

North Carolina Manufactured Housing Board Complaint Form Instructions

The following are instructions to assist in completion of the Manufactured Home 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 manufactured home. The data plate lists the manufacturer's name and address, length, width, HUD label number and serial number of your home. The data plate is generally located in the master bedroom closet near the electrical panel or inside of a cabinet. For information on finding the data plate, click on the following link: <https://www.ncosfm.gov/media/1899/open>.

In reference to PART 3, we need the name and address of the dealership that is on your contract. This is still true if the dealership is out of business and a new dealership is located in its location. **Also, please send us a copy of your Purchase Agreement.**

In reference to PART 4, we need the name and address of the contractor that set up (installed) the manufactured home on-site.

In reference to PART 6, 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.

We have no jurisdiction concerning cosmetic items (i.e. loose molding, scratch on refrigerator). Our office's chief concern is substantial defects. After this office receives the complaint form involving substantial defects, we will review the details of your complaint and forward a copy of your complaint form to the manufacturer and dealer of your home. At that point, the dealer and the manufacturer should be in contact with you concerning a resolution of your problems. It is requested that you work with these companies by allowing them to make repairs to your home. However, if you are still unable to resolve your issues during the 45 days following submission of your complaint, then our inspector will contact you to schedule an inspection of your home. Once the time and date of the inspection are set, our office will notify all interested parties. After the inspector our inspector will prepare a report which will detail any substantial defects and assign the parties responsible for correcting these items.

If your complaint concerns contractual matters, attach a copy of your contract. If the complaint concerns a down payment, please attach copies of receipts and/or canceled checks. If the complaint only contains contractual matters and does not deal with any substantial defects, then Part 2 may be omitted on the complaint form.

A manufactured home has a one (1) year warranty from the date of delivery. If it has been over a year since you purchased your home, you must supply this office with written correspondence to the dealer and/or manufacturer evidencing that you did contact these companies regarding your complaint prior to your warranty expiring. If documentation cannot be supplied, we may be unable to assist you and we may again suggest that you contact an attorney or your legal services office.

A used home or repossessed home usually has no warranty. Our office will be unable to assist you unless you can supply this office with a copy of a written warranty agreement issued to you by your dealership. If we are unable to assist you, you may want to contact an attorney or your local legal services office.