



**DEPARTMENT CIRCULAR NO. 2025-008**  
Series of 2025 ( May 29 , 2025 )

**TO : ALL CONCERNED**

**SUBJECT : PROVIDING FOR THE EXPEDITIOUS HANDLING AND DISPOSITION OF BUYERS' COMPLAINTS AGAINST DEVELOPERS OF SUBDIVISION AND CONDOMINIUM PROJECTS**

Pursuant to DHSUD Department Order (DO) No. 2022-011 providing for the Department's Operations Manual, HLURB Resolution No. 985 (s. 2019) entitled "Approving the 2019 Administrative Rules of Procedure in the Monitoring of Real Estate Development Projects and Imposition of Sanctions for Violation of Presidential Decree No. 957 and Other Related Laws and Their Implementing Rules and Regulations", Department Circular (DC) No. 2024-005 entitled "Codification of Requirements, Rules, Regulations, and Procedure to Streamline and Standard, and Memorandum Circular (MC) No. 2024-004 on the Conduct of Conciliation Proceedings and Alternative Dispute Resolution (ADR) by Regional Office, this Circular is hereby issued.

**Section 1. Coverage.** This Circular shall cover all complaints, including requests, by buyers against developers of subdivision and condominium projects, which may be in the form of electronic mail (e-mail), letter and other means, including the facilitation of walk-in complaints, received by DHSUD.

This also covers all existing complaints in various stages from investigation to enforcement, such as those with pending Notice of Violation (NOV) or Notice of Alleged Violation (NOAV), and Order of Imposition of Administrative Sanctions (OIAS).

**Section 2. Handling of Complaint by Central Office.** All buyer's complaints received by any Office within the DHSUD Central Office shall be endorsed within 24 hours or the next working day in case of weekends and holidays from receipt thereof to the appropriate division of the DHSUD Regional Office where the project is or required to be registered and licensed.

**Section 3. Handling of Complaint by Regional Office.** Complaints received by the Regional Office shall be acted upon immediately in accordance with existing laws, rules and regulations. This includes the conduct of conciliation proceedings under Memorandum Circular (MC) No. 2023-007 and MC No. 2024-004, respectively, and the conduct of investigation and issuance of NOV or NOAV pursuant to HLURB Resolution No. 985 (s. 2019).





**Section 4. Strict Compliance with Prescribed Timeline.** Regional Offices shall strictly comply with the prescribed period in the conduct of evaluation, issuance of NOV, NOAV, Order of Imposition of Administrative Sanctions (OIAS), and Final Notice to Comply (FNC), and resolution of Motion for Reconsideration of OIAS in accordance with HLURB Resolution No. 985 (s. 2019) or the Department's Citizen's Charter, as the case may be.

**Section 5. Internal Monitoring.** All Regional Offices are directed to monitor all pending complaints and shall ensure its resolution within sixty (60) days from receipt of the NOV or NOAV without prejudice to an appeal before the Office of the Secretary through the Legal Service.

This sixty (60) day period shall not include the conduct of conciliation proceedings or ADR prior to the issuance of the NOV or NOAV consistent with MC 2024-004.

**Section 6. Bi-Weekly Submission of Complaint's Status Report.** Regional Offices are directed to submit bi-weekly reports on all complaints to the Legal Service, the Housing and Real Estate Development Regulation Bureau (HREDRB), and Strategic Communications and Public Affairs Service (SCPAS) on or before the 20th working day of each month and on or before the fifth (5th) working day of the succeeding month, indicating therein the name of the complainant, nature of the complaint, project name and location, developer, and status of complaint such as date of issuance of NOV, date of receipt, comment or explanation. Pro-forma of the status report is hereto attached as ANNEX 1. Record of complaints shall continue to be kept in the bi-weekly reports until it is resolved.

**Section 7. Submission by Developers of Inventory of Pending Complaints.** Application of Certificate of Registration and License to Sell shall require the submission by Developers of an inventory of pending complaints of its respective buyers, under oath.

**Section 8. System for Monitoring.** The Knowledge Management and Information Systems Service (KMISS), in coordination with SCPAS, Legal Service, HREDRB, and Regional Offices, shall establish a system for the effective implementation of this Circular.

**Section 9. Effectivity.** This Order shall take effect immediately.

Let a copy of this Circular be furnished to the Office of the National Administrative Registry (ONAR).

29 MAY 2025

  
**JOSE RAMON P. ALILING**  
Secretary

