South Carolina Department of Labor, Licensing and Regulation
South Carolina Manufactured Housing Board
110 Centerview Dr. • Columbia • SC • 29210
P.O. Box 11329 • Columbia • SC 29211-1329
Phone: 803-896-4682 • contactllr@llr.sc.gov • Fax: 803-896-4814
www.llronline.com/POL/ManufacturedHousing

MEMORANDUM

To: Consumers

From: South Carolina Manufactured Housing Board

Subject: Complaint Form Filing and Analysis Procedures

The South Carolina Manufactured Housing Board has jurisdiction for the following complaint categories:

1. Structural
2. Electrical
3. Plumbing
5. Mechanical
6. Set-up/Installation
6. Contractual and Deposit Issues

Please note that a new manufactured home has a one-year limited warranty from the date of delivery/installation. If it has been over a year since your home was purchased, you must provide a copy (or copies) of correspondence or other documentation delivered to the dealer or manufacturer as evidence that you attempted to make contact prior to the expiration of the warranty. Otherwise, this office will be unable to provide any assistance. If your home is found out of warranty there is a possibility the problems can be handled through Sub Part I of the Federal Regulations. If your complaint involves a contractual dispute, home warranty matter, down payment or deposit issue, please attach copies of applicable contract (Form 500), warranty agreement, receipts and/or canceled check(s).

This office conducts compliance inspections/investigations. Compliance inspections are to determine compliance with Federal and State requirements. By law, this office cannot consider “cosmetic” problems you may have with your home. Cosmetic items include, but are not limited to, furniture, appliance scratches, accessories, carpet, tile colors, shades, deck, steps, underpinning, etc.

We can only inspect for minimum habitability if you have purchased “as is” a used or repossessed manufactured home without a written warranty agreement.

After receipt of your complaint, you will be notified, by letter, of (1) the date and time an on-site inspection will be conducted or (2) that we are unable to assist you and the reason(s) why. A manufacturer, dealer, contractor, installer, repairer or representative must be present at the time of 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 them to proceed with making corrections. If your complaint is resolved prior to the inspection date scheduled by this office, please notify us immediately so that our staff may cancel the inspection and advise all parties concerned that the problems have been resolved.

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.

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COMPLAINT FORM

1. Complaint/Purchaser Information

(OFFICE USE ONLY >>> Complaint #_____)

Purchaser/Complainant Name: _____

Home Address: _____
(Street/Road) (City/State) (Zip Code)

Mailing Address (if applicable): _____
(Street/Road) (City/State) (Zip Code)

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

2. Retail Dealership Information

(OFFICE USE ONLY >>> License# _____)

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

Dealer's/Manufacturer's Name:_____ Telephone (if known): (____) _____

Address: _____
Street/Road) (City/State) (Zip Code)

3. Manufacturer Information

(OFFICE USE ONLY >>> License# _____)

Name _____ Telephone: (____) _____

Address: _____
Street/Road) (City/State) (Zip Code)

4. 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 will not be able to process complaint without a delivery date.

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 setup/installation site? ◯ Yes ◯ No
   If yes, when? Date: _____

2. Have you previously filed a complaint with this office? ◯ Yes ◯ No
   If yes, what was the complaint number assigned (if known): _____

3. 3. Have you contacted the dealer or manufacturer concerning your complaint? ◯ Yes ◯ No

   If yes, was this notification written or verbal? _____

4. 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 below.

   _____
   _____
   _____

5. Setup Person, Installer (OFFICE USE ONLY >>> License#_____)

This is the person the dealership contracted to setup 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 and your form will be returned to you.**

Name: _____ Telephone: _____

Address_____
Street/Road) (City/State) (Zip Code)

Complaint List

List your complaints below. Give the location of specific problems. For contractual warranty and down payment/deposit issues, describe events in the order in which they occurred. Attach all receipts and/or contract(s).

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

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

DIRECTIONS TO MANUFACTURED HOME SITE

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

_____

_____

_____

_____

_____

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_____

_____

_____

_____

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