

COMPLAINT INSTRUCTIONS (C-600)

Read instructions carefully to complete this form

ATTENTION: THIS FORM IS TO BE USED TO SUBMIT A COMPLAINT INVOLVING EITHER A TENANT/LANDLORD ISSUE, UNLICENSED ACTIVITY, ABATEMENT OR OTHER COMPLAINT REGARDING ALLEGED VIOLATION OF NEVADA REVISED STATUTES OR NEVADA ADMINISTRATIVE CODES RELATED TO MANUFACTURED HOUSING.

✓ **If you are filing a complaint due to unlicensed activity:**

Completely fill out the complaint form and submit to the Division.

✓ **If you are filing a complaint against a licensee including parks, service person, or dealer, you must complete the following steps:**

1. GIVE FIRST NOTICE TO THE RESPONDENT (See definition on next page section 3.)

Before filing a complaint with the Division, you **MUST:**

- Notify the respondent of the issue.
 - The first notice may be done in person or by phone
- Allow time for the respondent to correct the issue.
 - If the respondent does not agree or correct the issue, proceed to step two.

2. GIVE SECOND NOTICE TO THE REPENDENT (THIS NOTICE MUST BE IN WRITING)

Your second notice to the respondent must be through verifiable means; email, fax, certified mail, or other means in which proof of service can be made.

- Phone calls, texts, hand delivery are not acceptable as proof of this notice.

This correspondence should include:

- a) The complainant's **name, address, and phone number**
- b) The issue in question and what is expected from the respondent to resolve.
- c) A specific date you require response or resolution (usually 14 days). *Ex: Please correct or respond by March 15, 2019, at 5:00 pm.*
- d) Include in the letter anything that supports your position i.e. *rental agreement, photos, cited statutes, receipts for payment, etc.*

If resolution of the issue has not been achieved by the requested response date, then proceed to **Step 3**

3. SUBMIT THE COMPLAINT FORM TO THE DIVISION

The form must be completely filled out before submission.

✓ **If you are filing a complaint due to abatement:**

- Abatements that **ARE NOT** an immediate danger:
 - Follow steps 1-3 listed above
- Abatements that **ARE** an immediate danger:
 - Completely fill out the complaint form and submit to the Division.

➤ **ULTIMATELY THE DIVISION WILL DETERMINE IF A DANGER EXISTS**

SECTION 1. COMPLAINT TYPE

Let the division know who you are filing a complaint against; park (Landlord/tenant issues), licensee, unlicensed activity, abatement, or other, if other, please describe the type of complaint.

SECTION 2. COMPLAINANT INFORMATION

Complainant: the individual(s) or entity accusing another party of wrongdoing or violating a Statute.

Print clearly and legibly the name of the complainant, phone and mailing address. The Division prefers to have both phone number and email address to contact you regarding your complaint after the complaint form was submitted to the Division.

SECTION 3. RESPONDENT INFORMATION

Respondent: The individual(s) or entity that is being accused of wrongdoing or violating a Statute.

Provide the **name, phone number** and **e-mail address** of the individual or company you are filing a complaint against. If the complaint is being filed against a company that holds a Manufactured Housing license number, provide the license number. [<https://nvmhdprod.glsuite.us/glsuiteweb/clients/nvmhd/public/licenseverification/LicenseVerificationSearch.aspx>]

SECTION 4. DESCRIPTION OF STRUCTURE (If Applicable)

The information required for section 4, (YEAR, MAKE, MODEL, SERIAL #, PHYSICAL ADDRESS, and SIZE) can be found on our website: <https://nvmhdprod.glsuite.us/GLSuiteWeb/Clients/NVMHD/Private/TitleSearch/TitleSearch.aspx>

Title records can be found by structure serial number, owner name or address. (**The easiest way to find a title record will be by serial number.**)

SECTION 5. CONSENT TO REVEAL IDENTITY (Please initial the appropriate space below)

Select if you DO or DO NOT give consent to the investigator to reveal your identity during the course of the investigation.

Please Note: If your complaint is regarding your structure or is due to a title transfer, make sure to give consent to reveal your identity, these are specifics and the respondent needs to know who the subject is to solve the issue.

Sign and date (**The form will not be accepted if it is not signed and dated.**)

SECTION 6. CASE INFORMATION

This section is for **Office Use ONLY**. The Manufactured Housing investigator will complete section 6.

SECTION 7. SUMMARY OF THE COMPLAINT

Please print a summary of your complaint (If necessary, use additional pages to explain your complaint), **AND** attach documents that will help us investigate your complaint. For example: copies of your contract, proposals, invoices, agreements, park rules, correspondence, photographs, etc.

SOME THINGS TO REMEMBER WHEN SUBMITTING A COMPLAINT:

1. The Division will not disclose your identity unless necessary to address the complaint.
2. A third party (non-involved person) complaint will not be accepted.
3. The Division may or may not be contacting you once the case is opened. Typically, if all documents are included with the complaint the complainant is not contacted until the issue is either resolved or close to being resolved.
4. Do not disclose any demographic or health related information on your complaint including information about: **age, race, color, religion, national origin, sex, disability, and familial status. The laws protect everyone equally and these matters may impede the ability for the Division to protect your rights and resolve your complaint. This could result in the Division having to request that you resubmit an amended version of your complaint omitting the aforementioned personal details.**
5. The investigator may not disclose the details of an active investigation to any party. This may also include the complainant. As a regulatory agency the Division has to follow a protocol which includes observing the rights of the respondent as well as the complainant. This is due to privacy issues and the effect this disclosure may have on the results of the case. *Disclosure would be provided under proper subpoena by the appropriate jurisdiction.*

DEPARTMENT OF BUSINESS AND INDUSTRY
NEVADA HOUSING DIVISION – MANUFACTURED HOUSING
1830 E. College Pkwy. #120, Carson City, Nevada 89706; Phone: 775-684-2940
3300 W. Sahara Ave. #320, Las Vegas, Nevada 89102; Phone: 702-486-4135
Website: housing.nv.gov / Email: titles@housing.nv.gov

COMPLAINT FORM (C-600)

SECTION 1. COMPLAINT TYPE

Park Landlord/Tenant (118B) _____ Licensee _____ Unlicensed Activity _____

Abatement (Substandard Home) _____ Other: _____

SECTION 2. COMPLAINANT INFORMATION

Name: _____

Mailing Address: _____ Space #: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email Address: _____

SECTION 3. RESPONDENT INFORMATION

Name: _____ Phone #: _____ E-Mail: _____

MH License # (If any): _____

SECTION 4. DESCRIPTION OF STRUCTURE (If Applicable)

Is it in a park? _____ (Y/N)

Year: _____ Manufacturer: _____ Model: _____

Serial # _____ Size: _____

Physical Address: _____ Space #: _____

City: _____ State: _____ Zip: _____

SECTION 5. CONSENT TO REVEAL IDENTITY (Please initial the appropriate space below)

_____ **I DO**; or _____ **DO NOT** provide my consent for Manufactured Housing investigator to reveal my identity if necessary, during the course of the investigation.

If you are filing a Landlord/Tenant or Abatement complaint you may choose to have your identity remain confidential. the investigator will not share the identity of the complainant.

COMPLAINANT SIGNATURE: _____ DATE: _____

SECTION 6. CASE INFORMATION (For Office Use ONLY)

Complaint type: _____ Case #: _____

Assigned Investigator: _____

Open Date: _____ Office Location: _____

Statute/Section: _____ Non-Jurisdictional _____ Referred _____

Date Closed: _____ Disposition/Resolved: _____ Violation: _____

