



Ohio Manufactured Homes Commission

5100 Parkcenter Avenue, Suite 103, Dublin, Ohio 43017

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Consumer Complaint Form

The Ohio Manufactured Homes Commission has TWO PROGRAMS for handling complaints:

1. DISPUTE RESOLUTION
2. LICENSING INVESTIGATION

Your complaint will automatically be processed as part of the DISPUTE RESOLUTION program. If the Commission determines that your complaint should be passed on to the State LICENSING INVESTIGATOR, you will be notified.

Stages of Dispute Resolution:

- 1) OMHC receives your complaint by telephone or in writing. If your first contact is by telephone you will receive this complaint form. You must fill out this form and return it.
- 2) OMHC will telephone the dealer, manufacturer and installer on your behalf.
- 3) After we receive your completed form, we will send it on to the dealer, manufacturer and installer.
- 4) If you have not reached an agreement about your home in 15 days, the Commission may send a state inspector to your home. You will be notified several days in advance of the arrival of the state inspector.
- 5) You and the dealer, manufacturer and installer will all receive a written report from the state inspector.
- 6) A mediator may be assigned if all parties to the complaint have not reached agreement..
- 7) If you reach an agreement, you may fill out a form provided by the mediator to make the agreement binding. We consider this a successfully resolved case. Should this office be unable to assist you concerning your complaint, you may wish to seek legal counsel to determine any other avenue for resolution.

Please attach copies of any applicable contracts, Form 500, warranty agreement, receipts, or canceled check(s) or other related evidence. Please note that we cannot assist you with cosmetic items.

You will be notified, by letter of the date and time if an on-site inspection is scheduled or if we are unable to assist you and the reasons why. A manufacturer, dealer, or contractor, installer, repairer or representative may be present at the inspection. These parties may contact you prior to the scheduled inspection date to resolve the problems you have noted. It is recommended that you allow either or both to proceed with making corrections. If your complaint is resolved prior to the date scheduled by this office, please notify us immediately so that our staff may cancel the inspection, and advise all parties concerned those problems have been corrected.

THE COMPLAINT MUST BE LEGIBLE OR THE FORM WILL BE RETURNED

The attached dispute resolution form must be completed in its entirety and returned to this office at the address provided. AN INCOMPLETE FORM WILL BE RETURNED AND MAY DELAY THE REVIEW PROCESS. PLEASE PRINT OR TYPE USING BLUE OR BLACK INK.

CONSUMER COMPLAINT FORM

1) HOME OWNER/RESIDENT INFORMATION

Purchaser/Complainant Name

Home Address

City, State, Zip, County

Mailing Address (if applicable):

City, State, Zip, County

Home Telephone: (_____) _____ Business Telephone: (_____) _____

Fax: _____ e-mail: _____

2) RETAIL DEALERSHIP INFORMATION

Information pertaining to the retail dealer and manufacturer is on the sales contract, or on the data plate. Even if the retail dealer or manufacturer is currently out of business, that information is still needed to process the complaint.

Home is (check one): New _____ Used _____ Repossessed _____

Retailer Name Contact Person

Address Telephone (if known)

City, State, Zip, County

Fax (if known) e-mail (if known)

3) MANUFACTURER INFORMATION

Manufacturer's Name Contact Person

Address Telephone (if known)

City, State, Zip, County

Fax (if known) e-mail (if known)

4) SET-UP PERSON, INSTALLER

This is who the dealership contracted to set up your home. It may be necessary to call the dealership to get this information or you can find it on the Certification of Installation form, if you received one from the installer. WITHOUT IT, WE CANNOT PROCESS YOUR COMPLAINT. Form will be returned to you.

Installer's Name	Contact Person
	()
Address	Telephone (if known)
City, State, Zip, County	
Fax (if known)	e-mail (if known)

5) MANUFACTURED HOME INFORMATION AND IDENTIFICATION FROM DATA PLATE

Date plates are located in every manufactured home. Attach contract, receipts, or any other necessary documentation. WE CANNOT PROCESS COMPLAINT WITHOUT DATE OF DELIVERY. The form will be returned to you.

Date Home Manufactured: _____ Serial Number: _____ HUD Label Number: _____
 Length: _____ Width: _____ Check One: Double Wide _____ Single Wide: _____
 Other (specify): _____ Date of Purchase: _____ Date of Delivery: _____

1. Has home been moved from its original set-up/installation site? If yes, when? Yes _____ No _____
2. Have you previously filed a complaint with this office? Yes _____ No _____
 If yes, what was the complaint number assigned (if known): _____
3. Have you contacted the dealer or manufacturer concerning your complaint? Yes _____ No _____
 If yes, was this notification written or verbal? _____
4. Have you retained legal representation concerning this complaint? Yes _____ No _____
 If yes, and you want copies of correspondence to be provided to that individual or firm, please provide the name, address and phone number:

COMPLAINT LIST

LIST COMPLAINTS BELOW. ADVISE THE LOCATION OF SPECIFIC PROBLEMS. FOR CONTRACTUAL, WARRANTY, DOWN PAYMENT/DEPOSIT ISSUES, DESCRIBE EVENTS IN THE ORDER IN WHICH THEY OCCURRED. ATTACH RECEIPT FOR DEPOSIT OR CONTRACT WHEN NECESSARY.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____

The information given above is true to the best of my knowledge and belief. I understand a copy of this form and all documents relating to my complaint may be forwarded to the company about which I have filed this complaint.

 Signature of Complainant (sign and date the form or it will be returned) Date

NOTE: The home owner's signature will be required if the home is to be inspected or if mediation takes place in the home.

 Home Owner Signature Date

DIRECTIONS TO MANUFACTURED HOME SITE

Try to give directions starting from Columbus and reference specific points or landmarks in your area for field inspector to locate easily. If you do not know the directions from Columbus, give directions from the highway near your home.

In the space below or on back, draw a sketch using highway and road numbers, names and other landmarks or points of location indicating exactly how to find this property.