

## TIPS FOR CONSUMERS WHO ARE PURCHASING A MOBILE HOME, MANUFACTURED HOME OR RESIDENTIAL FBB FROM A PROPERLY LICENSED ADOH-LICENSED DEALER

- FIRST STEP: Ensure that the Dealer is properly licensed to sell the type of unit that you wish to purchase. For example, not all Dealers are licensed to sell residential FBBs. You may contact our Department's Licensing Section or you may wish our website and use the Search engine provided there.
- If considering purchasing a new unit, you may wish to ask the Dealer if the Manufacturer offers in-person or virtual tours. You might also consider researching the Manufacturer's website to see the floor plans that Manufacturer offers.
  
- PURCHASE CONTRACT
  - Find out what the Dealer's refund policy is before entering into a purchase contract and obtain a copy of the Dealer's written refund policy.
  - Before you sign the purchase contract and/or any Addendums or additional writings regarding the purchase of the unit, be sure to READ all documents BEFORE you sign them. This includes the back of the purchase contract if there is writing there.
  - Ensure that the purchase contract and/or any Addendums or additional writings are signed by both you and the Dealer or Dealer's representative AND that the purchase contract and/or Addendums or additional writings clearly identify all agreed on goods and services that the Dealer is to provide to you.
  
- PURCHASE CONTRACT DOES NOT INCLUDE INSTALLATION OF THE UNIT OR INSTALLATION OF ANY ACCESSORY STRUCTURES
  - If you intend to hire your own installer, be aware that you must hire a properly licensed I-10C or I-10G Installer to install the unit. An I-10C or I-10G Installer may subcontract work to any properly licensed installer or contractor.
  - If you intend to purchase the installation permit, note that you must have all required information in order to do so. You must know the licensed business name of the licensed installer and their license number. We recommend that you visit our website to look at an installation permit application so that you know what information you must have.
  - Find out if you need additional permits and the costs of those permits.
  - If you hire a properly licensed Installer to install your home and if you have a complaint regarding the work that was or was not performed, you may file a complaint with our Complaint Section against the ADOH-licensed Installer.
  - An I-10G Installer is required to maintain a \$5,000.00 cash bond or a license bond in the amount of \$5,000.00. An I-10C Installer is required to maintain a \$2,500.00 cash bond or a license bond in the amount of \$2,500.00. An I-10D Installer (installer of accessories) is required to maintain a \$1,000.00 cash bond or a license bond in the amount of \$1,000.00. A consumer who is damaged by the acts or omissions of the ADOH-licensee may request a copy of the Installer's bond from the Department and file a claim with the bonding company against that bond. The Department cannot and will not file a claim against a licensee's bond on behalf of the consumer.

- If you hire a properly licensed Installer to install your home and/or accessory structures, ensure that your contract with the Installer clearly states the goods and services that the Installer is to provide to you. Ask the Installer to provide an itemized list of the goods/services and the cost for each itemized item. We recommend that you have the Installer indicate a start work date on the contract and as well as a completion date. We recommend that your contract with the Installer clearly state who is responsible for obtaining any permits and the date that the Installer will apply for the permit(s). If it is your responsibility to obtain the permits, ensure that your Installer provides you with information on how to apply for the permit(s) and advises you of what agency or agencies you are to obtain the permit(s) from. We recommend that your contract with the Installer clearly state who is to call or schedule inspections.