



# Department of State Building Standards and Codes

New York State  
**Department of State**  
**Division of Building Standards**  
**and Codes**

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<https://dos.ny.gov/code/manufactured-homes>  
manufactured.housing@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(s)	Serial Number
Model Name/Number	Date of Manufacture
Manufacturer	
Address	
Telephone	NYS Manufacturer's Warranty Seal No.

### RETAILER INFORMATION

Retailer		
Address		
Telephone	Date of Purchase	Certification Number

### INSTALLER INFORMATION

Installer		
Address		
Telephone	Date of Installation	Certification Number
		NYS Installer's Warranty Seal No.

**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