

**December 2014**

**Ask Ishbel**

**Q.** I am concerned that my manufactured home has not been installed properly and has some other design defects. What can I do to get these issues resolved?

**A.** The Dept. of Housing and Urban Development (HUD) has agreements with 37 State governments to conduct periodic checks of factory records where manufactured homes are made and to respond to consumer complaints. These State governments each designate a State Administrative Agency (SAA). HUD staff conduct checks and respond to consumer complaints in the other 13 States without SAAs.

If you have any complaints about the performance of your manufactured home that have not been resolved by the retailer where you purchased the home or by the manufacturer that produced the home, you should first contact the SAA where you live, or HUD if you do not live in a State with an SAA. It is important to provide the following information with your complaint:

- ▶ Manufacturer's Name, Address and Phone Number
- ▶ Dealer's/Retailer's Name, Address and Phone Number
- ▶ Serial Number and Label Number(s) for the home
- ▶ Date the home was purchased
- ▶ A description of the problem along with copies of any correspondence or contacts with the retailer and the manufacturer to resolve the problem.
- ▶ Your name, address and telephone number(s)

In addition, more information about HUD's Dispute Resolution Program will be available in "*NMHOA Across America*", NMHOA's quarterly newsletter coming out on December 19, 2014.