

# Manufactured Homes IMPORTANT INFORMATION

Questions/Answers  
And  
Complaint Process  
For Buyers of  
New Manufactured Homes

**Provided by:**

**THE ARIZONA  
DEPARTMENT OF BUILDING  
AND FIRE SAFETY,  
OFFICE OF MANUFACTURED HOUSING**

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### ***What is a Manufactured Home?***

A manufactured home is a single family dwelling built to the Federal Manufactured Housing Construction and Safety Standards (HUD Code) and displaying a red certification label on the outside of each section of the home. A manufactured home is transported in one or more sections, built on a permanent chassis, and includes the electrical, plumbing, heating, and any air conditioning systems contained in the home.

### ***What are my options for financing the purchase of a manufactured home?***

There are many alternatives for financing your home, including a growing number of lending institutions that are providing conventional and government-insured financing plans for prospective owners. The most common method of financing a manufactured home is through a retail installment contract, available through your retailer. Some lending institutions that offer conventional, long-term real estate mortgages may require the homes to be placed on approved foundations.

Manufactured homes are eligible for government insured loans offered by the Federal Housing Administration (FHA), the Veterans Administration (VA) and the Rural Housing Services (RRS) under the u.s. Department of Agriculture.

### ***Installation is one of the most important elements of purchasing a new manufactured home.***

Your retailer usually contracts with a licensed installer to install your home or you may install your own home.

First, a permit must be obtained from this department or a local jurisdiction, under our agreement, to install the home and hook up all utilities. Local zoning and land use regulations must be checked. Necessary site preparation must be done. After the permits have been approved and obtained, the home must be installed according to the manufacturer's installation instructions and Rules of this Office. Once the home is installed this department or a local jurisdiction, under our agreement, shall perform an installation inspection. Once the home has passed inspection you are ready to move in.

### ***What are cosmetic complaints and how do I get them corrected?***

- Cosmetic complaints are superficial or minor matters. Cosmetic complaints do not involve the performance of structural, electric, plumbing, mechanical or gas systems. For complaint purposes cosmetic complaints are limited to 120 days.
- A walk-through needs to be conducted within 30 days of the installation or the designated cosmetic complaint date on the approved walk-through form.
- Inspect all items on form. Write the room letter, item number, and a description of the problem on the description page.
- Retailer/manufacturer makes repairs no later than within 90 days of the end of the cosmetic complaint period (120 days).

### ***Cosmetic complaint items found after the walk-through and before the 120 days.***

- Purchaser must send a list of items to the retailer.
- If repairs are not made within 90 days of the cosmetic complaint period, purchaser may file a complaint with the Department of Building and Fire Safety, Office of Manufactured Housing.

### ***Drywall cosmetic cracks.***

- These are cracks noted on walk through or within the 120 days.
- Retailer shall make **one** additional repair of all cracks within a 12-month complaint period.

### ***Complaints other than cosmetic.***

- Purchaser may file a complaint with the Department of Building and Fire Safety, Office of Manufactured Housing on structural or system items for a full year from date of installation.
- First, send a list of the complaints to the retailer and keep a copy for your records. If no response, call the retailer and send a copy of the complaint to the manufacturer.
- After a reasonable time you still have the problems contact the Department of Building and Fire Safety, Office of Manufactured Housing for a complaint form.

### ***What should I do if I am having problems with my home and the retailer, installer, and/or manufacturer are no longer in business?***

- You may contact the Department of Building and Fire Safety, Office of Manufactured Housing. There is a recovery fund program on retailers and bonding on the manufacturers and installers.

### ***Am I permitted to relocate my home to another site or even another State?***

Yes, when a home is going to be relocated, it is crucial to check with the appropriate authorities having jurisdiction regarding transportation of manufactured homes and applicable zoning regulations regarding placement of the home. Also, the data plate zone maps located in the home indicate the zones for which the home was constructed. A manufactured home should never be placed in a more restrictive wind, thermal, or roof load zone than that for which it was built

The Arizona Mobile Home Landlord/Tenant Act established a Relocation Fund that helps tenants residing in mobile home parks move their homes if they qualify. Tenants may be eligible for funding to move their home if the landlord changes the use of the space or gives a rent increase that is more than 10 percent plus the Consumer Price Index.