

## CONTACT RESOURCES

### [General Complaints and Questions \(Sales, Warranties, Misrepresentations, etc.\)](#)

Mobilehome Ombudsman  
PO Box 31  
Sacramento, CA 95812-0031  
(800) 952-5275 [TDD: (800) 735-2929]  
<http://www.hcd.ca.gov/codes/ol/ombpg-menu.html>

### [Escrow Complaints - \(866\) 275-2677](#)

Department of Corporations  
Financial Services Division  
320 West 4th Street, Suite 750  
Los Angeles, California 90013-2344  
<http://www.corp.ca.gov/fsd/financial.htm>

### [Contractor Complaints](#)

Contractors State License Board - (800) 321-2752  
<http://www.cslb.ca.gov/consumers/infocomplaint.asp>

Department of Real Estate - (916) 227-0864  
<http://www.dre.ca.gov/>

### [Permits for Alterations, Repairs and Improvements](#)

HCD – Northern Area Office (North of Fresno Co.)  
9342 Tech Center Drive, Suite 550  
Sacramento, CA 95826  
(916) 255-2501 Fax: (916) 255-2535

HCD – Southern Area Office (Fresno Co. & South)  
3737 Main Street, Ste. 400  
Riverside, CA 92501  
(951) 782-4420 Fax: (951) 782-4437

### [Registration & Titling of Manufactured Homes](#)

HCD – Registration & Titling  
PO Box 2111  
Sacramento, CA 95812-2111  
(800) 952-8356  
<http://www.hcd.ca.gov/codes/rt/>

## DIVISION OF CODES & STANDARDS

### MISSION STATEMENT

To effectively and efficiently develop and administer California laws and regulations providing for health, safety, affordability, ownership security and consumer protection in housing.



DIVISION OF CODES AND STANDARDS  
1800 THIRD STREET, SUITE 260, PO BOX 1407  
SACRAMENTO, CALIFORNIA 95812-1407  
(916) 445-9471 FAX (916) 327-4712  
From TDD Phones (800) 735-2929  
<http://www.hcd.ca.gov>  
HCD MH 106 Rev 11/08

# THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT



## INFORMATION ON MANUFACTURED HOME CONSTRUCTION AND SALES

Department of Housing and Community Development



State of California  
Arnold Schwarzenegger, Governor  
Dale E. Bonner, Secretary,  
Business, Transportation and Housing  
Lynn L. Jacobs, Director, HCD



## - Manufactured Homes - A Safe & Affordable Housing Option

Manufactured homes are used throughout the State, in mobilehome parks or communities, on parcels in rural areas, and as “in-fill” housing in urban neighborhoods. Unlike conventional site-built homes, special federal and state laws regulate the construction, alteration, sale, and maintenance of manufactured homes.

Federal rules establish special construction standards for manufactured homes. Alterations, improvements and some repairs of manufactured homes generally require construction permits from a state agency, the Department of Housing and Community Development (HCD). State rules also govern the conduct of manufactured home dealers and salespersons, including escrow requirements to protect purchasers and a fund to reimburse victims of unlawful sales practices.

Other State departments can provide assistance with regard to certain problems. This pamphlet identifies some common questions and answers, and provides references to state agencies most likely able to assist with these housing issues. Complaints also can be made to the local district attorney or can be handled through a private attorney as a civil matter.

CA Health and Safety (HSC) Code Section 50007.5 states in part: “The Legislature finds and declares that manufactured housing, by virtue of its production costs and sales prices, can provide a source of decent, safe, and affordable shelter for persons and families of low and moderate income.” And, (HCD) “shall encourage increased availability and affordability of manufactured housing. . .”

## Frequently Asked Questions

### Q. Are manufactured homes as safe as conventional homes?

Yes. Manufactured homes are constructed in factories using, at a minimum, a federal building code. However, many newer manufactured home builders exceed construction requirements with standard or voluntary features. Often, manufactured homes are more energy efficient than conventional homes, and because they are built inside a factory, have fewer moisture/mold problems when new.

### Q. Are the rules for buying a manufactured home the same as buying a conventional house?

No. Special state laws and regulations govern the conduct of manufactured home dealers, salespersons and other sellers. They also provide specific requirements regarding purchase documents, disclosures about homes and parks, warranties for repairs, and escrow documents and sales practices. If you believe that you have been treated improperly by a manufactured home dealer, salesperson, or other seller you can contact the Office of the Mobilehome Ombudsman with your concerns.

### Q. Are there more fraudulent practices in the sales of manufactured housing?

No. Buyers or owners of any product may be taken advantage of if they are not careful or aware of their legal rights and obligations. Manufactured home dealers and salespersons are licensed after qualifying background checks and examinations; work should be performed by qualified and licensed professions; and proper permits and inspections must be obtained when necessary.

### Q. Is there a central place to call with questions about manufactured home problems and issues?

Yes. In California, the Legislature established the Office of the Mobilehome Ombudsman within HCD. It assists the public to resolve manufactured home/mobilehome problems by taking complaints and coordinating their resolution. Issues handled by this office include titling and registration, installation, warranties, sales, inspection of homes and parks, mobilehome accessories, and certain Mobilehome Residency Law questions (*see back page for contact information*).

### Q. What about problems with the installation of the home?

Generally, installation is part of the sales transaction. However, the work must be done by a licensed contractor. If the installation is not correct, contact the installer and/or the dealer (if the dealer arranged installation), the Office of the Mobilehome Ombudsman, and the Contractors State License Board.

### Q. What if the home has defects after installation?

State and federal laws make both the dealer and the manufacturer jointly liable for warranty compliance to correct defects in the home. The sales documents provide information on how to obtain repairs for these defects. State law specifically requires the homeowner to provide written notice of the defect(s) to the dealer, manufacturer, and/or selling contractor within one year and ten days from the date of delivery. If the dealer or manufacturer refuses to make repairs after following those procedures, contact the Office of the Mobilehome Ombudsman.

### Q. What if the escrow company refuses to perform its obligations correctly?

The California Department of Corporations (DOC) licenses escrow companies. The Department of Real Estate (DRE) licenses title companies, who provide escrow services. However, complaints can be made to the Office of the Mobilehome Ombudsman, who will forward them to the DOC or DRE if the staff determines that the escrow company may be at fault for the problem.

### Q. What if I need alterations, improvements, or repairs to my manufactured home?

Repairs of “like-kind” generally do not need permits, but persons hired to make these repairs usually must use materials and accessories approved for manufactured housing. Alterations such as accommodating a cabana (*additional room*) or a new fireplace require special state construction permits and inspections that the owner or contractor must obtain from an HCD Area Office. Improper work by a licensed contractor can be reported to the Office of the Mobilehome Ombudsman or directly to the CSLB (*see back page for contact information*).