CONTACT RESOURCES

**General Complaints and Questions (Sales, Warranties, Misrepresentations, etc.)**
Mobilehome Ombudsman
PO Box 31
Sacramento, CA 95812-0031
(800) 952-5275 [TDD: (800) 735-2929]
http://www.hcd.ca.gov/codes/ol/ombpg-menu.html

**Escrow Complaints - (866) 275-2677**
Department of Corporations
Financial Services Division
320 West 4th Street, Suite 750
Los Angeles, California 90013-2344
http://www.corp.ca.gov/fsd/financial.htm

**Contractor Complaints**
Contractors State License Board - (800) 321-2752
http://www.cslb.ca.gov/consumers/infocomplaint.asp

Department of Real Estate - (916) 227-0864
http://www.dre.ca.gov/

**Permits for Alterations, Repairs and Improvements**
HCD – Northern Area Office (North of Fresno Co.)
9342 Tech Center Drive, Suite 550
Sacramento, CA 95826
(916) 255-2501 Fax: (916) 255-2535

HCD – Southern Area Office (Fresno Co. & South)
3737 Main Street, Ste. 400
Riverside, CA 92501
(951) 782-4420 Fax: (951) 782-4437

**Registration & Titling of Manufactured Homes**
HCD – Registration & Titling
PO Box 2111
Sacramento, CA 95812-2111
(800) 952-8356
http://www.hcd.ca.gov/codes/rt/

DIVISION OF CODES & STANDARDS

**MISSION STATEMENT**
To effectively and efficiently develop and administer California laws and regulations providing for health, safety, affordability, ownership security and consumer protection in housing.

**THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT**
Manufactured homes are used throughout the State, in mobilehome parks or communities, on parcels in rural areas, and as “in-fill” housing in urban neighborhoods. Unlike conventional site-built homes, special federal and state laws regulate the construction, alteration, sale, and maintenance of manufactured homes.

Federal rules establish special construction standards for manufactured homes. Alterations, improvements, and some repairs of manufactured homes generally require construction permits from a state agency, the Department of Housing and Community Development (HCD). State rules also govern the conduct of manufactured home dealers and salespersons, including escrow requirements to protect purchasers and a fund to reimburse victims of unlawful sales practices.

Other State departments can provide assistance with regard to certain problems. This pamphlet identifies some common questions and answers, and provides references to state agencies most likely able to assist with these housing issues. Complaints also can be made to the local district attorney or can be handled through a private attorney as a civil matter.

**Frequently Asked Questions**

Q. Are manufactured homes as safe as conventional homes?

Yes. Manufactured homes are constructed in factories using, at a minimum, a federal building code. However, many newer manufactured home builders exceed construction requirements with standard or voluntary features. Often, manufactured homes are more energy efficient than conventional homes, and because they are built inside a factory, have fewer moisture/mold problems when new.

Q. Are the rules for buying a manufactured home the same as buying a conventional house?

No. Special state laws and regulations govern the conduct of manufactured home dealers, salespersons and other sellers. They also provide specific requirements regarding purchase documents, disclosures about homes and parks, warranties for repairs, and escrow documents and sales practices. If you believe that you have been treated improperly by a manufactured home dealer, salesperson, or other seller you can contact the Office of the Mobilehome Ombudsman with your concerns.

Q. Are there more fraudulent practices in the sales of manufactured housing?

No. Buyers or owners of any product may be taken advantage of if they are not careful or aware of their legal rights and obligations. Manufactured home dealers and salespersons are licensed after qualifying background checks and examinations; work should be performed by qualified and licensed professions; and proper permits and inspections must be obtained when necessary.

Q. What if the escrow company refuses to perform its obligations correctly?

The California Department of Corporations (DOC) licenses escrow companies. The Department of Real Estate (DRE) licenses title companies, who provide escrow services. However, complaints can be made to the Office of the Mobilehome Ombudsman, who will forward them to the DOC or DRE if the staff determines that the escrow company may be at fault for the problem.

Q. What about problems with the installation of the home?

Generally, installation is part of the sales transaction. However, the work must be done by a licensed contractor. If the installation is not correct, contact the installer and/or the dealer (if the dealer arranged installation), the Office of the Mobilehome Ombudsman, and the Contractors State License Board.

Q. What if the home has defects after installation?

State and federal laws make both the dealer and the manufacturer jointly liable for warranty compliance to correct defects in the home. The sales documents provide information on how to obtain repairs for these defects. State law specifically requires the homeowner to provide written notice of the defect(s) to the dealer, manufacturer, and/or selling contractor within one year and ten days from the date of delivery. If the dealer or manufacturer refuses to make repairs after following those procedures, contact the Office of the Mobilehome Ombudsman.

Q. What if I need alterations, improvements, or repairs to my manufactured home?

Repairs of “like-kind” generally do not need permits, but persons hired to make these repairs usually must use materials and accessories approved for manufactured housing. Alterations such as accommodating a cabana (additional room) or a new fireplace require special state construction permits and inspections that the owner or contractor must obtain from an HCD Area Office. Improper work by a licensed contractor can be reported to the Office of the Mobilehome Ombudsman or directly to the CSLB (see back page for contact information).