U.S. Department of Housing and Urban Development (HUD)
Office of Manufactured Housing Programs (OMHP)

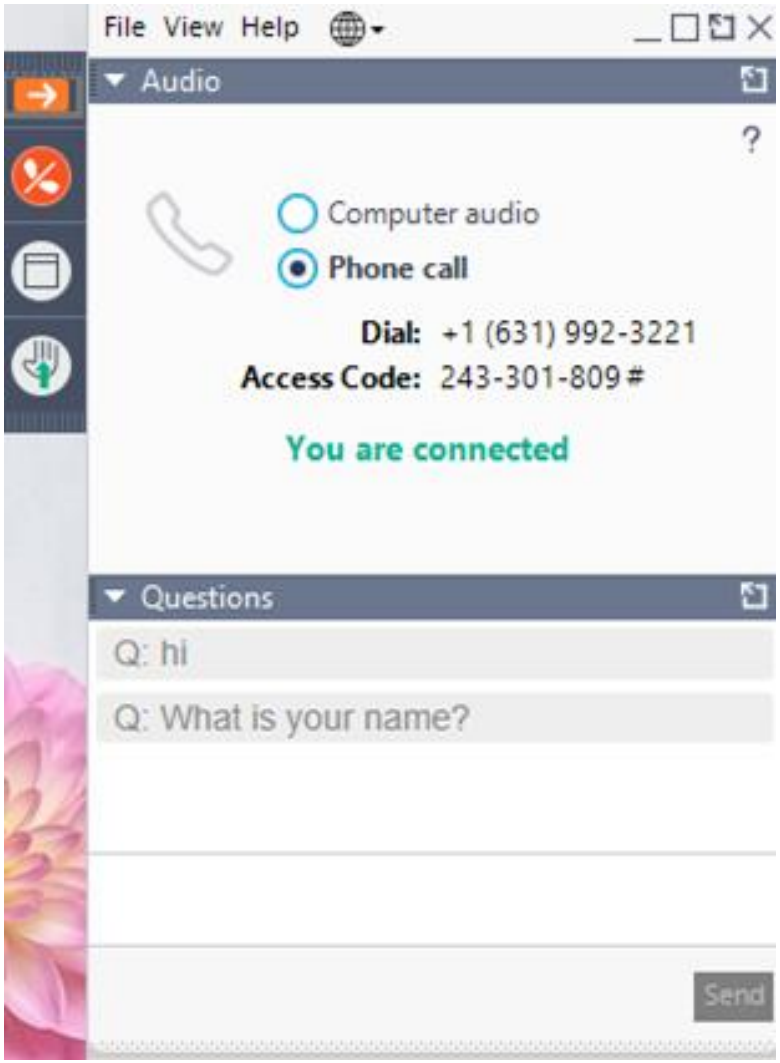
Manufactured Home Dispute Resolution Program (DRP)

451 Seventh Street SW | Room 9168 | Washington | DC | 20410 | (P) 202-708-6423 | (F) 202-708-4213 | www.hud.gov/mhs

Agenda

- Logistics
- The HUD Manufactured Home Dispute Resolution Program
- Reported Issues
- Stakeholder Resources
- Contact Information
- HUD-Administered Manufactured Home Installation Program
- Question & Answer

Logistics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Phone call
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Questions
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The HUD Manufactured Home Dispute Resolution Program

The HUD Manufactured Home Dispute Resolution Program is federally mandated by the National Manufactured Housing Construction and Safety Standards Act. (Title 24, Subtitle B, Chapter XX, Part 3288)

The program provides timely resolution of disputes between manufacturers, retailers, and installers, regarding the responsibility for correction or repair of defects reported in the 1-year period after the first installation of the manufactured home.

What Does the Program Address?

The program is intended to address:

✓ Defects in **construction, safety and installation**

The program is not intended to address:

X Cosmetic issues and contractual agreements

Who Can Request Dispute Resolution?

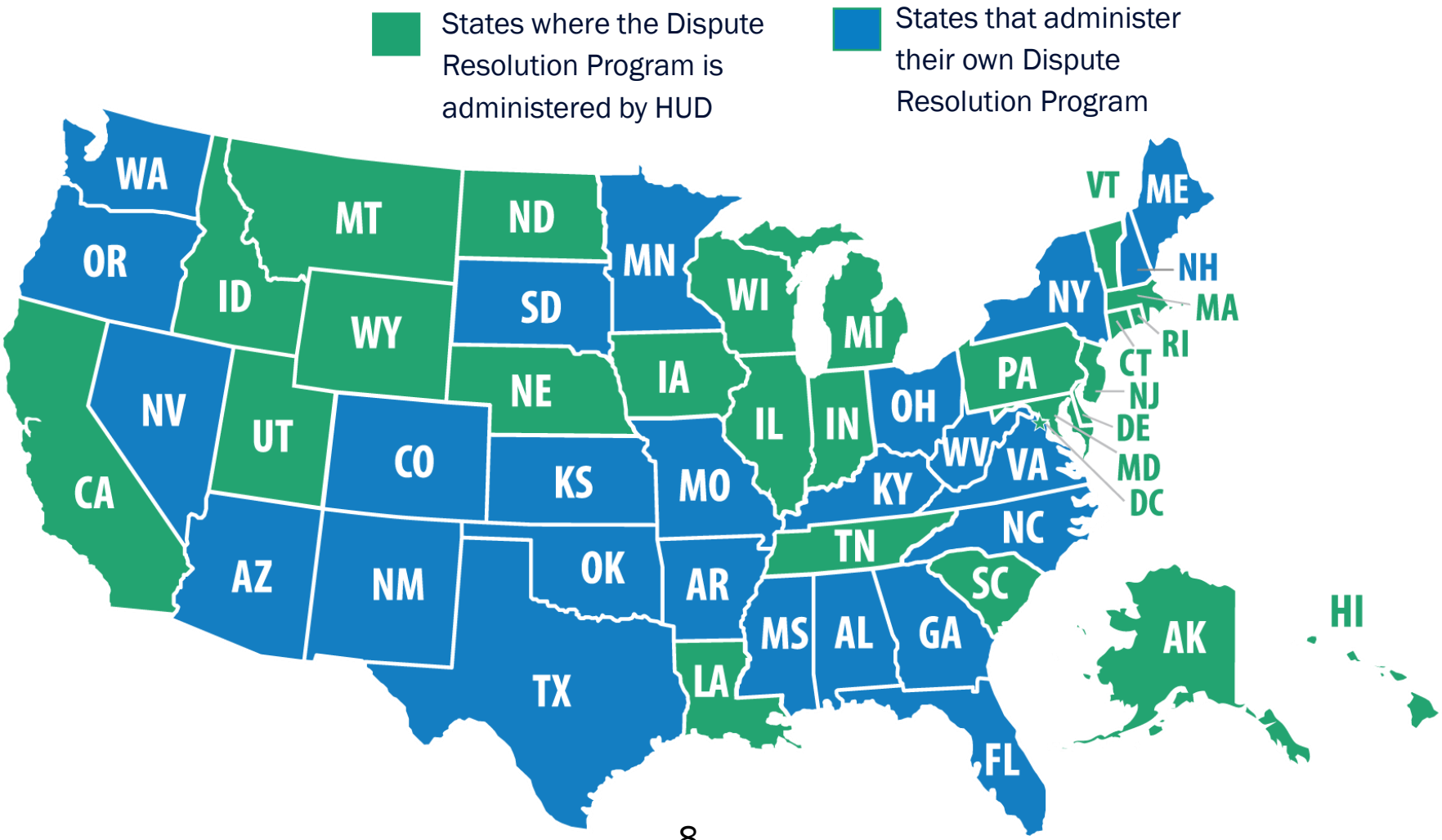
Requests for dispute resolution are typically received from homeowners, but retailers, manufacturers, and installers can also submit a request for dispute resolution when involved with disagreements between parties regarding unresolved manufactured home issues.

One Year Timeline

It is important to note that per the regulation, complainants need to report alleged defects within the first year of the first installation.

If complainants can provide evidence that they raised issues with the retailer, manufacturer, installer, SAA, or HUD within the first year of installation, the DRP may conceivably deal with issues that are several years old.

Participating States



Consumer Notification Requirements

HUD Manufactured Housing Regulations require that consumers be notified about the program in two ways:

By Retailers:

Retailers are required to provide consumers with notification of the program at point of sale (CFR Title 24, Part 3288.5).

By Manufacturers:

Manufacturers are required to include notification of the program in the homeowners manual that is placed in the home before it leaves the plant (CFR Title 24, Part 3282.207).

Before requesting Dispute Resolution

Homeowners are asked to first notify the retailer, manufacturer or installer about the alleged issue with the home and allow a reasonable amount of time for correction prior to submitting a request for dispute resolution.

The program should not be used in lieu of a state complaint program. Rather, the dispute resolution program should be used after parties could not previously agree to a solution to a complaint.

Warranty Programs - What's the Difference?

Warranty programs are explicit agreements between consumers and service providers and expire after a certain period of time (often one year after purchase).

Complainants should attempt to have home issues addressed under any relevant warranty programs before requesting assistance from the Dispute Resolution Program.

Warranty Programs - What's the Difference? (cont.)

However, situations may arise in which all parties involved (retailer, manufacturer, or installer) deny responsibility for home issues, despite any relevant repair or warranty programs available.

The HUD Manufactured Home Dispute Resolution Program is explicitly designed to resolve these types of disagreements between parties in order to bring resolution to a complaint.

Steps to Take Before Dispute Resolution

Issues are identified with the home and the retailer, manufacturer, and/or installer is contacted.

Issues are resolved in good faith efforts through terms of service, consumer warranty, or other resolution actions.

Homeowner files consumer complaint with SAA or HUD, if applicable.

SAA or HUD investigates the complaint by working with applicable parties to resolve the issue(s).

Any party may submit a request for Dispute Resolution.

Reported Issues*

1. Floor
2. Interior Wall
3. Belly board
4. Fixtures
5. Roof
6. Windows
7. Frame/Level
8. Foundation
9. Exterior Siding
10. Doors
11. Electrical
12. Ceiling
13. Heating/Cooling
14. Transit Issues
15. Appliances
16. Water Distribution
17. DWV System

* Note: Multiple issues can be reported in a request for dispute resolution

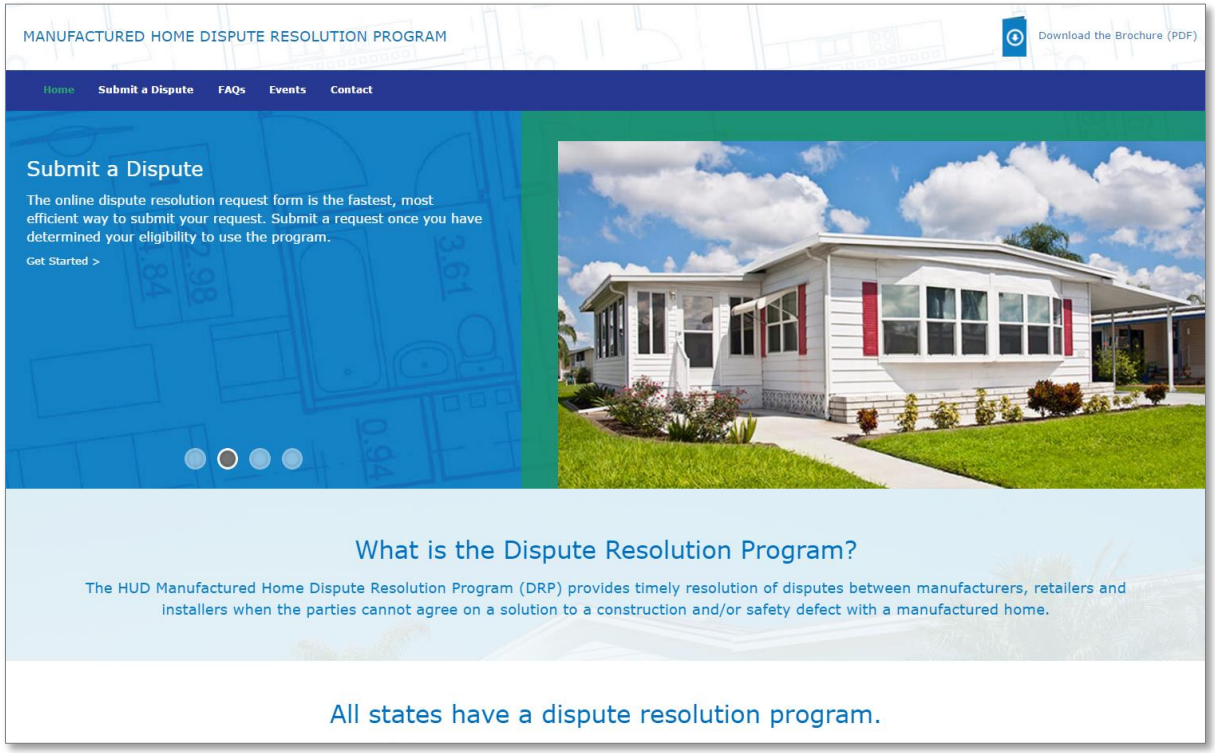
Stakeholder Resources

Mobile-Friendly Website

www.huddrp.net

Features:

- Overview video
- FAQs
- Downloadable Brochure
- Upcoming Events/Webinars
- Online Dispute Resolution Request Form



Contact Information

Website: www.huddrp.net

By Email: info@huddrp.net

By Phone: 571.882.2928

By Fax: 866.819.5191

Address:

ATTN: Manufactured Home Dispute Resolution Program
1676 International Drive Suite 501, McLean, Virginia 22102

HUD-Administered Manufactured Home Installation Program

From the

The U.S. Department of Housing and Urban Development

HUD-Administered Manufactured Home Installation Program

Purpose

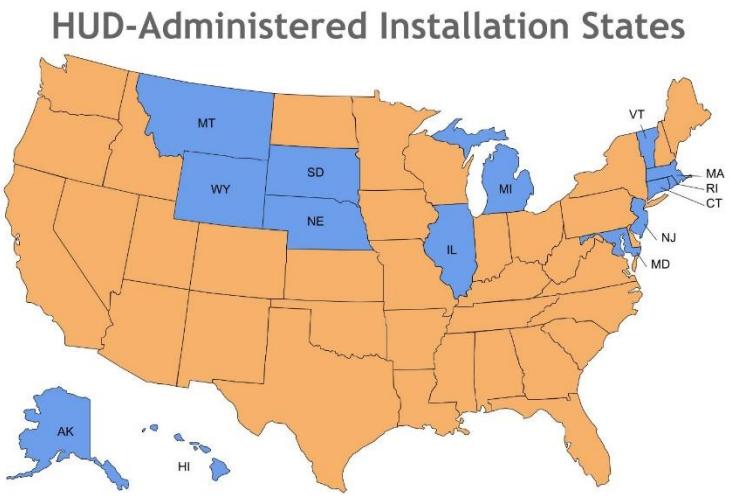
- States must either operate their own qualifying installation program or participate in the federal program.
- State programs must meet or exceed the minimum requirements outlined in 24 CFR 3286.803(b).
- The regulation and improvement of the installation and performance of manufactured homes within HUD-Administered States will improve the protection of their residents.

HUD-Administered Manufactured Home Installation Program

HUD-Administered States

At present the following states fall under the HUD-administered program:

1. Alaska
2. Connecticut
3. Hawaii
4. Illinois
5. Maryland
6. Massachusetts
7. Michigan
8. Montana
9. Nebraska
10. New Jersey
11. Rhode Island
12. South Dakota
13. Vermont
14. Wyoming



HUD-Administered Manufactured Home Installation Program

Basic Program Requirements

- All installations of new manufactured homes are supervised by a HUD Licensed Installer in accordance with 24 CFR 3286.205.
- All new manufactured homes are installed in accordance with the manufacturers installation instruction manual. All manuals should be based on 24 CFR 3285.
- 100% inspection requirement of new manufactured homes by a qualified inspector per 24 CFR 3286.511 in all HUD-Administered states.
- Reporting requirements for installers (HUD 309).
- Reporting requirements for retailers (HUD 305, 306 and Consumer Disclosure).

HUD-Administered Manufactured Home Installation Program

Upcoming Program Activities

Retailer Webinar – February 2018

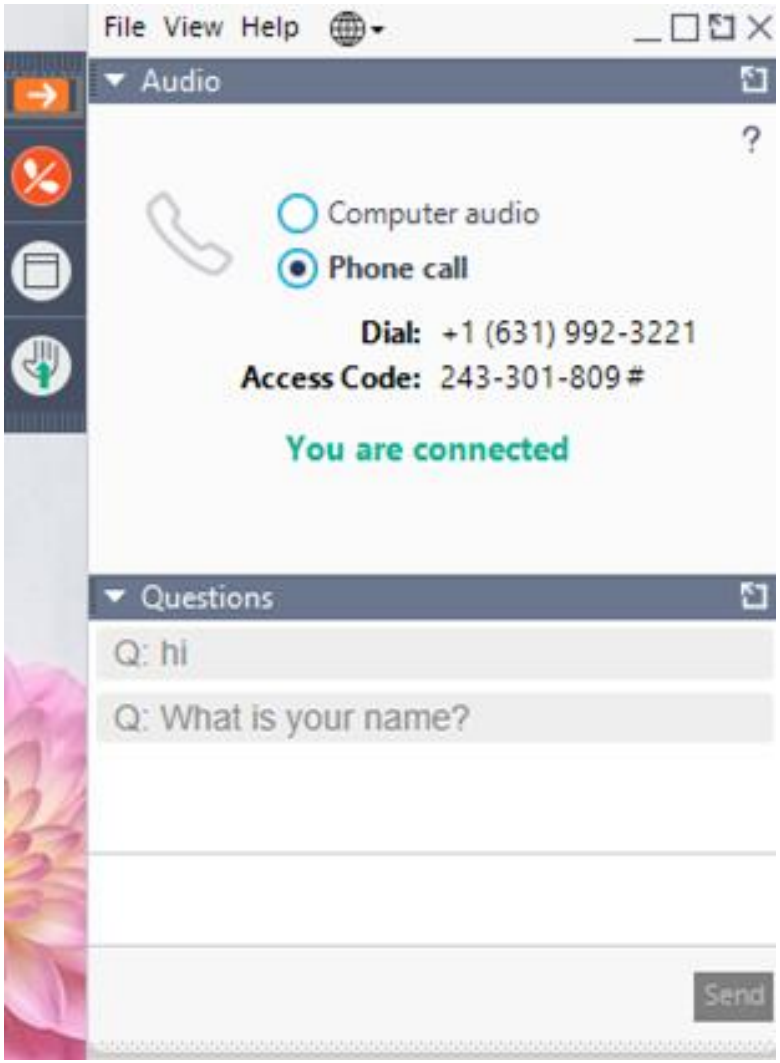
HUD-Administered Manufactured Home Installation Program

SEBA Contact Information

Questions or information requests can be addressed to SEBA through any of the following channels:

- Email: hudinfo@sebapro.com
- Website: www.manufacturedhousinginstallation.com
- Phone: 202-552-7356
- Fax: 202-379-3340
- Address: Office of Manufactured Housing Installation Programs
  C/O SEBA Professional Services, LLC
  1325 G Street, NW Suite 500
  Washington, DC 20005

Logistics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