



Manufactured Housing

How and Where to File a Complaint

All residential manufactured homes (mobile homes) must comply with the Federal Manufactured Home Construction and Safety Standards. Since June 15, 1976, manufacturers have confirmed compliance with the Standards by attaching a red label to the back of each transportable section of a home produced.

The extent to which HUD can help a homeowner resolve a complaint depends on the seriousness of the problem. In cases where safety-related defects in homes create an unreasonable risk of injury or death to the occupants, manufacturers must correct the defect in a short period. HUD cannot require correction unless the defects were introduced into the home during the manufacturing process. The on-site installation of a manufactured home is not regulated by HUD.

If a problem arises with a manufactured home, the first contact should be the retailer. Most problems can be eliminated quickly. If the retailer cannot help, the second contact should be the manufacturer. Manufacturers, for the most part, are quick to respond to consumers.

It is important to put a complaint in writing. Also, make a copy to keep with your records. The letter should include the serial number of the home with a list of the problems. List any known factors that contributed to the problem. Also list any secondary issues related to the problem.

If the retailer and the manufacturer do not resolve your concerns, there are offices within most state governments with staff that are knowledgeable about manufactured housing construction and related issues. Many state governments regulate all, or part, of the manufactured housing industry in the state. Some areas that may be regulated in your state are retailers, transporters and installers. To find the contact for your state use the table above.

There are thirty-six states participating with HUD in a State and Federal partnership to regulate and enforce the Federal manufactured housing program in their state. If you cannot get a resolution through these contacts, you may contact the Manufactured Housing and Standards Division, 451 7th Street, SW, Room 9152, Washington, DC 20410-8000; telephone number (202) 708-6423 or 1-800-927-2891. The FAX number is (202) 708-4213. *Source: U.S. Department of Housing and Urban Development. Manufactured Home - Consumer's Guide. Accessible via <http://www.hud.gov/offices/hsg/sfh/mhs/prod01.cfm>*

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