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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.

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 Community Solutions Managers for the Program may be contacted at:

Christine Reimler, Director
E-mail: creimler@kshousingcorp.org
Phone: 785-217-2023

Initiating a Complaint

An owner of a manufactured home who believes his or her home in 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.

Civil Penalties

By statute, any civil penalties paid to KHRC under the Program will be deposited in the State Housing Trust Fund.
### CONSUMER INFORMATION (REQUIRED)
- **Name:**
- **Address:**
- **City/State/Zip:**
- **County:**
- **Work Phone:**
- **Home Phone:**
- **Cell Phone:**

### OFFICE USE ONLY
- **File Name:**
- **Inspector:**
- **Date of Inquiry:**
- **Received by:**
- **Date of receipt:**
- **Other:**

### MANUFACTURER INFORMATION (REQUIRED)
- **Name:**
- **Address:**
- **City/State/Zip:**
- **Type of home:**
  - [ ] Single
  - [ ] Multi-section
- **Set Up:**
  - [ ] Basement
  - [ ] Foundation
  - [ ] Piers
- **Serial Number:**

### HOME INFORMATION (REQUIRED)
- **HUD Label Number:**

### DEALER INFORMATION (REQUIRED)
- **Name:**
- **Model:**
- **Address:**
- **Date of Manufacture:**
- **City/State/Zip:**

### INSTALLER INFORMATION (REQUIRED)
- **Name:**
- **Address:**
- **City/State/Zip:**
- **Are you the first owner of the home?**
  - [ ] Yes
  - [ ] No
- **Has the home been moved from original location?**
  - [ ] Yes
  - [ ] No

### 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.

### Signature of Consumer

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.

### Signature of Consumer

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 **Bill of Sale** or **Purchase Agreement**.

**RETURN TO:** 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