



DEPARTMENT OF FIRE, BUILDING AND LIFE SAFETY

1110 WEST WASHINGTON, SUITE 100
PHOENIX, ARIZONA 85007
(602) 364-1003
(602) 364-1052 FAX

OFFICE OF ADMINISTRATION * OFFICE OF MANUFACTURED HOUSING * OFFICE OF STATE FIRE MARSHAL

To: The Purchaser of a Manufactured/Mobile Home /Factory-Built Building
From: Joni Cage, Complaint Program Manager

Enclosed is the complaint form that you have requested.

Cosmetic Complaints - New Manufactured Homes

Cosmetic complaints are minor matters and do not involve the performance of structural, electrical, plumbing, mechanical, or gas systems. All complaints should be reported, in writing, to the licensees within 120 days of the installation of the home or the designated cosmetic complaint date.

Cosmetic walk-through complaints received by this Office during the above time (120 days) will be placed into inactive status. If repairs are not made after 90 days of that cosmetic time period, the purchaser may reopen their file by notifying the Office and including a current list of complaints that need correction.

Complaints Other Than Cosmetic (Including Used Homes)

The purchaser may file a complaint with this Office within a year from the date of purchase or installation of their home concerning items within our statutory authority.

Instructions On Filing A Complaint

- **Use black ink.**
- **List your complaints numerically. Please provide a brief description of the issue(s). Please do not provide lengthy storylines.**
- **Enclose a copy of your purchase agreement or contract. Include the front and back if applicable. Also, include any addendums and or change orders if applicable.**
- **A copy of any lists of issues submitted to your Dealer, Installer, and or Manufacturer.**
- **A copy of your walk through documents, if a walk through was performed.**
- **A map with directions to your home.**
- **Please be sure to sign and date the complaint form.**

By providing all of the information requested on this form, you will ensure prompt processing of your complaint without any unnecessary delays.

In many cases, complaints received over one year from the date of purchase or installation, are not within our statutory authority.

Please make all inquiries to this Office in writing by United States Postal Service, via fax to 602-364-1052, or as an attachment via e-mail to joni.cage@dfbls.az.gov.

OFFICE OF MANUFACTURED HOUSING

1110 West Washington, Suite 100
Phoenix, AZ 85007

PLEASE PRINT OR TYPE USING BLACK INK

COMPLAINT FORM

COMPLAINANT'S NAME: _____ Daytime Phone: () _____

Work Phone: () _____

Mailing Address: _____

CITY STATE ZIP

Unit Address: _____

CITY STATE ZIP

Name of mobile home park or subdivision: _____

MANUFACTURER: _____ Phone: _____

Address: _____

DEALER: _____ Phone: _____

Address: _____

Salesperson: _____

INSTALLER: _____ Phone: _____

Address: _____

THE UNIT IS

NEW

USED

I have enclosed a copy of my cosmetic walk-through form dated _____

A cosmetic walk-through was not performed on my home.

A map to the home's location,

A copy of purchase agreement/contract and any addendums/change orders.

Manufactured/Mobile Home Residential Modular/Factory Built Building

SERIAL #: _____

PURCHASE DATE: _____

INSTALLATION DATE: _____

ITEMIZE COMPLAINTS NUMERICALLY. IF ADDITIONAL SPACE IS NEEDED, USE 8 1/2" X 11" SIZED PAPER (one-sided).

1. _____

I HEREBY GIVE MY PERMISSION TO SEND A COPY OF THIS COMPLAINT TO THE LICENSEE(S) INVOLVED, AND IF MY COMPLAINT IS VERIFIED BY THIS OFFICE, I AGREE TO ALLOW THE LICENSEE(S) TO MAKE APPROPRIATE CORRECTIONS.

COMPLAINANT'S SIGNATURE

DATE