

# Consumer Information on the State Administrative Agency in Utah

## Background

Congress passed the Manufactured Housing Construction and Safety Standards Act (42 U.S.C. Sec. 5401 et seq.) with the purpose of “protecting[ing] the quality, durability, safety, and affordability of manufactured homes...” [42 U.S.C. Sec. 5401(b)(1)] This Act gave the Department of Housing and Urban Development (HUD) the authority to create a national building code for manufactured homes.

## State Administrative Agencies

As a means of being able to regulate the HUD code throughout all 50 states, the Act enabled HUD to allow individual states to opt-in to become State Administrative Agencies (SAAs). The SAAs are responsible for monitoring the manufacturing and installation of manufactured homes within their states. The SAAs report back to HUD on a regular basis to inform them of the status of the manufactured housing industry in their states. As of 1/3/2013, there are 38 states participating as fully- or conditionally-approved SAAs.

## Utah’s State Administrative Agency

The Utah State Legislature has named the Division of Occupational and Professional Licensing (DOPL) as the State's Administrative Agency and HUD fully approved Utah's State Plan, the necessary requirement to begin acting as a SAA, on April 26, 2005. As the State Administrative Agency for the HUD program in Utah, DOPL is committed to fully carrying out all of the HUD code regulations.

As a means of protecting the consumer, DOPL provides and regulates the licenses of:

- Dealers of manufactured homes
- Installation contractors of manufactured homes
- Building Inspectors who inspect manufactured homes at the time of installation

As part of their licensing each contractor is responsible to complete continuing education courses regarding the installation of manufactured homes so they can stay up-to-date on all of the rules and regulations. Additionally, each dealer is required to maintain a bond of \$50,000 as a means of protection to consumers.

## What do I do if...

**...my manufactured home has a defect in it?** The first step is to try to determine if the defect was caused due to the installation, dealer modification, or manufacture of the home. If you are able to determine where the defect was caused then you would contact the contractor who performed the installation, the dealer from whom you bought the house, or the manufacturer. If after contacting one of these, the situation still hasn't been resolved or if they are disputing they are the cause of the defect, then please see the next scenario.

**...I'm unable to resolve a complaint with the contractor, dealer, or manufacturer?** If, after you have attempted to resolve the situation yourself and the party refuses to correct or accept responsibility for the defect, then you may contact the DOPL's Bureau of Investigations.

There are a few ways that you can do this. You can contact the Bureau of Investigations...

1. by phone at (801) 530-6630 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, Mountain Standard Time
2. by email at [DOPL@utah.gov](mailto:DOPL@utah.gov)
3. or online by going to [http://dopl.utah.gov/investigations/complaint\\_form.html](http://dopl.utah.gov/investigations/complaint_form.html)

Once we have received your complaint we can investigate further. If it is determined that the complaint is valid, the Division can take action on the license of the individual.

**...the dealer or contractor has gone out of business and my manufactured home has a defect?** If this is the case, please contact the Bureau of Investigations via one of the methods listed above. Again, we can investigate the complaint, and if it is determined that the complaint is valid, you may be able to make a claim on their license bond.