



Mobilehome Ombudsman

WHAT IS THE OFFICE OF THE MOBILEHOME OMBUDSMAN?

The Mobilehome Ombudsman receives and processes complaints from the public and from public officials related to living in manufactured homes and mobilehomes. Staff provides information, coordination, referrals, and other assistance to help resolve complaints generally related to:

- The operation of mobilehome parks (both physical conditions and the Mobilehome Residency Law)
- The purchase, sale, financing, titling and registration of manufactured homes and mobilehomes
- The installation, inspection, and maintenance or alteration of manufactured homes, mobilehome accessory structures, and park grounds.

In some cases the Ombudsman may directly assist in resolving complaints, however, most complaints are forwarded to the state or local authority having jurisdiction for its resolution. ***The Ombudsman cannot mediate or offer any legal advice on mobilehome park rent disputes, lease or rental agreement disputes, or similar legal matters. You should seek legal aid or assistance from an attorney or your local government officials in these matters.***

WE CAN ASSIST YOU WITH QUESTIONS OR COMPLAINTS ON MANY ISSUES:

- **Mobilehome park health and safety issues** such as unsafe electrical, sewer, gas or water systems.
- **Manufactured home unlawful or unfair sales practices** by dealers or salespersons, some private parties, escrow companies, and unlicensed persons.
- **New manufactured home warranty, sales contract, and installation issues.**
- **Mobilehome Residency Law** copies, information, and where to obtain assistance for, lease, management, or rent disputes.
- **Manufactured home owner** title, registration, fees, alteration, repair, and sales information.
- **Compensation** for certain mobilehome and manufactured home sales fraud and misrepresentations.

WE CANNOT ASSIST YOU WITH CERTAIN OTHER ISSUES:

- **Unfair or illegal management practices** by mobilehome park management.
- **Rent or fee increases** or disputes.
- **Mobilehome Residency Law enforcement**, except where the MRL specifically allows HCD action.
- **Used manufactured home and mobilehome warranty claims**, unless contractual.

The Office of the Mobilehome Ombudsman
Department of Housing and Community
Development
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1-800-952-5275 (Toll Free)
1-800-735-2929 (TDD Number)

