

## **Modular Home/Building Complaint Form Instructions**

The following are instructions to assist completion of the Modular Home/Building Complaint form. All portions of the complaint form must be completed. If you fail to provide the requested information, the form may not be processed, so please contact this office if you have questions.

After completing the personal information, most of the details needed to complete the complaint form can be found on the data plate. Data plates are located in every modular home and building. The data plate is a sheet of paper typically attached inside a kitchen cabinet, on the interior wall of a closet, or near the electrical panel.

We will also need the name of the local inspections department that issued the building permit for set-up of the building (i.e. City of Raleigh, Buncombe County, etc.); the name and address of the dealership that is on your contract and the name and address of the contractor that set up (installed) the modular home or building on-site.

Additionally, we will need a detailed summary of all complaint related events from the initial contact with the home seller until now. Please include everything that led up to the filing of this complaint. A list of the names and dates of all parties contacted during this period is very important. Also include a list the complaints in detail, for example, if your home is leaking, list each leak, when it occurred, where it is located, and when it was reported to the dealer and manufacturer.

This office has jurisdiction over the modular building as it is constructed in the manufacturing facility and our jurisdiction is limited to assurance of compliance with the North Carolina Building Codes. We have no jurisdiction concerning cosmetic items (i.e. loose molding, incorrect colors, workmanship, etc.) We do not have jurisdiction over contractual matters (loss of deposit, delivery schedules, financing, etc.). Once the building leaves the manufacturing facility, the setup is under the jurisdiction of the local inspections department and their jurisdiction is limited to assurance of compliance with the North Carolina Building Codes. The local inspections department does not have any jurisdiction over cosmetic or contractual items.

Upon receipt of the completed complaint form, this office will make a determination of those items that are potential violations of the Codes and will advise you of corrective actions that may be appropriate. This office will assist in getting manufacturer related Code violations corrected. An inspection of your modular building may be required and if necessary, you will be notified of an inspection schedule.