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

MANUFACTURED HOUSING HOMEOWNER INFORMATION BULLETIN – (NEW)

Buying a new manufactured home/FBB in Arizona is both a smart and wise investment. You have the quality assurances of the federal government under the U.S. Department of Housing and Urban Development Construction Standards Program as well as the standards adopted by the State of Arizona. In addition, the Arizona Department of Fire, building and Life Safety is responsible by law for enforcing the standards, rules, and regulations under which your home was constructed, sold, and installed.

If any problems arise with your new home within 120 days for cosmetic items and one (1) year for structural, gas, electric, water, or air conditioning/heating:

1. Send the retailer a letter detailing the problem areas, keeping a copy for your own files.
2. If, for some reason, the retailer and/or installer have not responded in a reasonable length of time, call the retailer and send a letter to the manufacturer listing your concerns, again keeping a copy for your files.
3. If, after providing sufficient time for all parties to respond to your concerns, problems still exist, you may contact the Office of Manufacture Housing at: 1110 West Washington, Suite #100, Phoenix, AZ 85007-2935, phone: (602) 364-1003 and file a complaint.

Cosmetic, superficial, or minor complaints are limited to 120 days after date of installation or the designated cosmetic complaint date provided:

1. A walk-through inspection was performed and all cosmetic, superficial, or minor complaints were noted on the walk-through form. All repairs on the walk-through form need to be corrected within ninety (90) days after the end of the cosmetic complaint period (120 days).
2. The purchaser shall notify the retailer in writing regarding cosmetic, superficial or minor matters found after the walk-through and before the 120-day deadline before a complaint may be filed. The retailer or manufacturer shall replace or repair these items within 90 days after the end of the cosmetic complaint period. If, after providing sufficient time for all parties to respond to your concerns, problems still exist, you may contact the Office of Manufactured Housing at the above address.

Misrepresenting a down payment or financing on a credit application to influence a federal agency or a financial institution is a violation of federal law. Penalties for these violations may include a fine of up to \$1,000,000.00, imprisonment up to 30 years, or both. Misrepresenting the amount of down payment on a sales contract is a violation of state law. Please notify the Department if any salesperson or retailer advise actions in violation of the law.

I hereby acknowledge that I have read the foregoing Notice and received a copy of the Homeowner Information Bulletin attached hereto and that all applicable warranties are stated on the sales contract.

Homeowner's Signature _____ Date _____

PRINTED Homeowner's Name: _____

INFORMATION BELOW TO BE COMPLETED BY DEALER: (Please Print or Type)

Business Name _____ License# _____

Manufacturer _____ Serial #: _____

Salesperson License #: _____

Manufactured Home

Factory Built Building