



Building Standards and Codes

New York State
Department of State
Division of Building Standards and Codes
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 99 Washington Avenue, Suite 1160
 Albany, NY 12231-0001
 (518) 474-4073
 Fax: (518) 486-4487
 www.dos.ny.gov

Manufactured Housing Complaint Form

Nothing in this complaint shall limit the rights of the consumer under any contract or applicable law. The consumer has the right to pursue other avenues of legal action.

In order to process your complaint, we require the following information. You will find this requested information by looking at your sales receipt, data plate, HUD label, manufacturer's and installer's warranty seals, Consumer Manuals; Installation Manuals and other home related documentation. The data plate can be found on or near the main electrical panel, in the kitchen cabinet under the sink, or in a bedroom closet. The HUD label is located on the exterior of your home opposite the hitch end. The manufacturer's and installer's warranty seals are located in largest closet of the largest bedroom. Describe the nature of your complaint providing specific detailed information. Attach additional 8½x11 sheets as necessary. Place your name and address on each sheet.

COMPLAINANT INFORMATION		
Name(s)		
Address		
City, State Zip	Daytime phone	
Evening phone	Email	
Cellular phone	What is the best time and way to contact you?	
HOMEOWNER INFORMATION		
Name(s)		
Address		
City, State Zip	Telephone	
HOME IDENTIFICATION/MANUFACTURER INFORMATION		
HUD Label Number	Serial Number	
Model Name/Number	Date of Manufacture	
Manufacturer		
Address		
Telephone		
RETAILER INFORMATION		
Retailer		
Address		
Telephone	Date of Purchase	Certification Number
INSTALLER INFORMATION		
Installer		
Address		
Telephone	Date of Installation	Certification Number

Manufactured Housing Complaint Form

MECHANIC INFORMATION

Mechanic

Address

Telephone

Date of Repair/Modification

Certification Number (if known)

MUNICIPALITY INFORMATION

Municipality issuing Building Permit

Address

Telephone

Name of Code Enforcement Official

COMPLAINT DETAILS – COMPLETE BELOW OR PROVIDE ATTACHED HERETO

REMINDER: The term 'substantial defect' shall mean a defect or a number of defects or other conditions in the delivered condition, installation, service or construction of a manufactured home which collectively could be expected to cost \$500 or more to cure. Items such as nicks and scratches in wall surfaces and cabinets, cosmetic drywall cracks, gaps or color variations in trim, visual presence of carpet seams, etc., are not addressed in this complaint program.

Signature

Date

www.dos.ny.gov/DCEA/manuf_forms.htm