



Report Compliments of **Homes and Lifestyles of Colorado** - *Finding Your Place Called Home*

Denver Office: <http://www.DenverHomeLiving.com> - (303) 816-9199

## HUD Manufactured Home Fact Sheet



### Description of Program

The Manufactured Housing Program is a consumer protection program that regulates the construction of certain factory built housing units, called manufactured homes, formerly known as mobile homes. The HUD program also oversees the enforcement of the construction standards working through private inspection agencies and State governments.

### HUD Manufactured Home Construction Standards

Manufactured homes are built as dwelling units of at least 320 square feet in size with a permanent chassis to assure the initial and continued transportability of the home. All transportable sections of manufactured homes built in the U.S. after June 15, 1976, must contain a red label. The label is the manufacturer's certification that the home section is built in accordance with HUD's construction and safety standards. HUD standards cover Body and Frame Requirements, Thermal Protection, Plumbing, Electrical, Fire Safety and other aspects of the home. They are published in the Code of Federal Regulations at 24 CFR 3280.

### Consumer Complaints

HUD has entered into cooperative agreements with 38 State governments to conduct periodic checks of plant records and to respond to consumer complaints. These State governments each

designate a State Administrative Agency (SAA). HUD staff carry out these functions in the other 12 States without SAAs.

If you have any complaints about the performance of your manufactured home that have not been resolved by the retailer where you purchased the home or by the manufacturer that produced the home, you should first contact the SAA where you live, or HUD if you do not live in a State with an SAA. It is important to provide the following information with your complaint:

- Your name, address and a telephone number where you can be reached during the day.
- The name of the manufacturer, serial and model number, label number (the red tag on the back of the home), the date purchased and the retailer where you purchased the home.
- A description of the problem along with copies of any correspondence or contacts with the retailer and the manufacturer to resolve the problem.

### **Program Management**

HUD manages the program from its Headquarters office in Washington, DC. The mailing address is:

Office of Manufactured Housing Programs

Office of Regulatory Affairs and Manufactured Housing

Department of Housing and Urban Development

451 7th Street, Room 9164

Washington, D.C. 20410-8000

The toll free number for manufactured home consumer complaints is 1-800-927-2891.

Consumers may leave a message and request that a staff person return their call. The program office's fax number is 202-708-4213 and the Internet e-mail is [mhs@hud.gov](mailto:mhs@hud.gov).

### **Other Related HUD Fact Sheets and Publications**

Fact Sheet For Builders/Manufacturers - Manufactured Housing Program

Manufactured Home Construction and Safety Standards, 24 CFR 3280. Available in print free of charge from the HUD Customer Service Center at 1-800-767-7468 or fax 1-202-708-2313.

Manufactured Home Procedural and Enforcement Regulations, 24 CFR 3282. Available in print free of charge from the HUD Customer Service Center at 1-800-767-7468 or fax 1-202-708-2313.

- Retailer Responsibilities Under the Manufactured Housing Program
- List of State government and third-party approved Inspection Agencies
- To file a complaint: List of State Administrative Agencies

Permanent Foundations Guide for Manufactured Housing, issued September 1996. Available as software or in print from HUDuser.

Ninth Report to Congress on the Manufactured Housing Program, issued October 1996. Available in print from HUDuser.

### **Points of Contact for Questions and Additional Information**

Contact the State Administrative Agency where you live, UNLESS you live in one of the following States: AK, CT, DE, HI, KS, MA, MT, NH, OH, OK, VT, or WY. If you live in one of the 12 states listed above, call 1-800-927-2891 (toll free) and the appropriate HUD staff person will return your call. Be sure to give your state and phone number if you leave a message; OR, you may contact HUD via the Internet at: [mhs@hud.gov](mailto:mhs@hud.gov).

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