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.

---

THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

INFORMATION ON MANUFACTURED HOME CONSTRUCTION AND SALES

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
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. . ."