



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

INFORMATION ON FILING A CONSUMER COMPLAINT

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 complaint 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 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 FBBs 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 FBBs, who is damaged as a result of an act or omission, 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 Consumer Complaint

1. Use **INK** only. **Do not use pencil.**
2. List issues with the home or building numerically and please write legibly.
 - Provide a brief description of the issue(s).
 - **DO NOT** provide lengthy storylines.
3. Enclose a copy of your purchase agreement or contract.
 - Include the front and back if applicable.
 - Include any Addendum(s) and/or Change Order(s), if applicable.
4. Provide a Copy of any List of Issues that have been submitted to your Manufacturer, Dealer, and/or Installer.
5. Provide a Copy of your walk-through Documents, if a walk through was performed.
6. Provide a Map with Directions to your home.
7. **BE SURE TO SIGN AND DATE THE COMPLAINT FORM.**

Complete and Accurate Consumer Complaint forms are processed promptly.

Incomplete and Illegible Consumer Complaint Forms may be returned and/or delayed in processing.

It is asked that all Consumer Complaint Forms be sent to the Department via

Email to mhcomplaints@azhousing.gov

or Fax to (602) 771-1002.

Complaints may also be mailed to the address on the form.

Telephone inquiries may be made to the main office at (602) 771-1000.

DEPARTMENT OF HOUSING
Manufactured Housing & Building Division

1110 West Washington, Suite 280
Phoenix, AZ 85007

PLEASE PRINT OR TYPE USING BLACK INK

CONSUMER COMPLAINT FORM

COMPLAINANT NAME(S): _____

E-MAIL: _____

Daytime Phone: _____ Work Phone: _____

Mailing Address: _____

CITY

STATE

ZIP

Unit Address: _____

CITY

STATE

ZIP

Name of Mobile Home Park or Subdivision: _____

MANUFACTURER: _____

License No. _____ Phone: _____

Company Name: _____

Address: _____

DEALER: _____

License No. _____ Phone: _____

Company Name: _____

Address: _____

Salesperson: _____

INSTALLER: _____

License No. _____ Phone: _____

Company Name: _____

Address: _____

UNIT INFORMATION

THE UNIT IS: **NEW** **USED**

SERIAL NO. _____

PURCHASE DATE _____

INSTALLATION DATE _____

PLEASE PROVIDE THE FOLLOWING TO PROCESS THE CONSUMER COMPLAINT:

1. Copy of Consumer(s) Cosmetic Walk-Through Form – Dated _____
2. Map of the Home's Location
3. Copy of Purchase Agreement / Contract and/or Any Addendum(s) / Change Order(s)

CONTINUED ON NEXT PAGE

