



# HUD Manufactured Home Dispute Resolution Program (DRP)

Office of  
Manufactured  
Housing  
Programs



The HUD DRP is an objective method of dispute resolution between installers, retailers, and manufacturers conducted by neutral mediators and arbitrators. This program supports OMHP's mission to protect the quality, safety, durability, and affordability of manufactured homes.

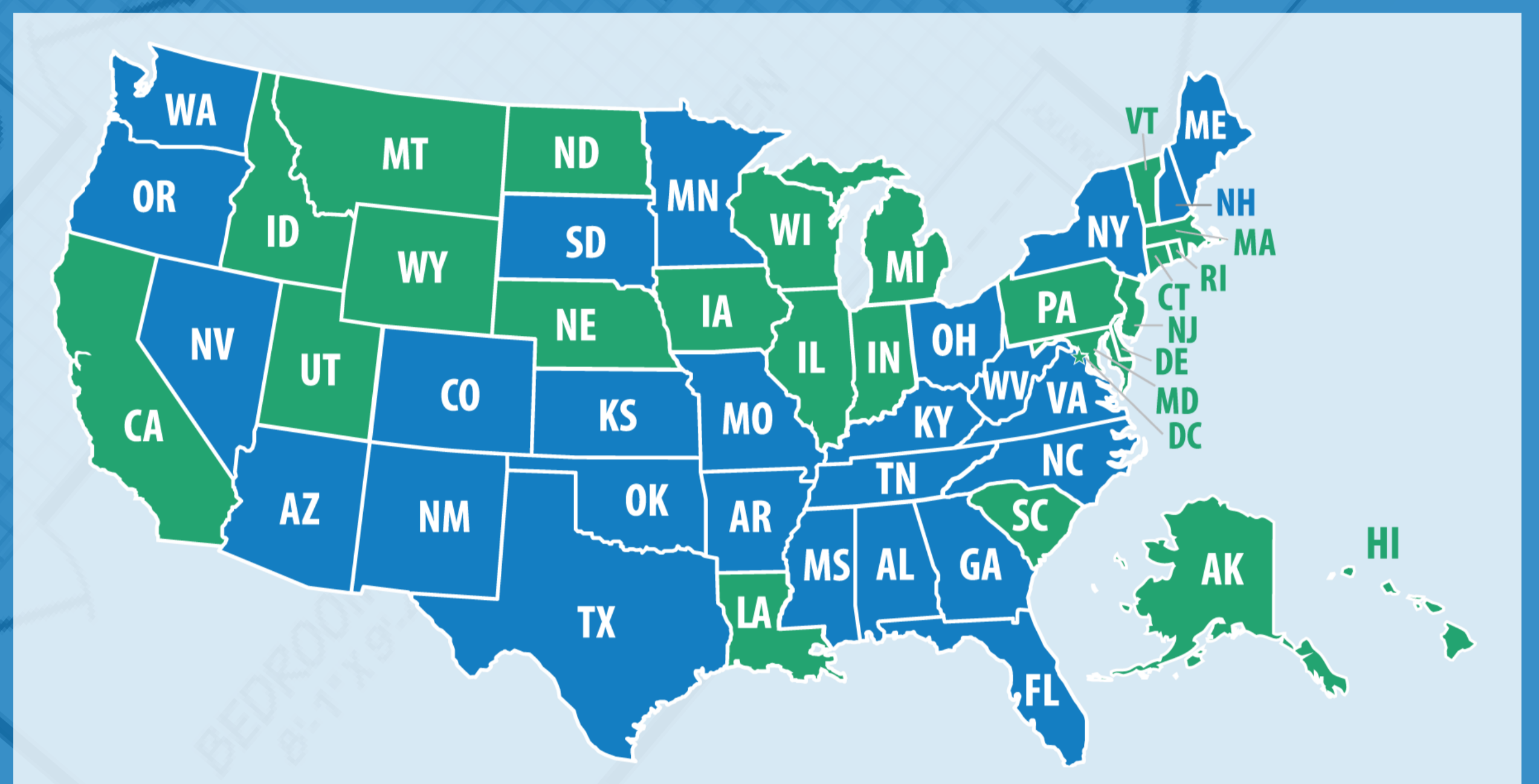
The program provides timely resolution of disputes between the manufacturer that built the home, the retailer who sold the home, and the installer who placed the home on its site, regarding the responsibility for correction or repair of defects reported by the homeowner or others and reported in the one-year period after the first installation of the manufactured home.

The HUD DRP is intended to address defects in construction, safety and installation. The program is not intended to address cosmetic issues and contractual agreements. If you believe there is a construction, safety or installation issue with your home, be sure to notify the retailer, manufacturer or installer first.

## Did you know that all states have a dispute resolution program?

There are 24 states where the manufactured home Dispute Resolution Program is administered by HUD. If your state is not identified as a state that has a Dispute Resolution Program administered by HUD, then your state is one of 24 states that administers its own program.

To find the contact information for your state's program, visit [www.huddrp.net](http://www.huddrp.net) and under Contact, click on State Programs.



-  States where the Dispute Resolution Program is administered by HUD
-  States that administer their own Dispute Resolution Program

### 1 If your state has a Dispute Resolution Program administered by HUD, complete the checklist below:

- The retailer, manufacturer, installer, HUD, or the State Administrative Agency was notified of alleged defect(s) within one year after the date the home was first installed.
- Your home was not reinstalled.

### 2 Know the process.

First, the dispute is assigned to a neutral screener who will verify the eligibility of the dispute. Next, a mediator will attempt to mediate a resolution between parties. If mediation fails, an arbitrator will identify cause and responsibility, and develop resolution recommendations to HUD. Homeowners may observe the process, but are not participants.

### 3 Submit a request for dispute resolution.

There are five ways to submit your request:

- Online: [www.huddrp.net](http://www.huddrp.net)
- By Phone: (571) 882-2928
- By Fax: (888) 819-5191
- By Email: [info@huddrp.net](mailto:info@huddrp.net)
- By Mail: ATTN: Manufactured Home Dispute Resolution Program  
1676 International Drive, Suite 501  
McLean, Virginia 22102

*Remember, whenever there is an issue with your home, always contact the retailer, manufacturer or installer first. Also, be sure to allow a reasonable amount of time for a satisfactory response to your issue from the retailer, manufacturer or installer before submitting a request.*

## Your request for dispute resolution should include:

- The name, address, and contact information of the homeowner;
- The name and contact information of the manufacturer, retailer, and installer, to the extent available;
- The date the report of the alleged defect was made;
- The name and contact information of the recipient or recipients of the report of the alleged defect;
- The date of installation of the manufactured home affected by the alleged defect;
- A description of the alleged defect; and
- Photos, if applicable.

*The HUD Manufactured Home DRP was established in HUD regulation Title 24, Subtitle B, Chapter XX, Part 3288. For more information about the Program, please visit the HUD Dispute Resolution Program website at [www.huddrp.net](http://www.huddrp.net) or visit the HUD Office of Manufactured Housing Programs website at [www.hud.gov/mhs](http://www.hud.gov/mhs).*