



JOHN BEL EDWARDS
GOVERNOR

Office of Louisiana State Fire Marshal Code Enforcement and Building Safety

Department of Public Safety and Corrections
Public Safety Services



H. BUTCH BROWNING
STATE FIRE MARSHAL

Louisiana Consumer Complaint Program Manufactured/Modular Housing Section

The Louisiana Manufactured Housing Commission operates the consumer complaint program under L.R.S. 51.912.1 to administer and enforce the New Manufactured and Modular Home Warranty Act.

The legislature finds a need to promote commerce in Louisiana by providing clear, concise, and mandatory warranties for the purchasers and occupants of new manufactured and modular homes in Louisiana and by providing for the use of homeowners' insurance as additional protection for the public against defects in the construction of new manufactured and modular homes. This need can be met by providing a warranty for a new manufactured or modular home purchaser defining the responsibility of the builders to that purchaser and subsequent purchasers during the warranty periods provided herein. The warranty, which is mandatory in most cases, shall promote uniformity of defined building standards. Additionally, all provisions of this Part shall apply to any defect, although there is no building standard directly regulating the defective workmanship or materials.

Before undertaking any repair himself or instituting any action for breach of warranty, the owner shall give the commission written notice, by registered or certified mail, within one year after knowledge of the defect, advising the commission of all defects. The commission shall then have the home inspected and a determination made on all defects listed by the owner. Thereafter, the commission shall give the appropriate builder a reasonable opportunity to comply with the provisions of this Part. Once the repairs are made, the commission shall have the home re-inspected to determine if the repairs have been made in compliance with the building standards. The dealer or developer licensee shall give the owner written notice of the requirements of this Part at the time of the closing between the dealer or developer and the owner, or if there is no such closing, at the time of the execution of the purchase agreement between the dealer or developer and the owner.

§912.6. Preemption

Any action to enforce any warranty provided in this Part shall be subject to a preemptive period of thirty days after the expiration of the appropriate time period provided in R.S. 51:912.4.

Upon receipt of your complaint, we will forward copies to the manufacturer, who is required to report back to this office within twenty (20) working days. It is during this time that the manufacturer will contact the homeowner, inspect the home (if it has not already been inspected), and make arrangements for work to be completed.

The attached form is very important and must be properly filled out to avoid delays in processing. Please be specific and brief in your explanation(s), examples: roof leaks, floor deteriorating, an electrical problem master bedroom ceiling fixture.

8181 Independence Blvd, Baton Rouge LA 70806
Phone (225) 362-5500 fax (225)925-3813

COMPLAINT NUMBER: _____

DATE: _____

LOUISIANA MANUFACTURED & MODULAR HOME CONSUMER COMPLAINT

PLEASE PRINT OR TYPE (Black Ink) & FILL OUT COMPLETELY

Consumer _____

Retailer _____

Address _____

Address _____

City _____ State _____ Zip _____

City _____ State _____ Zip _____

Phone H _____

Phone _____

Phone W _____

Manufacturer/Modular
Company Name _____

Installer

Address _____

Address _____

City _____ State _____ Zip _____

City _____ State _____ Zip _____

Phone _____

Phone _____

Serial Number _____

Date Manufactured _____

HUD/MOD # _____

Date Purchased _____

On/Off Frame MOD _____

Engineered Plans _____

1. When purchased, manufactured/modular home was: New () Used ()
2. Have you previously filed a written complaint with this office? Yes() No()
 - a. If yes, please list the complaint number _____ date filed _____
4. Did you receive a homeowner's manual? Yes () No ()
5. Home Size: Single Wide _____ Multi Wide _____ Length _____ Ft Width _____ Ft
6. Have you contacted the retailer? Yes() No() Notification: Written() Verbal()
7. Have you contacted the manufacturers? Yes() No() Notification: Written() Verbal()
8. Have you contacted any other agency, ex. Consumer Affairs, Better Business Bureau, or Attorney? Yes() No()
 - a. If yes, please list those notified: _____

10. Please return completed form to: Louisiana Manufactured Housing Commission, 8181 Independence Blvd, Baton Rouge, La. 70806 with a copy of the purchase agreement.

