



Colorado
Division of Housing

Advances

The source for current housing trends

COLORADO CONSUMER COMPLAINT PROCESS

Colorado received HUD approval as a State Administrative Agency (SAA) on December 10, 1976. The process we follow for all consumer complaints is as follows:

- 1) All complaints must be presented in writing. Complaints are requested to provide: name, address, telephone number, HUD label number, serial number, date of purchase, date of manufacture, detailed listing of all problems and copies of all manufacturer and/or dealer correspondence.
- 2) Upon receipt of a complaint, it is logged in. We review the complaint for code and non-code items. When necessary, we conduct an on-site inspection to verify each complaint item. Whenever possible, this inspection is conducted jointly with the manufacturer.
- 3) Our letter and inspection report plus all correspondence received from the consumer is forwarded to the manufacturer. The manufacturer has twenty days to respond to our letter, which will list each item reported as a problem and will point out those items the manufacturer and/or the dealer is responsible to address and correct.
- 4) The manufacturer is required to correct all health and safety code items listed in each complaint. The manufacturer, is encouraged to address and resolve all non-code and cosmetic items. The manufacturer, dealer and complainant are encouraged to address and resolve all set-up problems.
- 5) Follow-up calls are made to determine what progress has been made and if the code and other complaint items have been corrected. When necessary, reinspection of all code item corrections will occur.
- 6) Annually, we receive approximately twenty consumer complaints. Most of these complaints are resolved within forty-five days after receipt of the complaint.

Current Colorado Law requires registration, escrow and bonding requirements of persons engaged in the business of selling manufactured homes.

Colorado does not have licensing or bonding requirements for manufacturers or installers.