



STATE OF MAINE  
DEPARTMENT OF PROFESSIONAL  
AND FINANCIAL REGULATION  
OFFICE OF PROFESSIONAL AND OCCUPATIONAL  
REGULATION  
**MANUFACTURED HOUSING BOARD**  
35 STATE HOUSE STATION  
AUGUSTA, MAINE  
04333-0035  
TTY USERS CALL MAINE RELAY 711

Janet T. Mills  
GOVERNOR

Anne L. Head  
COMMISSIONER

## HUD MANUFACTURED HOME

Enclosed is a complaint form. Prior to filing your complaint, it is recommended that you contact the dealer and/or manufacturer, in writing, on problems that exist with your new home.

According to the Maine Manufactured Housing Warranties Act, 10 M.R.S.A. § 1404, “...*the manufacturer or dealer or both shall take appropriate corrective action at the site of the home in instances of substantial defects in materials or workmanship.*”

If you have contacted the dealer and/or manufacturer and service work has not been scheduled or the problems continue to exist, send to Complaints Division, at the address above, as soon as possible. You may wish to make a copy for your personal records. Also, please send us a copy of your agreement and copies of all papers pertinent to your complaint.

NOTE: If you fail to provide the requested information, our investigation of your problems may be delayed.

**Please be advised that the Manufactured Housing Board does not have jurisdiction on contractual issues.**

**24 CFR § 3282 Subpart I-Consumer complaint handling and remedial actions. Subpart I is for the life of the home and manufacturers are still accountable for any Subpart I-related issues.**

*The liability of manufactured home manufacturers to provide remedial actions under this subpart is limited by the principle that manufacturers are not responsible for failures that occur in manufactured homes or components solely as the result of normal wear and aging, gross and unforeseeable consumer abuse, or unforeseeable neglect of maintenance.*

OFFICE PHONE (207) 624-8612  
OFFICE PHONE (207) 624-8618

EXECUTIVE DIRECTOR (207) 624-8678  
ROBERT.V.LECLAIR@MAINE.GOV



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FAX: (207) 624-8637

PHYSICAL LOCATION: 76 NORTHERN AVENUE, GARDINER, MAINE 04345



Manufactured Housing Board  
Complaints and Investigations Division  
35 State House Station  
Augusta Maine 04333  
(207) 624-8612

Office Located at:  
76 Northern Avenue  
Gardiner ME

### MANUFACTURED HOUSING HUD COMPLAINT FORM

Name \_\_\_\_\_

Address \_\_\_\_\_  
(Street)

\_\_\_\_\_  
(City or Town) (State/Zip Code) (County)

E-Mail Address \_\_\_\_\_

Home Telephone ( ) \_\_\_\_\_ Day Time Telephone ( ) \_\_\_\_\_ Cell Telephone ( ) \_\_\_\_\_

Maine Warranty Label Number \_\_\_\_\_

Installation Warranty Label Number \_\_\_\_\_

**\*All Labels are normally located under the kitchen sink cabinet**

Manufacturer \_\_\_\_\_

Plant Location \_\_\_\_\_

Dealer Name \_\_\_\_\_

\_\_\_\_\_  
(Street) (City or Town) (State/Zip Code)

Date of Manufacture \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_

Date Installed \_\_\_\_\_

Installer (if other than the dealer) \_\_\_\_\_

Has manufacturer and/or dealer been contacted? \_\_\_\_\_ List dates \_\_\_\_\_

Have you previously filed a complaint with this Board? \_\_\_\_\_ If so, list dates \_\_\_\_\_

**Please list the specific complaint items below:**

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

9. \_\_\_\_\_

10. \_\_\_\_\_

11. \_\_\_\_\_

\_\_\_\_\_  
(ATTACH ADDITIONAL SHEETS IF NECESSARY)

\_\_\_\_\_  
(Complainant's Signature)

\_\_\_\_\_  
(Date)