



Janet T. Mills
Governor

STATE OF MAINE
DEPARTMENT OF PROFESSIONAL & FINANCIAL REGULATION
OFFICE OF PROFESSIONAL AND OCCUPATIONAL REGULATION
MANUFACTURED HOUSING BOARD

Penny Vaillancourt
Director



Joan F. Cohen
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.



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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:



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1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____

(ATTACH ADDITIONAL SHEETS IF NECESSARY)

(Complainant's Signature)

(Date)