

## **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.

Most of the information needed to complete PART 2 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.

In reference to PART 3, we 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.).

In reference to PART 4, we need the name and address of the dealership that is on your contract.

In reference to PART 5, we need the name and address of the contractor that set up (installed) the modular home or building on-site.

In reference to PART 7, please 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.

N.C. Manufactured Building Division  
Modular Complaint Form  
PLEASE COMPLETE IN BLACK INK

**PART 1: Owner Information**

- A. Owner's Name: \_\_\_\_\_  
(First) (Middle) (Last)
- B. Street Address: \_\_\_\_\_  
\_\_\_\_\_ County: \_\_\_\_\_
- C. Mailing Address: \_\_\_\_\_
- D. Home Telephone: ( ) \_\_\_\_\_ Business: ( ) \_\_\_\_\_
- E. Email Address: \_\_\_\_\_

**PART 2: Building/Manufacturer Information**

- A. Manufacturer's Name: \_\_\_\_\_
- B. Manufacturer's Address: \_\_\_\_\_  
\_\_\_\_\_
- C. Telephone: \_\_\_\_\_
- D. Date Manufactured: \_\_\_\_\_
- E. Date Purchased: \_\_\_\_\_
- F. Model Name or Number: \_\_\_\_\_
- G. Manufacturer's Serial No: \_\_\_\_\_
- H. NC Modular Label Number: \_\_\_\_\_
- I. 3rd Party Inspection Agency: \_\_\_\_\_
- J. 3rd Party Label No: \_\_\_\_\_

**PART 3: Local Inspection Information**

- A. Name of Local Inspections Department: \_\_\_\_\_

**PART 4: Dealer Information**

- A. Dealer's Name: \_\_\_\_\_
- B. Dealer's Address: \_\_\_\_\_  
\_\_\_\_\_
- C. Telephone: \_\_\_\_\_
- D. Contact Name: \_\_\_\_\_

**PART 5: Setup Contractor Information**

A. Setup Contractor's Name: \_\_\_\_\_

B. Setup Contractor's Address: \_\_\_\_\_

\_\_\_\_\_

C. Telephone: \_\_\_\_\_

D. Contact Name: \_\_\_\_\_

**PART 6: Signatures**

Signature: \_\_\_\_\_

\*\*\* List complaints on attached sheet and give directions to the home. \*\*\*

Return complaint form to:

**NC Department of Insurance**

**Manufactured Building Division**

**1202 Mail Service Center**

**Raleigh, NC 27699-1202**

Telephone: (800) 587-2716 or (919) 647-0000 Fax: (919) 715-0067

Or you may email the completed complaint form to [MBD@ncdoi.gov](mailto:MBD@ncdoi.gov)

**PART 7: Modular Home/Building Complaint Details**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
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21. \_\_\_\_\_
22. \_\_\_\_\_
23. \_\_\_\_\_
24. \_\_\_\_\_
25. \_\_\_\_\_

## Directions To The Modular Home/Building

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

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In the space below, draw a sketch using Highway and Road number, names and other landmarks or points of location indicating exactly how to find this property.