Modular Home/Building Complaint Form Instructions

The following are instructions to assist completion of the Modular Home/Building Complaint form. All portions of the complaint form must be completed. If you fail to provide the requested information, the form may not be processed, so please contact this office if you have questions.

Most of the information needed to complete PART 2 can be found on the data plate. Data plates are located in every modular home and building. The data plate is a sheet of paper typically attached inside a kitchen cabinet, on the interior wall of a closet, or near the electrical panel.

In reference to PART 3, we need the name of the local inspections department that issued the building permit for set-up of the building (i.e. City of Raleigh, Buncombe County, etc.).

In reference to PART 4, we need the name and address of the dealership that is on your contract.

In reference to PART 5, we need the name and address of the contractor that set up (installed) the modular home or building on-site.

In reference to PART 7, please list the complaints in detail, for example, if your home is leaking, list each leak, when it occurred, where it is located, and when it was reported to the dealer and manufacturer.

This office has jurisdiction over the modular building as it is constructed in the manufacturing facility and our jurisdiction is limited to assurance of compliance with the North Carolina Building Codes. We have no jurisdiction concerning cosmetic items (i.e. loose molding, incorrect colors, workmanship, etc.) We do not have jurisdiction over contractual matters (loss of deposit, delivery schedules, financing, etc.). Once the building leaves the manufacturing facility, the setup is under the jurisdiction of the local inspections department and their jurisdiction is limited to assurance of compliance with the North Carolina Building Codes. The local inspections department does not have any jurisdiction over cosmetic or contractual items.

Upon receipt of the completed complaint form, this office will make a determination of those items that are potential violations of the Codes and will advise you of corrective actions that may be appropriate. This office will assist in getting manufacturer related Code violations corrected. An inspection of your modular building may be required and if necessary, you will be notified of an inspection schedule.

N.C. Manufactured Building Division
Modular Complaint Form
PLEASE COMPLETE IN BLACK INK

PART 1: Owner Information

A. Owner's Name: _____
             (First)   (Middle)   (Last)

B. Street Address: _____

_____ County: _____

C. Mailing Address: _____

D. Home Telephone: ( ) _____ Business: ( ) _____

E. Email Address: _____

PART 2: Building/Manufacturer Information

A. Manufacturer's Name: _____

B. Manufacturer's Address: _____

_____

C. Telephone: _____

D. Date Manufactured: _____

E. Date Purchased: _____

F. Model Name or Number: _____

G. Manufacturer's Serial No: _____

H. NC Modular Label Number: _____

I. 3rd Party Inspection Agency: _____

J. 3rd Party Label No: _____

PART 3: Local Inspection Information

A. Name of Local Inspections Department: _____

PART 4: Dealer Information

A. Dealer's Name: _____

B. Dealer's Address: _____

_____

C. Telephone: _____

D. Contact Name: _____

PART 5: Setup Contractor Information

A. Setup Contractor's Name: _____

B. Setup Contractor's Address: _____

_____

C. Telephone: _____

D. Contact Name: _____

PART 6: Signatures

Signature: _____

*** List complaints on attached sheet and give directions to the home. ***

Return complaint form to:
NC Department of Insurance
Manufactured Building Division
1202 Mail Service Center
Raleigh, NC 27699-1202
Telephone: (919)647-0000 Fax: (919)715-0067

Or you may email the completed complaint form to MBDcomplaints@ncdoi.gov

PART 7: Modular Home/Building Complaint Details

1._____

2._____

3._____

4._____

5._____

6._____

7._____

8._____

9._____

10._____

11._____

12._____

13_____

14._____

15._____

16._____

17._____

18._____

19._____

20._____

21._____

22._____

23._____

24._____

25._____

Directions To The Modular Home/Building

Location: Directions must start from a known specific point so that the field inspector may proceed directly to the location of your home.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

In the space below, draw a sketch using Highway and Road number, names and other landmarks or points of location indicating exactly how to find this property.