

## **Instructions for filing a “Manufactured Housing Statement of Complaint”**

The Mobile Home Commission Act (1987 PA 96) gives the agency authority to investigate complaints against manufactured home communities, installer/servicers, manufacturers, and retailers. This agency has authority over Michigan, titled manufactured homes, including those constructed to the federal (HUD) manufactured home construction and safety standards.

Certain issues may not be within the authority of this agency to address. For assistance in determining the appropriate agency to contact, please refer to the attached list.

Before filing a complaint with this agency, you must first notify, in writing, the manufactured home community, installer/servicer, manufacturer, or retailer about your complaint. In your correspondence, you must describe your complaint in detail. The entity the complaint is against has 10 business days from the day it receives your letter to respond to your complaint.

The letter or correspondence may be sent by certified mail, electronic mail, facsimile, or hand delivered, but you must have documented proof of delivery which shows when the letter was delivered. The delivery date is the date from which the 10 business days are counted.

If you do not receive a satisfactory response within 10 business days, then you may file a complaint with this agency. To file a complaint, you must submit the following:

1. A “Manufactured Housing Statement of Complaint” form. (Attached)
2. A copy of the complaint you mailed or hand delivered to the business. **This agency will pursue only the issues contained in the complaint.**
3. A copy (not original) of the receipt which shows that the business received your complaint or that the business refused to accept delivery of a mailed letter.
4. A copy (not original) of any written response received from the business.
5. A copy (not original) of any documents which support your complaint. Please include a copy of your purchase agreement if your complaint is against a retailer or manufacturer, or a copy of your work order if your complaint is against an installer/servicer.

**The Mobile Home Commission Act and Rules do not provide this agency with authority to investigate complaints regarding rent or evictions.**

The state law regarding evictions is the Revised Judicature Act, 1961 PA 236. Under that law, you cannot be evicted from a manufactured home community for filing a complaint.

If you have any questions about filing a complaint, please contact the Office of Local Government and Consumer Services at (517) 241-9347.

FOR PROBLEMS RELATING TO:

- a. Entrance/Exit fees
- b. Charging separately for utilities without metering
- c. Renting without offering a written lease
- d. Requiring purchase of a manufactured home or other goods and services from another person as a condition of renting space in a manufactured home community
- e. Misapplication of deposit monies
- f. Misrepresentation or fraud
- g. General operation, maintenance and safety
- h. Warranty work
- i. Manufactured home installation
- j. Purchase agreement discrepancies
- k. Deposit/down payment problems
- l. Licensing of installer/servicers, retailers, or manufactured home communities
- m. Sales of manufactured homes in manufactured home communities

Please contact:

**Michigan Department of Energy, Labor & Economic Growth**  
**Bureau of Construction Codes**  
**Office of Local Government and Consumer Services**  
**P. O. Box 30254**  
**Lansing, MI 48909**

FOR PROBLEMS RELATING TO:

- a. Water supply system
- b. Sewage collection and disposal system

Please contact:

**Michigan Department of Environmental Quality**  
**Water Bureau**  
**P. O. Box 30273**  
**Lansing, MI 48909**

FOR PROBLEMS RELATING TO:

- a. Application for Certificate of Manufactured Home Ownership\*
- b. Issuance of Certificate of Manufactured Home Ownership
- c. Transfer of Certificate of Manufactured Home Ownership

Please contact:

**Michigan Department of State/Local Branch**

\*Applications for Certificate of Manufactured Home Ownership (title) may be obtained from the retailer or nearest local branch office of the Michigan Department of State. The application and appropriate fee is to be delivered to the local branch office of the Michigan Department of State. All questions regarding a Certificate of Manufactured Home Ownership (title) should be directed to the local branch office.

**Manufactured Housing Statement of Complaint**  
Michigan Department of Energy, Labor & Economic Growth  
Bureau of Construction Codes / Office of Local Government and Consumer Services  
P.O. Box 30254, Lansing, MI 48909  
517-241-9347

Authority: 1987 PA 96 Completion: Voluntary Penalty: Complaint will not be considered	DELEG is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
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- Read carefully and complete all areas that apply. Type or print legibly in ink.
- Mail form to the address above.

1	YOUR NAME (Last, First, Middle Initial)	HOME TELEPHONE NUMBER (Include Area Code)	WORK TELEPHONE NUMBER (Include Area Code)	
	YOUR STREET ADDRESS	CITY	STATE	ZIP CODE
	MANUFACTURED HOME COMMUNITY NAME	MANAGER'S NAME		TELEPHONE NUMBER (Include Area Code)
	MANUFACTURED HOME COMMUNITY STREET ADDRESS	CITY	STATE	ZIP CODE

THIS COMPLAINT RELATES TO THE FOLLOWING (Check all that apply)

Community   
 Retailer   
 Installer/Serviceur   
 Manufacturer   
 Other: \_\_\_\_\_

2	NAME OF BUSINESS YOUR COMPLAINT IS AGAINST	CONTACT PERSON'S NAME	TELEPHONE NUMBER (Include Area Code)	
	BUSINESS STREET ADDRESS	CITY	STATE	ZIP CODE

Before this complaint can be filed, you must submit your complaint **in writing** to the business(es) the complaint is against and allow 10 business dates for a response.

Attach a copy of the complaint, proof that it was delivered to the business (such as a registered mail or personal delivery receipt) and any written response you received. In addition, attach copies **not originals**, of supporting documents, **including the purchase agreement** if your complaint is against a retailer or manufacturer, or the **work order** if the complaint is against an installer/serviceur.

If you received only a verbal response, what were you told? (Attach additional sheets, if necessary)

Have you filed a complaint with any other state or local agency?     Yes     No  
If "Yes", list agency(ies). (Attach additional sheets, if necessary)

Is there court action pending?     Yes     No  
If "Yes", give name and location of court. (Attach additional sheets, if necessary)

**If your complaint is against a retailer, installer/serviceur or manufacturer, complete the following:**

4	MANUFACTURED HOME SERIAL NUMBER	PURCHASE DATE	DELIVERY DATE	
	MANUFACTURER'S NAME (Enter information if different than that already entered in Section 2)		MANUFACTURER'S TELEPHONE NUMBER (Include Area Code)	
	MANUFACTURER'S STREET ADDRESS	CITY	STATE	ZIP CODE
	RETAILER'S OR INSTALLER/SERVICER'S NAME (Enter information if different than that already entered in Section 2)		RETAILER'S OR INSTALLER/SERVICER'S TELEPHONE NUMBER (Include Area Code)	
	RETAILER'S OR INSTALLER/SERVICER'S STREET ADDRESS	CITY	STATE	ZIP CODE

I/we understand this form is a public record under 1976 PA 442, the Freedom of Information Act, and that the agency will be sending a copy of this form to the business complained against. If this complaint is accepted and, after investigation, it is necessary to hold a formal hearing, I/we agree to voluntarily testify at the hearing regarding this complaint.

SIGNATURE(S)	DATE
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