Manufactured Home Sales & Warranty Complaint Form

For complaints alleging: Failure to honor Warranty, False Advertising, Illegal Sales, Illegal Alterations, Escrow, Non-receipt of Title, Contract Dispute, Fraud or Misrepresentation, Unlicensed Sales Activity

SECTION 1 – PLEASE PROVIDE THE FOLLOWING REQUESTED INFORMATION

NAME: ____________________________ Date: ____________________________

Last First MI

MAILING ADDRESS: ____________________________________________________________

P. 0. Box or Number and Street City County State Zip

TELEPHONE NUMBERS: Home: (___) __________________________ Work: (___) __________________________

PHYSICAL LOCATION OF HOME: __________________________________________________

(If different from your mailing address) Number and Street City State Zip

SECTION 2 – Complaint items:

- To speed the processing of your complaint please list each problem separately in space provided below.
  - Be brief and to the point, do not elaborate or add narratives, list only the problem (i.e. floor squeaks in 2nd bedroom)
  - Attach any copies (not originals) of documents relating to the problem (sales contract, warranty, etc.)
  - You may attach additional sheets if needed to further explain the problems listed above (not required)
  - Warranty complaints are not valid unless the manufacturer or dealer has received prior written notice.

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<th>Item No.</th>
<th>List each item of your complaint in the space provided below</th>
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FOR DEPARTMENT USE ONLY:

Program(s) ____________________________ Codes(s) ____________________________

HCD NAO SAO LEA Civil Other

Warranty Data: S ___ M ___ E ___ F/S ___ G ___
SECTION 3 - SELLER INFORMATION

PURCHASED THROUGH (Please check one): A Dealer  Real Estate Agent  Private Party  General Contractor

(Attach copies of all purchase documents, such as your purchase agreement(s), receipt for deposit(s), any written correspondence, etc.)

DEALER/SELLER'S NAME:  

TELEPHONE: (___) ______________________________

ADDRESS:  

Number and Street  City  County  State  Zip

DATE OF DELIVERY:  

(If installed by the homeowner)  

DATE OF SALE:  

(The date the seller was paid and the date you took physical possession of home)  

DATE ESCROW CLOSED:  

(This date applies to only manufactured home sales by dealers and is the date on which the conditions of the escrow have been met and the escrow agent is in a position to disburse all funds, except funds withheld for accessories not yet installed or undelivered which are included in the purchase price)

DEALER REPORT OF SALE NUMBER (If Available):  

SECTION 4 - MANUFACTURER INFORMATION

MANUFACTURER'S NAME:  

TELEPHONE: (___) ______________________________

ADDRESS:  

Number and Street  City  State  Zip

SECTION 5 - DESCRIPTION OF THE MANUFACTURED HOME

MAKE/MODEL NAME:  

MODEL YEAR:  

(If different from date of manufacture)  SERIAL NUMBER(S):  

REGISTRATION DECAL OR LICENSE PLATE NUMBER(S):  (This decal is 3" X 5" in size and may be found affixed to the front of your manufactured home and is red or blue in color. Manufactured homes affixed to a permanent foundation as an improvement to real property will not have such a decal or license plate)

DEPARTMENT OF HOUSING INSIGNIA OR HUD LABEL NUMBER(S):  (The HUD label is red, approximately 2” x 4” in size and found at the rear of each section of the manufactured home. The California insignia is approximately 1.5”x 3” in size, located at rear of each section or near the front door. )

REGISTERED OWNER'S NAME:  (If different from your name)  

SECTION 6 - INSTALLER INFORMATION  (This section used for warranty related complaints only)

MANUFACTURED HOME INSTALLER BUSINESS NAME (if applicable the contractor’s number) & ADDRESS:  

SECTION 7 - SIGNATURE

I declare that the information given in this request, and any attachments hereto, is true and correct to the best of my knowledge and that I will testify to these facts, if requested to do so, in any action brought by the Department against any manufacturer, dealer, seller or any person or persons found by this Department to be in violation of either laws or regulations during an investigation resulting from this complaint. I understand that copies of this complaint may be given to other agencies responsible for resolution of the problems identified herein and that copies may be given to the manufacturer, dealer, installer or seller.

SIGNATURE:  

DATE:  

SIGNED IN THE CITY OF  COUNTY  STATE  

HCD-OL-420 (Revised 8-27-04)