



Kansas Manufactured Housing Program

Dispute Resolution Process

TABLE OF CONTENTS

Authority	3
Purpose	3
Administration of Program	3
Initiating a Complaint	3
Inspection of Home	3
Objections to the Inspection Report	4
Executive Director's Order	4
Appeal of Executive Director's Order	4
Civil Penalties	4
Dispute Resolution Complaint Form	5
Request for Hearing Form	6

Kansas Manufactured Housing Program Dispute Resolution Process (v. 6/25)

Authority

The Kansas Manufactured Housing Act (“Act”) located at K.S.A. 58-4201, *et seq.*, gave the Kansas Housing Resources Corporation (“KHRC”) authority to adopt installation 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 under K.S.A. 58-4224 also gave KHRC the authority to resolve disputes between the owners and installers of manufactured homes. Accordingly, KHRC created the Kansas Manufactured Housing Program (“Program”) Dispute Resolution Process that provides the process and procedures for resolving disputes under the Program and Act. The intent 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 Division, and may be contacted at:

Kansas Housing Resources Corporation
Manufactured Housing Program
200 SW 6th Ave.
Topeka, KS 66603-3803

Phone: 785-217-2040 or 785-217-2001

E-mail: ccamblin@kshousingcorp.org or
info@kshousingcorp.org

Initiating a Complaint

An owner of a manufactured home who believes his or her home is not in compliance with the installation standards under the Act 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, signed, and dated, on the Manufactured Housing Dispute Resolution Complaint Form. The complaint must be accompanied by a non-refundable fee of \$100.00 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 to determine the validity of the owner’s complaint. Upon the designation of the inspector, KHRC will give written notice to all parties involved in the dispute.

The designated 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 of the inspector’s findings of defects, if any. The report will be submitted to KHRC’s Executive Director. All parties involved in the dispute will receive a copy of the report.

Kansas Manufactured Housing Program Dispute Resolution Process (v. 6/25)

**Objections to the
Inspection Report**

Within 10 days of receiving the inspector's report, any party involved in the dispute may file objections to the inspector's report. Objections must be submitted in writing, signed, and dated, to the attention of the Manufactured Housing Program at KHRC. KHRC will provide a copy of the written objections to all other interested parties.

Executive Director's Order

KHRC's Executive Director will review the inspector's report and any written objections. The Executive Director will then issue an order directing the action, if any, to be taken by the parties involved.

The Executive Director's order will assess the costs of the inspection to the non-prevailing party or parties. If no party prevails on all issues, the Executive Director will assess the costs to the parties in such proportion as the Executive Director deems just and equitable.

**Appeal of Executive Director's
Order**

Any party aggrieved by the Executive Director's order may file a written request for a hearing within 10 days of the date of the Executive Director's order. A Request Hearing Form must be submitted to the attention of the Manufactured Housing Program at KHRC.

The hearing will be conducted according to the Kansas Administrative Procedures Act. The hearing officer will have the ability to affirm or overturn the Executive Director'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 Complaint Form (v. 6/25)

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:	
DEALER INFORMATION (REQUIRED)		HUD Label Number:	
Name:		Model:	
Address:		Date of Manufacture:	
City/State/Zip:		Date of Installation:	
INSTALLER INFORMATION (REQUIRED)		Are you the first owner of the home? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name:			
Address:		Has the home been moved from the original location? <input type="checkbox"/> Yes <input type="checkbox"/> No	
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 a qualified inspector designated by KHRC will conduct an inspection of my home solely for the purpose of determining the validity of my concerns noted above, and I agree to give the inspector full access to the premises. Finally, I acknowledge that all interested parties are entitled to be present during the inspection.			
(REQUIRED) 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 Bill of Sale or Purchase Agreement .			
RETURN TO: Kansas Housing Resources Corporation Manufactured Housing Program 200 SW 6th Avenue Topeka, Kansas 66603-3803		Phone: (785) 217-2040 FAX: (785) 232-8084 Email: info@kshousingcorp.org WEB: www.kshousingcorp.org	

KANSAS HOUSING

REQUEST FOR HEARING

Date: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Representative: _____

Representative's

Address:

I request an administrative hearing to review the decision or final action taken by:

Agency Office: _____

Type of Program: _____

Date of Action _____

Being Appealed: _____

I am requesting consideration of this matter because: *(continue on back if necessary)*

(Explain why decision or final action is not satisfactory in your circumstances)

[illegible]

I understand that this is a hearing in accordance with the provisions of the Kansas Administrative Procedure Act, K.S.A. 77-501, *et seq.*

Signature: Person Requesting Administrative Hearing