



## *Manufactured Building Division*

*Wayne Goodwin | Commissioner of Insurance*

*Tim Bradley | Assistant State Fire Marshal*

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RE: Complaint Form

Dear Consumer:

We are enclosing a Manufactured Housing Complaint form. All portions of the complaint form must be completed. If you fail to provide the requested information, the form will not be processed by this office, but will be returned to you for completion. Please do not list any information on the back of the complaint form as this information may be overlooked while your complaint is being processed. You may use additional sheets if necessary.

Below, we have supplied you with some information concerning the complaint form, in hopes that some of your questions may be answered.

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 on the kitchen or pantry cabinet doors.

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.

In reference to PART 5, 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 and your home is still under its one (1) year state warranty, and you are the first time owner of the home we will schedule an inspection of the home. Your dealer and manufacturer will receive a copy of this letter along with a copy of the complaint form. The dealer and 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. If repairs are completed, **YOU ARE RESPONSIBLE FOR CONTACTING THIS OFFICE AS SOON AS REPAIRS ARE RESOLVED**, so that all parties may be notified that the inspection is cancelled and your file closed.

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 cancelled checks. (PART 2 may be omitted on the complaint form.

A used home or a repossessed home usually has no state 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.

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 copies of 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.

Whether or not your home is still covered by our State Warranty, Federal law may provide remedies in certain cases, particularly when the problem originated during the manufacturing process and may result in serious injury or death, or may occur in multiple homes. Please report such potential problems for our evaluation under the Federal program, regardless of the age of your home.

Sincerely,

A handwritten signature in cursive script that reads "Ellen Tyndall". The signature is written in black ink and is positioned above the typed name.

Processing Assistant

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

PART 1 A. Consumer's Name: \_\_\_\_\_  
B. Street Address: \_\_\_\_\_  
C. Mailing Address: \_\_\_\_\_  
\_\_\_\_\_ County: \_\_\_\_\_  
D. Home Telephone: (    ) \_\_\_\_\_ Business: (    ) \_\_\_\_\_  
E. Email Address: \_\_\_\_\_  
F. Local Inspection Department: \_\_\_\_\_

PART 2 A. Manufacturer's Name: \_\_\_\_\_  
B. Manufacturer's Address: \_\_\_\_\_  
C. Telephone: \_\_\_\_\_ D. Date Manufactured: \_\_\_\_\_  
E. Length: \_\_\_ F. Width: \_\_\_ G. Width: Single: \_\_\_ Double: \_\_\_ Multi: \_\_\_  
H. Date Purchased: \_\_\_\_\_ I. Date Delivered: \_\_\_\_\_  
J. Serial Nbr: \_\_\_\_\_ K. Model: \_\_\_\_\_  
L. HUD Label Nbr: \_\_\_\_\_  
M. New: \_\_\_ Used: \_\_\_ Repossession: \_\_\_  
N. Moved: Yes \_\_\_ No \_\_\_

PART 3 A. Dealer's Name: \_\_\_\_\_  
B. Dealer's Address: \_\_\_\_\_  
C. Telephone: \_\_\_\_\_ D. Salesman Name: \_\_\_\_\_

PART 4 A. Setup Contractor's Name: \_\_\_\_\_  
B. Setup Contractor's Address: \_\_\_\_\_

PART 5 A. Have you previously filed a written complaint form with this office? \_\_\_  
If yes, what was that complaint number? \_\_\_\_\_  
B. Have you contacted the dealer and manufacturer concerning your  
complaint? \_\_\_\_\_  
If yes, was the notification written or verbal? \_\_\_\_\_  
C. Is your home financed? \_\_\_ If yes, what is their name and address?  
\_\_\_\_\_  
D. Have you contacted any other agency, such as Consumer Affairs,  
Better Business Bureau, or have you contacted an attorney or  
your local legal services? \_\_\_\_\_  
If yes, list those notified: \_\_\_\_\_  
E. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

Return complaint form to:

NC Manufactured Building Division  
1202 Mail Service Center  
Raleigh, NC 27699-1202  
Telephone: (919) 661-5880 or (800) 587-2716 Fax: (919) 662-4405

COMPLAINT LIST

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