

Manufactured Housing
information

February 2016

RETAILER DISPUTE RESOLUTION NOTIFICATION

Effective February 2008, the U.S. Department of Housing and Urban Development (HUD) requires that retailers of manufactured homes provide a notice to purchasers of the availability of the Dispute Resolution Program available to them.

The text of the notice should be as follows:

The U.S. Department of Housing and Urban Development (HUD) Manufactured Home Dispute Resolution Program is available to resolve disputes among manufacturers, retailers, or installers concerning defects in manufactured homes. Many states also have a consumer assistance or dispute resolution program. For additional information about these programs, see sections titled "Dispute Resolution Process" and "Additional Information-HUD Manufactured Home Dispute Resolution Program" in the Consumer Manual required to be provided to the purchaser. These programs are not warranty programs and do not replace the manufacturers, or any others persons, warranty program.

In New York State, complaints for the resolution of disputes should be directed to the Manufactured Housing Unit of the New York State Department of State, Division of Building Standards and Codes, One Commerce Plaza, 99 Washington Ave., Suite 1160, Albany, NY 12231-0001. Telephone 518-474-4073, Fax 518-486-4487

Revised.



**Building Standards
and Codes**

phone 518.474.4073
fax 518.486.4487
email codes@dos.ny.gov