



STATE OF NEVADA DEPARTMENT OF BUSINESS AND INDUSTRY  
MANUFACTURED HOUSING DIVISION  
2501 E. Sahara Avenue, Suite 201  
Las Vegas, Nevada 89104  
(702) 486-4115 ☐ Fax (702) 486-4272  
e-mail [gchilder@mhd.state.nv.us](mailto:gchilder@mhd.state.nv.us)

Complaint Forms available on web site at <http://mhd.state.nv.us>

### **Complaint Procedure**

This Division licenses and regulates manufactured housing Manufacturers, Dealers, Installers and Servicemen (respondents) working in this State. One of our functions is to assist the consumers of manufactured homes in resolving valid complaints. However there is a procedure you should follow in filing your complaint:

#### **1. FIRST SEND A WRITTEN COMPLAINT TO RESPONDENT (LICENSEE)**

Prepare a complete, direct and to the point list of repairs and/or items of concern **with a current date along with a letter of complaint**. Undated and/or past-dated material will be viewed as historical information only and will confuse and delay resolution of your problem. Be sure to follow the instructions given in the Owners Manual of your home when requesting service from a Manufacturer.

Send this list to the respondent by certified U.S. Mail, return receipt requested. For warranty issues, it is also advisable to send this list to the Dealer and the Manufacturer at the same time to protect your warranty. You may begin your letter with a statement that you contacted Manufactured Housing who advised you to give the licensee a chance in writing to resolve the problem. Also, state a specific date, which is 10 days from the date you mail the letter, by which the respondent must respond in writing to your request for response. Keep a copy for your file. **No complaint can be filed with the Division unless this process is followed.**

#### **2. IF STILL UNRESOLVED, FILE A FORMAL COMPLAINT WITH THE DIVISION**

If you do not receive a response within 10 days of mailing the request, or the response and/or repairs are unsatisfactory, this Division will accept your complaint at that time. Please remember that Manufacturers' scheduling time for repairs can be 30-60 days from receipt of your request.

The enclosed complaint form must be completed, **signed, notarized** and returned with copies of your letter of complaint to the respondent, your purchase and/or listing contract(s), and any other documents you feel will assist us in resolving your complaint. **State your problem(s) clearly and concisely: the Division cannot interpret historical and supporting documentation in lieu of your statement.**

Please note that the Division is required to send notices with adequate response times to each respondent and the process can take 2 to 4 weeks as a matter of course.

We hope your written complaint to the respondent is resolved to your satisfaction and you find it unnecessary to file a complaint with us.

**MANUFACTURED HOUSING DIVISION**  
**CONSUMER COMPLAINT FORM**

**RETURN COMPLETED FORM TO:**

DEPARTMENT OF BUSINESS & INDUSTRY  
MANUFACTURED HOUSING DIVISION  
2501 E. SAHARA AVENUE SUITE 204  
LAS VEGAS, NV 89104

**FILE #** \_\_\_\_\_

Pursuant to your communication with M.H.D., please fill out this form accurately and completely, so that we may properly respond to your complaint.

COMPLAINANT/YOUR NAME \_\_\_\_\_  
LAST FIRST M.I. PHONE #

ADDRESS \_\_\_\_\_  
NO. AND STREET SPACE CITY STATE ZIP

RESPONDENT/LICENSEE/COMPANY NAME \_\_\_\_\_  
PHONE # \_\_\_\_\_

BUSINESS ADDRESS \_\_\_\_\_  
NO. AND STREET SUITE CITY STATE ZIP

MANUFACTURED/MOBILE HOME DATA  
MAKE AND MODEL \_\_\_\_\_ SIZE W \_\_\_\_\_ L \_\_\_\_\_  
SERIAL # \_\_\_\_\_ DATE OF SALE \_\_\_\_\_

**FOR OFFICE USE ONLY**

**DATE RECEIVED BY DIVISION**

A. Type of complaint \_\_\_\_\_ B. Disposition \_\_\_\_\_  
G. Recovery amount \$ \_\_\_\_\_ H. HUD related complaint? \_\_\_\_\_

Date Closed \_\_\_\_\_

**Please print a summary of your complaint below. Please provide copies of your contract/proposal/purchase agreement, work orders/invoices, current list of repairs, business correspondence(s), and other pertinent information that may be useful to your complaint. Please state what you feel would be a fair and satisfactory solution to the problem. If necessary, attach your additional written statement(s) to this complaint form.**

PLEASE NOTE: YOUR FILING THIS COMPLAINT WITH THE DIVISION DOES NOT RELIEVE YOU OF YOUR RESPONSIBILITY TO CONTINUE TO CONTACT THE RESPONDENT SHOWN ABOVE TO RESOLVE YOUR DISPUTE.

If you should have any questions or comments, please call us at (702)-486-4115

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