



Janet T. Mills  
Governor

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



Joan F. Cohen  
Commissioner

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, which become evident within one year from the date of the delivery of the home to the consumer, provided the consumer or his transferee gives written notice of such defects to the manufacturer or dealer at their business address not later than one year and 10 days after date of delivery...”*

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 cosmetic, contractual or issues that are beyond the warranty period.**



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**MANUFACTURED HOUSING COMPLAINT FORM**

Name \_\_\_\_\_

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

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

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

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

Cell Telephone ( ) \_\_\_\_\_

Type of Unit: Mobile \_\_\_ or Modular \_\_\_

**\*All Labels are primarily located under the kitchen sink cabinet or master bedroom closet**

State Certification Label Number (Modular Only) \_\_\_\_\_

Maine Warranty Label Number (Modular and Mobile) \_\_\_\_\_

Installation Warranty Label Number (Modular and Mobile) \_\_\_\_\_

Manufacturer/Location \_\_\_\_\_

Dealer/Location \_\_\_\_\_

Installer/Location \_\_\_\_\_

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

Date of Installation \_\_\_\_\_

Has the manufacturer and/or dealer been contacted? \_\_\_\_\_ If so, how? \_\_\_\_\_

If so, list dates \_\_\_\_\_

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

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



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- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_
- 10. \_\_\_\_\_
- 11. \_\_\_\_\_

(ATTACH ADDITIONAL DOCUMENTION AND PHOTOS IF NECESSARY)

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

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

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