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.*

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| --- | --- | --- |
| phone: (207) 624-8612 | Office Location: 76 Northern Avenue, Gardiner, Maine 04345  Mailing Address: 35 State House Station, Augusta, Maine 04333  TTY users: call Maine Relay 711 | fax: (207) 624-8637 |
| PETER T. HOLMES  EXECUTIVE DIRECTOR  PETER.T.HOLMES@MAINE.GOV  (207) 624-8678 |  |  |

**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)