



**U.S. Department of Housing and Urban Development (HUD)
Office of Manufactured Housing Programs (OMHP)**

Manufactured Home Dispute Resolution Program (DRP)

Agenda

- Logistics
- The HUD Manufactured Home Dispute Resolution Program
- Reported Issues
- Stakeholder Resources
- Contact Information
- HUD-Administered Manufactured Home Installation Program
- Question & Answer

Ask Questions through the Chat Function

Cisco WebEx Meeting Center

File Edit Share View Audio Participant Meeting Help

Quick Start Meeting Info (+) New Whiteboard

Chat Notes

Chat

CB Savan Group's Personal Room

Host: Christine Biddlecombe
Meeting number: 622 727 886

Leave Meeting

Call Using Computer
More Options

Share Screen
More Options

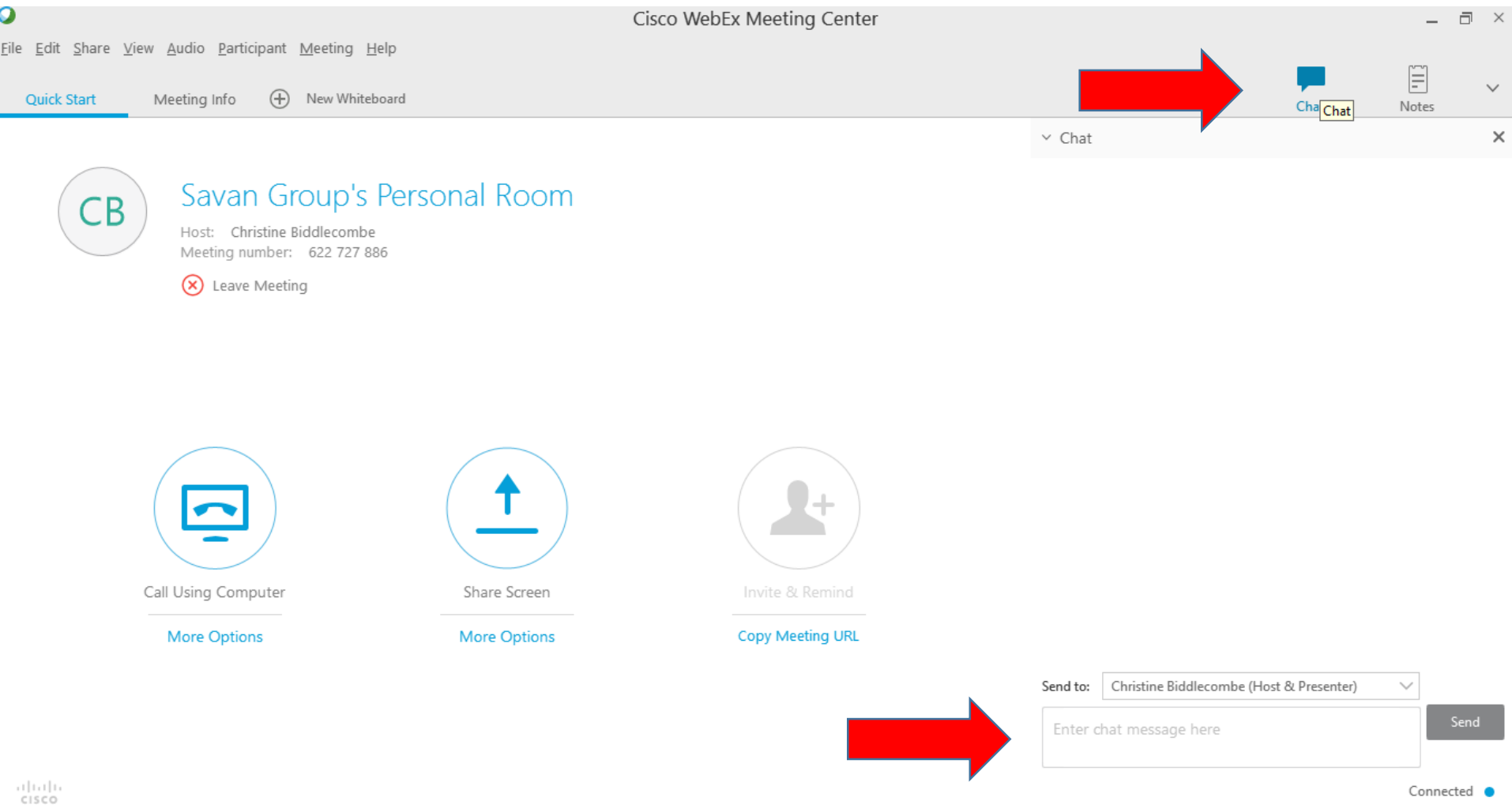
Invite & Remind
Copy Meeting URL

Send to: Christine Biddlecombe (Host & Presenter)

Enter chat message here

Send

Connected



The HUD Manufactured Home Dispute Resolution Program

The HUD Manufactured Home Dispute Resolution Program is **federally mandated** by the National Manufactured Housing Construction and Safety Standards Act. (Title 24, Subtitle B, Chapter XX, Part 3288)

The program **provides timely resolution of disputes between manufacturers, retailers, and installers**, regarding the responsibility for correction or repair of defects reported in the 1-year period after the first installation of the manufactured home.

What Does the Program Address?

The program is intended to address:

- ✓ Defects in construction, safety and installation

The program is not intended to address:

- ✗ Cosmetic issues and contractual agreements

Who Can Request Dispute Resolution?

Requests for dispute resolution are typically received from homeowners, but **retailers, manufacturers, and installers** can also **submit a request for dispute resolution** when involved with disagreements between parties regarding unresolved manufactured home issues.

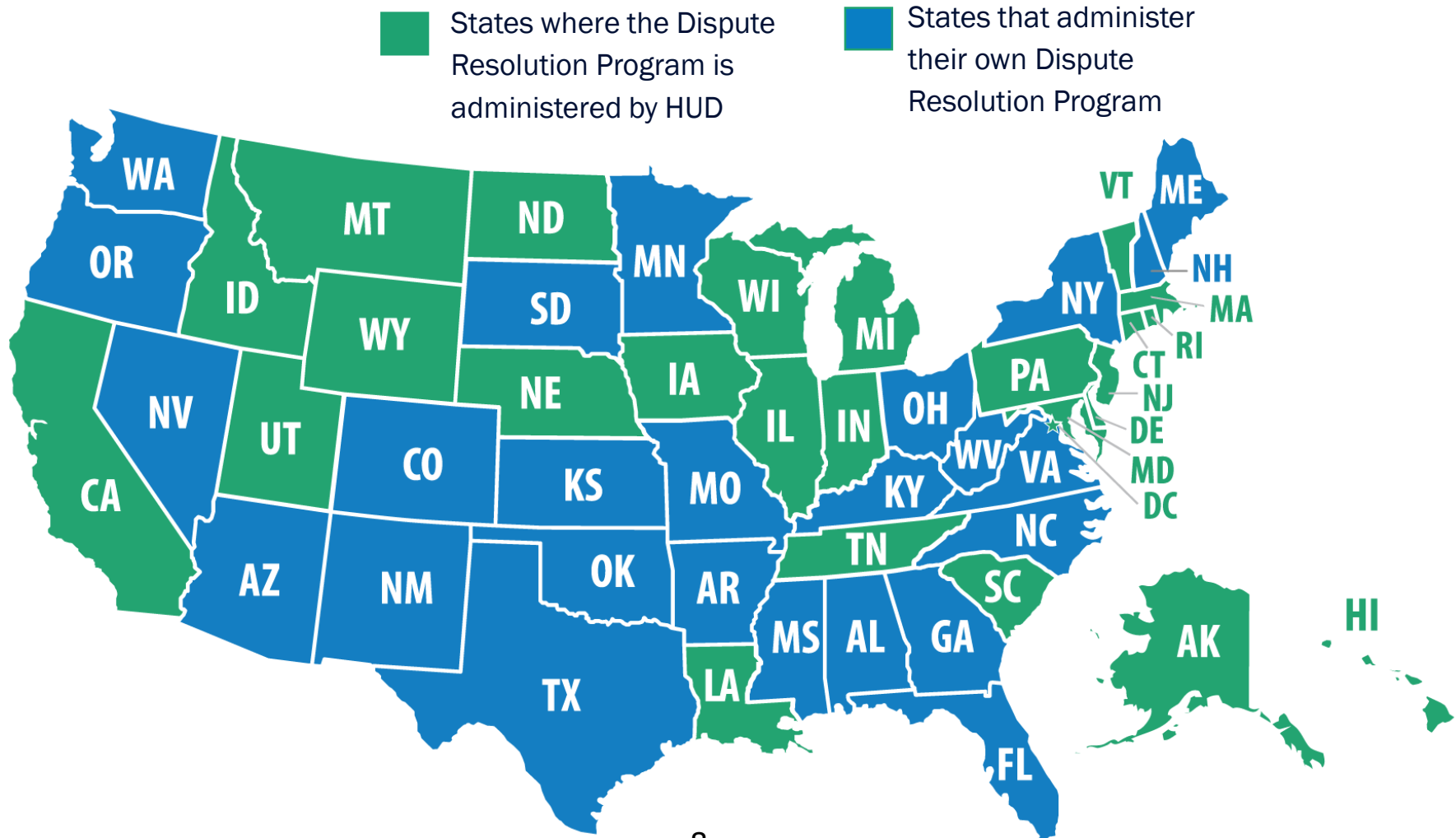


One Year Timeline

It is important to note that per the regulation, complainants need to report alleged defects **within the first year of the first installation.**

If complainants can provide evidence that they raised issues with the retailer, manufacturer, installer, SAA, or HUD within the first year of installation, the DRP may conceivably deal with issues that are several years old.

Participating States



Consumer Notification Requirements

HUD Manufactured Housing Regulations require that consumers be notified about the program in two ways:

By Retailers:

Retailers are required to provide consumers with notification of the program at point of sale (CFR Title 24, Part 3288.5).

By Manufacturers:

Manufacturers are required to include notification of the program in the homeowners manual that is placed in the home before it leaves the plant (CFR Title 24, Part 3282.207).

Before requesting Dispute Resolution



Homeowners are asked to first notify the retailer, manufacturer or installer about the alleged issue with the home and allow a reasonable amount of time for correction prior to submitting a request for dispute resolution.

The program should not be used in lieu of a state complaint program. Rather, the dispute resolution program should be used after parties could not previously agree to a solution to a complaint.

Warranty Programs - What's the Difference?

Warranty programs are explicit agreements between consumers and service providers and expire after a certain period of time (often one year after purchase).

Complainants should attempt to have alleged issues addressed under any relevant warranty programs before requesting assistance from the Dispute Resolution Program.

Warranty Programs - What's the Difference? (cont.)

However, situations may arise in which all parties involved (retailer, manufacturer, or installer) deny responsibility for alleged defects, despite any relevant repair or warranty programs available.

The HUD Manufactured Home Dispute Resolution Program is explicitly designed to resolve these types of disagreements between parties in order to bring resolution to a complaint.

Steps Taken Before Dispute Resolution


Complainant identifies issue(s) with home.



Complainant contacts retailer, manufacturer and/or installer.




Issues are resolved in good faith efforts through terms of service, consumer warranty, or other resolution actions



Homeowner files consumer complaint with SAA or HUD, if applicable.



SAA or HUD investigates the complaint by working with applicable parties to resolve the issue(s).



Any party may submit a request for Dispute Resolution.

Reported Issues*

1. Floor
2. Interior Wall
3. Belly board
4. Fixtures
5. Roof
6. Windows
7. Frame/Level
8. Foundation
9. Exterior Siding
10. Doors
11. Electrical
12. Ceiling
13. Heating/Cooling
14. Transit Issues
15. Appliances
16. Water Distribution
17. DWV System

* Note: Multiple defects can be reported for the same dispute request

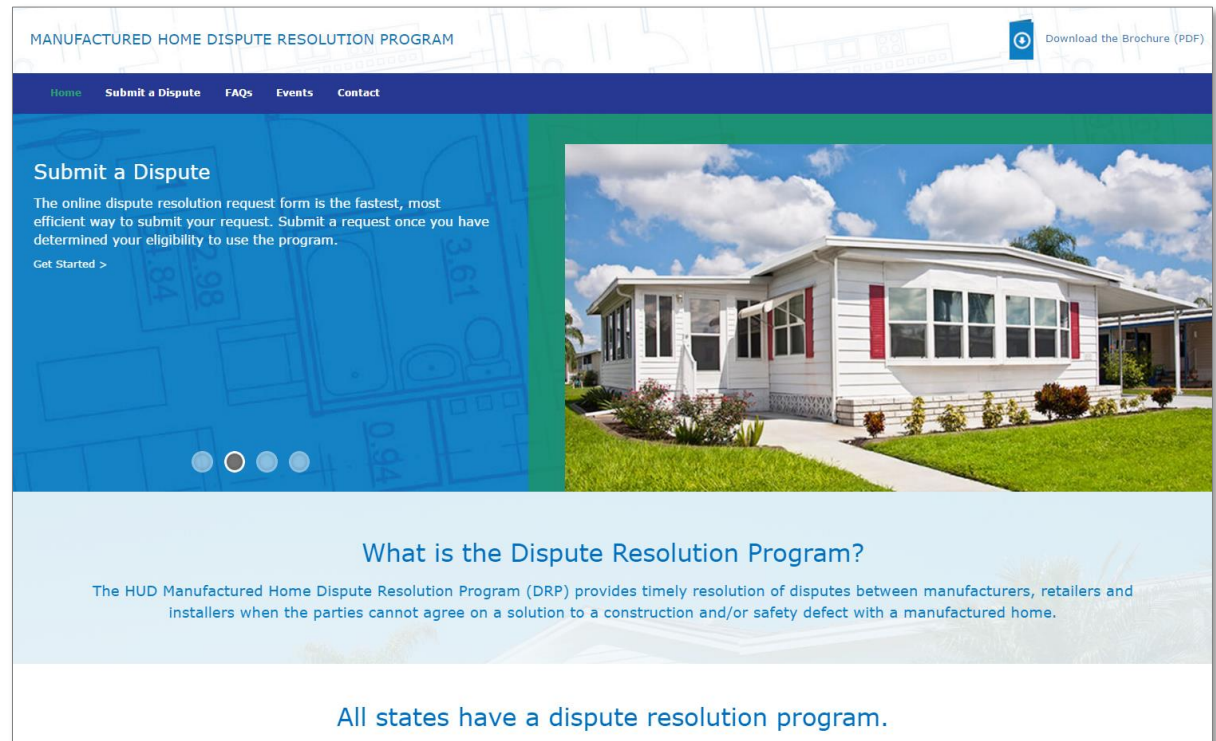
Stakeholder Resources

Mobile-Friendly Website

www.huddrp.net

Features:

- Overview video
- FAQs
- Downloadable Brochure
- Upcoming Events/Webinars
- Online Dispute Resolution Request Form



Contact Information

Website: www.huddrp.net

By Email: info@huddrp.net

By Phone: 571.882.2928

By Fax: 866.819.5191

Address:

ATTN: Manufactured Home
Dispute Resolution Program
1676 International Drive
Suite 501, McLean, Virginia
22102



HUD-Administered Manufactured Home Installation Program

**From the
The U.S. Department of Housing and Urban Development**



HUD-Administered Manufactured Home Installation Program



Purpose

- States must either operate their own qualifying installation program or participate in the federal program.
- State programs must meet or exceed the minimum requirements outlined in 24 CFR 3286.803(b).
- The regulation and improvement of the installation and performance of manufactured homes within HUD-Administered States will improve the protection of their residents.

HUD-Administered Manufactured Home Installation Program

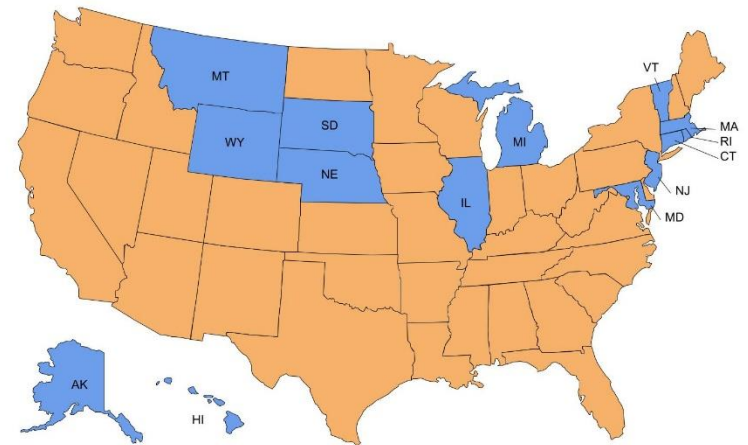


HUD-Administered States

At present the following states fall under the HUD-administered program:

- | | |
|------------------|------------------|
| 1. Alaska | 9. Nebraska |
| 2. Connecticut | 10. New Jersey |
| 3. Hawaii | 11. Rhode Island |
| 4. Illinois | 12. South Dakota |
| 5. Maryland | 13. Vermont |
| 6. Massachusetts | 14. Wyoming |
| 7. Michigan | |
| 8. Montana | |

HUD-Administered Installation States



HUD-Administered Manufactured Home Installation Program



Basic Program Requirements

- All installations of new manufactured homes are supervised by a HUD Licensed Installer in accordance with 24 CFR 3286.205.
- All new manufactured homes are installed in accordance with the manufacturers installation instruction manual. All manuals should be based on 24 CFR 3285.
- 100% inspection requirement of new manufactured homes by a qualified inspector per 24 CFR 3286.511 in all HUD-Administered states.
- Reporting requirements for installers (HUD 309).
- Reporting requirements for retailers (HUD 305, 306 and Consumer Disclosure).

HUD-Administered Manufactured Home Installation Program



Upcoming Program Activities

HUD Installation Program Webinar: Michigan Introduction –
July 25th at 2:00 pm EST (1:00 pm CST)

- Information and registration available at the Installation Program Website

Next Quarterly Conference Call – September 2017, date
TBD

HUD-Administered Manufactured Home Installation Program



SEBA Contact Information

Questions or information requests can be addressed to SEBA through any of the following channels:

- Email: hudinfo@sebapro.com
- Website: www.manufacturedhousinginstallation.com
- Phone: 202-552-7356
- Fax: 202-379-3340
- Address: Office of Manufactured Housing Installation Programs
C/O SEBA Professional Services, LLC
1325 G Street, NW Suite 500
Washington, DC 20005

Ask Questions through the Chat Function

The screenshot displays the Cisco WebEx Meeting Center interface. At the top, the title bar reads "Cisco WebEx Meeting Center" with standard window controls. Below this is a menu bar with "File", "Edit", "Share", "View", "Audio", "Participant", "Meeting", and "Help". A secondary bar contains "Quick Start", "Meeting Info", and a "+" icon for "New Whiteboard". On the right side of this bar, a red arrow points to the "Chat" icon, which is a blue speech bubble. Next to it is a "Notes" icon (a document with lines) and a dropdown arrow. Below the main bar, the chat window is open, showing a "Chat" header with a dropdown arrow and a close "X" button. The main content area shows a participant card for "Savan Group's Personal Room" with a circular profile picture containing the initials "CB". The card lists the host as "Christine Biddlecombe" and the meeting number as "622 727 886". Below this is a "Leave Meeting" button with a red "X" icon. Further down are three large circular icons: "Call Using Computer" (with a phone icon), "Share Screen" (with an upward arrow icon), and "Invite & Remind" (with a person and plus icon). Each icon has a "More Options" link below it. At the bottom right, the chat input area is shown, featuring a "Send to:" dropdown menu set to "Christine Biddlecombe (Host & Presenter)", a text input field with the placeholder "Enter chat message here", and a "Send" button. A red arrow points to this input area. The bottom left corner shows the Cisco logo, and the bottom right corner indicates the user is "Connected" with a blue dot.

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