

**WEST VIRGINIA DIVISION OF LABOR**

**Manufactured Housing Section**

1900 Kanawha Boulevard East

State Capitol Complex - Buidling 3, Room 200 - Charleston, WV 25305

Telephone (304) 558-7890

[Licensing@wv.gov](mailto:Licensing@wv.gov)

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**CONSUMER COMPLAINT**

Name: \_\_\_\_\_ Home Phone #: \_\_\_\_\_

Cell #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Manufactured Home Information:**

New:  Used:

Serial #: \_\_\_\_\_ Model: \_\_\_\_\_

Size of Home: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Manufacturer of Home: \_\_\_\_\_ Make: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Expiration Date of Manufacturer Warranty: \_\_\_\_\_

Dealer: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Installed by: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date of Installation: \_\_\_\_\_

Is the home installed on private property or in a mobile home park? \_\_\_\_\_

Has the home been moved from the original installation site? Yes \_\_\_\_\_ No \_\_\_\_\_

List additions/alterations made to the home and the name of the contractor/person doing the work.

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**Consumer Complaint:**

List each problem with your home below, if necessary attach additional pages.

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The list of documents below will be beneficial to your case if you file a complaint:

- Copies of all purchase agreements and contracts;
- Copies of all dealer and manufacturer work orders listing corrections to your home;
- Documentation of contact with the dealer and manufacturer advising each of problems with your home. (If possible, by certified mail)

List other persons you have contacted regarding the problems with your home.

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**I agree to assign to the Board all rights and claims I may have relating to the repairs that I have against the licensee(s) involved in the manufacture, purchase or installation of my home.**

\_\_\_\_\_   
 Date

\_\_\_\_\_   
 Homeowner Signature

The Division of Labor processes your personal information for appropriate and customary business purposes. Your personal information may be disclosed to other state agencies or third parties in the normal course of business as needed to comply with State or Federal Laws. If you have any questions about the Division of Labor's use of your personal information or would like a copy of the Division's complete privacy notice, please submit a request to [LaborAdministration@wv.gov](mailto:LaborAdministration@wv.gov).