



# **Kansas Manufactured Housing Program**

## **Dispute Resolution Manual**

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## **Authority**

The Kansas Manufactured Housing Act (“Act”) located at K.S.A. 58-4216 *et seq.*, gave the Kansas Housing Resources Corporation (“KHRC”) authority to draft standards and administer licenses for the installation of manufactured housing in the State of Kansas. The installation standards and licensing regulations (“Regulations”) can be found at K.A.R. 127-2-1 *et seq.* and [www.kshousingcorp.org](http://www.kshousingcorp.org).

The Act also gave KHRC the authority to resolve disputes between the owners and installers of manufactured homes. Accordingly, KHRC created the Kansas Manufactured Housing Dispute Resolution Program (“Program”). This Dispute Resolution Manual (“Manual”) provides the rules and procedures for resolving disputes under the Program.

## **Purpose**

The purpose of the Program is to fairly assess and equitably resolve disputes between owners and installers of manufactured housing

## **Administration of Program**

The Program is being administered by KHRC’s Housing with Supportive Services Division. Managers for the Program may be contacted at:

Al Dorsey, Director  
E-mail: [adorsey@kshousingcorp.org](mailto:adorsey@kshousingcorp.org)  
Phone: 785-217-2043

## **Initiating a Complaint**

An owner of a manufactured home who believes his or her home is not in compliance with the KHRC installation standards or the National Manufactured Housing Construction and Safety Standards Act may file a complaint within one year of completion of the installation.

The complaint shall be in writing on the Dispute Resolution Complaint form designated Attachment A. The complaint must be accompanied by a nonrefundable fee of \$100 in the form of a check or money order. The form and fee should be sent to the attention of the Manufactured Housing Program at KHRC.

## **Inspection of Home**

Upon receiving a complaint, KHRC will designate a qualified inspector to conduct an inspection of the manufactured home. Upon the designation of the inspector, KHRC will give written notice to all parties involved in the dispute.

The KHRC inspector will give all parties an opportunity to be present for the inspection. The inspector must be given full access to the property and no party shall inhibit or delay the inspection.

After completion of the inspection, the inspector will prepare a written report, noting defects, if any. The report will be submitted to KHRC’s president. All parties will receive a copy of the report.

## **Objections to the Inspection Report**

Within 10 days of receiving the inspector's report, any party involved in the dispute may file written objections to the inspector's report. Written objections must be submitted on the Objections to Inspection Report designated Attachment B and sent to the attention of the Manufactured Housing Program at KHRC. KHRC will provide a copy of the written objections to all interested parties.

## **President's Order**

The President of KHRC will then review the inspector's report and any written objections. The President will issue an order directing any corrective, remedial, or punitive actions, if any, to be taken.

The President's order will assess costs of the inspection to the nonprevailing party, or equitably between the parties if the President deems equitable.

## **Appeal of President's Order**

Any party to the complaint may file a written request for a hearing within 10 days of the date of the President's order. A request for hearing must be submitted on the Request for Hearing form designated Attachment C and sent to the attention of the Manufactured Housing Program at KHRC.

KHRC will timely schedule a hearing. The hearing will be conducted according to the Kansas Administrative Procedures Act.

The hearing officer will have the ability to affirm or overturn the President's order, as well as assess costs to the parties.

## **Civil Penalties**

By statute, any civil penalties paid to KHRC under the Program will be deposited in the State Housing Trust Fund.

# KANSAS HOUSING

## Manufactured Housing Dispute Resolution Program Dispute Resolution Complaint Form

Please print legibly or type

CONSUMER INFORMATION (REQUIRED)	OFFICE USE ONLY
Name:	File Name:
Address:	Date of Inquiry:
City/State/Zip:	Inspector:
County:	Received by:
Work Phone:	Date of receipt:
Home Phone:	Other:
Cell Phone:	
MANUFACTURER INFORMATION (REQUIRED)	HOME INFORMATION (REQUIRED)
Name:	Type of home: <input type="checkbox"/> Single OR <input type="checkbox"/> Multi-section
Address:	Set Up: <input type="checkbox"/> Basement <input type="checkbox"/> Foundation <input type="checkbox"/> Piers
City/State/Zip:	Serial Number:
<b>DEALER INFORMATION (REQUIRED)</b>	HUD Label Number:
Name:	Model:
Address:	Date of Manufacture:
City/State/Zip:	Date of Installation:
<b>INSTALLER INFORMATION (REQUIRED)</b>	Are you the first owner of the home? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
Name:	Has the home been moved from original location? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
Address:	
City/State/Zip:	
REASON FOR REQUEST (REQUIRED)	
List each concern separately. Do not write concerns in paragraph form.	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
Attach additional sheets if necessary.	
By my signature below, I represent that all of the information in this form is true and complete to the best of my knowledge. I understand that under KSA 58-4224(a), KHRC is required to provide notice to all interested parties upon the filing of this complaint. I further understand that KHRC will conduct an inspection of my home solely for the purpose of determining the validity of my concerns noted above and will give the inspector full access to the premises. Finally, I acknowledge that all interested parties are entitled to be present during the inspection.	
<b>(REQUIRED)</b> Signature of Consumer	Date:
This form must be completed in full, accompanied by a check for \$100.00 (made payable to: Kansas Housing Resources Corporation), and submitted with a copy of the <b>Bill of Sale</b> or <b>Purchase Agreement</b> .	
<b>RETURN TO:</b> Kansas Housing Resources Corporation Manufactured Housing Program 611 South Kansas Avenue, Suite 300 Topeka, Kansas 66603-3803	Phone: (785) 217-2043 FAX: (785) 232-8084 Email: info@kshousingcorp.org WEB: www.kshousingcorp.org