



STATE OF ARIZONA
DEPARTMENT OF HOUSING
1110 WEST WASHINGTON, SUITE 280
PHOENIX, ARIZONA 85007
(602) 771-1000 FAX: 602-771-1002
WWW.AZHOUSING.GOV

INFORMATION ON FILING A COMPLAINT

To: The Purchaser of a Manufactured/Mobile Home /Factory-Built Building

From: Joni Cage, Complaint Program Manager

New Manufactured Homes

Pursuant to 24 CFR § 3288 of the Department of Housing and Urban Development (“HUD”) Manufactured Home Dispute Resolution Program, the Arizona Department of Housing (“Department”), through its agreement with HUD, has the authority to assist with resolving issues with manufactured homes that involve the performance of structural, electrical, plumbing, mechanical, or gas systems, for a period of one year from the date of first installation or purchase, when manufacturer, retailer, or installer may be responsible for an alleged defect.

Complaints regarding new manufactured homes beyond the one-year period from the date of first installation or purchase will be reviewed but may not be within the authority of the Department nor HUD.

New Manufactured Homes – Cosmetic Complaints

Arizona Revised Statutes (“A.R.S.”) § 41-4032 provides for the processes for a purchaser of a new manufactured home to file a Cosmetic Complaint. Cosmetic complaints are minor issues with a new manufactured home which may affect the appearance of the home or its components, but do not involve the performance of structural, electrical, plumbing, mechanical, or gas systems, after the manufacturer or retailer of the new home has conducted a walk-through with the purchaser and within thirty (30) days of the date of installation or the designated cosmetic complaint date.

All cosmetic complaints issues should be reported, in writing, to the licensees within 120 days of the installation of the home or the designated cosmetic complaint date.

Cosmetic walk-through complaints received by the Department during 120 days will be placed into inactive status. If repairs are not made after 90 days of that cosmetic time period, the purchaser may reopen their file by notifying the Department and including a current list of complaints issues that are in need correction. It is always suggested to attempt to resolve the issues through the licensees first. If issues are not resolved, then file a complaint with the Department after the 120 + 90 day timelines have expired.

Consumer Complaints – Used Homes and Buildings

A.R.S. Title 41, Chapter 37, provides the Department with statutory authority regarding the sales, manufacture, and installation, of new or used Commercial Factory Built Buildings (“FBB”), Residential FBB’s or “Modular Homes”, used Manufactured Homes, and Mobile Homes. The purchaser may file a complaint with the Department within one (1) year from the date of purchase or installation of the home concerning complaints.

Consumer Recovery Fund – New and Used Homes

Pursuant to A.R.S. § 41-4043, any consumer buying or selling their home using the services of a licensed dealer of Manufactured Homes, Mobile Homes or Residential FBB’s, who is damaged as a result of an act or omission, or failure to perform a sales agreement or to perform repairs under a warranty, may file a claim with the Department for payment from the Consumer Recovery Fund within two (2) years from the date of purchase or installation of the home. The claim shall be ‘verified’ by the Department.

Instructions On Filing A Complaint

- **Use ink only. Do not use pencil.**
- **List issues with the home or building numerically and please write legibly. Please provide a brief description of the issue(s). Please do not provide lengthy storylines.**
- **Enclose a copy of your purchase agreement or contract. Include the front and back if applicable. Also, include any addendums and or change orders if applicable.**
- **Please provide a copy of any lists of issues which have been submitted to your Dealer, Installer, and or Manufacturer.**
- **Please provide a copy of your walk through documents, if a walk through was performed.**
- **Please provide a map with directions to your home.**
- **Please be sure to sign and date the complaint form.**

Complete and accurate complaints forms are processed promptly. Incomplete and illegible complaint forms may be returned or be delayed in processing.

Please make all inquiries to the Department in writing by regular mail, via fax to 602-771-1002, or as an attachment via e-mail to joni.cage@azhousing.gov.

Thank You



Joni Cage
Consumer Complaints
Manufactured Housing Programs
ARIZONA DEPARTMENT OF HOUSING
joni.cage@azhousing.gov
602-364-1032
602-771-1002

DEPARTMENT OF HOUSING

1110 West Washington, Suite 280
Phoenix, AZ 85007

PLEASE PRINT (USING INK ONLY) OR TYPE

COMPLAINT FORM

COMPLAINANT'S NAME: _____ Daytime Phone: () _____

Work Phone: () _____

Mailing Address: _____

CITY

STATE

ZIP

Unit Address: _____

CITY

STATE

ZIP

Name of mobile home park or subdivision: _____

MANUFACTURER: _____ Phone: _____

Address: _____

DEALER: _____ Phone: _____

Address: _____

Salesperson: _____

INSTALLER: _____ Phone: _____

Address: _____

THE UNIT IS

NEW

USED

I have enclosed a copy of my cosmetic walk-through form dated _____

A cosmetic walk-through was not performed on my home.

A map to the home's location.

A copy of purchase agreement/contract and any addendums/change orders.

Manufactured/Mobile Home

Residential Modular/Factory Built Building

SERIAL #: _____

PURCHASE DATE: _____

INSTALLATION DATE: _____

ITEMIZE COMPLAINTS NUMERICALLY. IF ADDITIONAL SPACE IS NEEDED, USE 8 1/2" X 11" SIZED PAPER (one-sided).

1. _____

I HEREBY GIVE MY PERMISSION TO SEND A COPY OF THIS COMPLAINT TO THE LICENSEE(S) INVOLVED, AND IF MY COMPLAINT IS VERIFIED BY THIS OFFICE, I AGREE TO ALLOW THE LICENSEE(S) TO MAKE APPROPRIATE CORRECTIONS.

COMPLAINANT'S SIGNATURE

DATE