



Julie L. Jones
Executive Director

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Dear Homeowner:

This is in response to your request for information on filing a complaint. There are existing **State Laws** and **Federal Regulations** governing the limitations on mobile home warranties. Please review the information outlined below before completing the enclosed Mobile Home Complaint Registration form.

Florida Statute 320.836 states, the consumer must submit their claim in writing to the manufacturer or dealer stating the substance of the warranty defect. Please supply this documentation with your complaint registration packet.

Florida Statute 320.835 requires the manufacturer to warrant the major components of the home for one year from date of delivery. The dealer warrants his set up operations performed on the home for one year and assures the home has been set to the manufacturer's instructions.

If your home is **over one year old** and produced by a **Florida manufacturer**, we will notify the manufacturer of your complaint for their follow-up under the Federal Program, we will also advise you of their findings. However, if your home was produced by an **out of state manufacturer** and is **over one year old**, we will notify the HUD State Administrative Agency (SAA) located in the state of manufacture and they will follow-up with the factory. We **will not** be able to take further action.

Our jurisdiction is limited to structural, mechanical, electrical, plumbing, heating, fire and life safety. We have no jurisdiction over nonstructural, cosmetic items such as floor coverings, panel blemishes, paint shades, etc.

If you purchased a used home, it must have been purchased from a Florida licensed dealer. We have no jurisdiction over private sales. Our jurisdiction for used homes are limited to the contractual agreements provided by the selling dealer and documented accordingly.

All sale agreements **must** be documented **in writing**, we have **no jurisdiction** over verbal, nondocumented agreements.

When you complete the enclosed affidavit, there is a minimum of information that we must have to process your complaint:

1. Name and mailing address (if different than physical address of home location) and an active daytime telephone number.
2. Copy of the sales contract provided by your dealer at the time of the sale.
3. Name and address of the home's manufacturer and the complete serial number of the home.
4. A brief description of the problems you are experiencing with your home and the dates you have spoken to the dealer/manufacturer.

**Please allow 2 to 4 weeks processing time, depending on office workload,
for a response to your complaint.**

MH/RV COMPLAINT REGISTRATION

(Please type or print)

Filed By: _____

Address: _____

Mailing Address: _____

(If different from above) _____

County of Residence: _____

Phone #: _____ (Home) _____ (Work)

Installer Name: _____

Installer License #: _____

Date Installed: _____ *Label #:* _____

Date of Purchase: _____

Date of Delivery: _____

MH: RV: NEW: USED
(CHECK ONE) (CHECK ONE)

Current License Decal #: _____

Serial #: _____

HUD Label #: _____
(Red/Silver metal tag on rear of unit)

Has County passed final inspection and/or issued a Certificate of Occupancy? YES / NO

(Circle One)

DEALER INFORMATION

(Name of Dealer)

(Address of Dealer)

(City / State / Zip)

(Telephone Number)

Have you contacted the Dealer in writing concerning your problems?

Yes / No Please Give Dates and Persons
Contacted. _____

MANUFACTURER INFORMATION

(Name of Manufacturer)

(Address of Manufacturer)

(City / State / Zip)

(Telephone Number)

Have you contacted the Manufacturer in writing concerning your problems? Yes / No . Please give dates and persons

Contacted _____

NATURE OF COMPLAINT

NOTE: If there are contractual problems, please attach copies of all supporting documents\ Including purchase agreement, contract, etc.

(Use reverse side of this form if additional space is needed)

If your home is not located in a park, please provide directions to your home from a major highway in your area

MAIL TO: Manufactured Housing Section
5701 E. Hillsborough Avenue
Net Park, Suite 2228
Tampa, Florida 33610

Ph: 813/612-7140 Fax: 813/612-7131

Please allow 2 to 4 weeks processing time, depending on office Workload, for a response to your complaint.

(Signature of Complainant)

(Date Signed)

OFFICE USE ONLY

TBR NJ
SPI R

(Inspector)

Directions to the Mobile Home

Location: Directions must start from a known specific point so that the compliance examiner may proceed directly to the location of your home.

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

A large, empty rectangular box with a black border, intended for the user to draw a sketch of directions to their mobile home. The box is currently blank.