

HUD Manufactured Home Dispute Resolution Program Webinar
June 27, 2017 2:00 – 3:00 pm Eastern
Questions and Answers

Question 1: Will the slides be available for download?

Answer: Yes, they are located on the HUD Manufactured Home Dispute Resolution Program website, www.hudgrp.net/Events

Question 2: How long does it typically take to secure a resolution?

Answer: Under 3288.35, the parties must come to an agreement within 30 days from the commencement of mediation, which occurs with the initial notification of all parties. Repair work must be completed 30 days following the date the settlement agreement is signed by all applicable parties.

For mediations involving alleged defects that appear to present an unreasonable risk of injury, death, or significant loss or damage to valuable personal property, the parties have a maximum 10 days from the commencement of the mediation to reach a settlement.

If the mediation is not successful, parties or the homeowner may proceed to nonbinding arbitration.

Question 3: Is there any data available comparing HUD's own DRP to state-run DRPs?

Answer: The HUD-administered programs and the state-administered programs operate independently, although state programs operate under HUD's approval. 24 Code of Federal Regulations (CFR) 3288 governs the requirements of the dispute resolution program of either a state-administered or HUD-administered program.

HUD and state programs track and maintain data separately relative to number of dispute resolution requests, issues reported, final resolutions, etc. Presently, HUD cannot provide a comparison between HUD administered program data and state administered program data.

Question 4: When does the time period start for the dispute resolution, at the time of sale of the home, or at the time of installation (these can be two different dates, sometimes by many months, for example)?

Answer: In order to be eligible for assistance under the HUD Manufactured Home Dispute Resolution Program, one of the criteria that must be met is notification within the first year of the date of the first installation. For example, if a home is installed on January 1, 2017, the manufacturer, retailer, installer, or homeowner has until January 1, 2018, to notify any of the following: manufacturer, retailer, installer, the SAA, or HUD about issues with the home. If the manufacturer, retailer, installer, or homeowner does not report issues prior to this timeline, i.e. beyond January 1, 2018, the request for Dispute Resolution would be ineligible.

Question 5: Is there any difference in the start date between the sale outright of a home and a lease with option to purchase?

Answer: Neither of these dates would be used to determine the one-year timeline to report issues with a manufactured home under the HUD Manufactured Home Dispute Resolution Program. The one-year timeline starts from the date of the first installation of a home. See the answer to Question 4.