottom line, if you can avoid the pain and hassle of having to deal with these people try to do so because it is a never ending battle.



CUTLER08

Oct 08, 2008

Citysearch

Aweful Aweful Aweful. - Everything about this company is a mess. The apartments are very very overpriced, and known to be the smallest in the city. Getting any repairs done to the apartment is virtually impossible. We had a leak in our roof which began during our first week and wasn't resolved until 1 wk left and they needed to show the place to new tenants. We had repeated issues where we were charged a late fee on rent that they had already recieved and checks they had already cashed. One month the misplaced our checks and then tried to double charge us. If you are unfortunate enough to have already rented with them keep a very close eye on all late fees/bills. Best is once you try and get your security deposit back as mentioned above. The person in charge of this doesn't have a voice mail box set up and there seems to be a mandatory rule if you work there to not call clients back within a 10day window. SLUM LORDS...

**JOHN HANCOCK**

Jun 27, 2008



this is by far the best place too get beautiful newly renovated cheap apartments any were in NYC i live in one of there buildings and the maintenance is great and friendly there is always hot water and heat.And steven is a great man always checking to see if the apartment is up to date!!

**CHRIS KOCIS**

Dec 28, 2007



BEWARE...nice, very small, Very expensive apt.....ended lease in August...still no security deposit (\$4000.00 owed) and IMPOSSIBLE to talk to live person regarding this issue....have retained an attorney....BEWARE

**SHOPNY**

Nov 13, 2007



They will try to hold your rent deposit and won't pay out interest on it unless you complain and complain. - We rented for 2 years from Croman, a 2BR in Gramercy, E18th St. Nice apartment, completely renovated, nice appliances. A bit overpriced for the market, but we were new to NY so we didn't realise this until we had already signed a contract. Though they say they are no-fee apartments, they do work with brokers but instead of paying the broker, you end up paying higher rent and I suppose the brokers get a % from that from Croman directly. Especially watch out for a broker called Billy, he asks way higher rental prices then you should pay, so negotiate him down. We didn't really have trouble with Croman during our rental period, we had to call a few times when repairs needed to be done and we ended up just putting all communications in writing, sent registered mail to avoid conflict later on. We did have trouble with their accounting department which managed to loose one of our checks and we had to threaten with our lawyer before they sorted it out. The real trouble, however, didn't occur until we wanted our rent deposit back. They never disputed we would get it back but somehow managed to postpone giving it to us for 6 weeks. We called them many times, filed a complaint with the Attorney General of NY State and the Better Bussiness Bureau and finally they gave us back our deposit. No reason given for the delay. Only after we went there in person did they give us the check and only after I remained in their office and made it clear that I knew my rights, did they also write out a check for the interest on the deposit which they legally have to pay out to their (ex)-renters. My advise: put everything in writing and send it registered mail. Know your rights and insist on them, threaten with a lawyer if all else fails and file a complaint with the Better Bussiness Bureau even if the matter gets resolved eventually. They will look into businesses who receive a number of complaints. After all, the rent deposit and its interest are yours, not Cromans.

