

HUD Manufactured Home Dispute Resolution Program (DRP)



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.



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; and
- › A description of the alleged defect;
- › 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 or visit the HUD Office of Manufactured Housing Programs website at www.hud.gov/mhs.

www.huddrp.net



Manufactured Home Dispute Resolution Program (DRP)

Office of Manufactured
Housing Programs





What is the HUD Manufactured Home Dispute Resolution Program (DRP)?

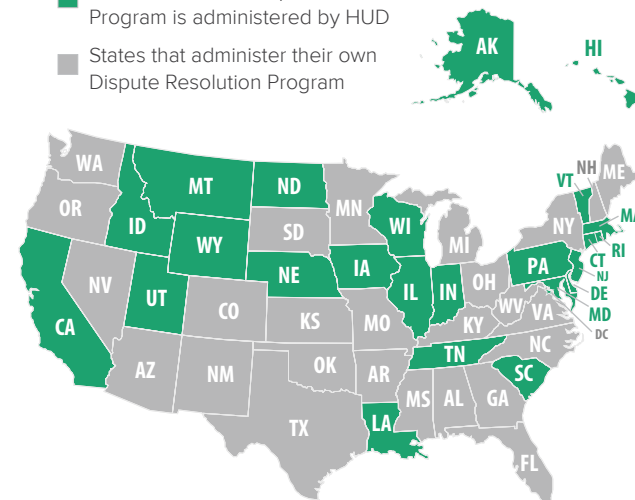
The HUD Manufactured Home
DRP provides timely resolution
of disputes between the
manufacturer that built the
home, the retailer who sold the
home, and the installer who
placed the home on its site,
regarding the responsibility for
correction or repair of defects
reported by the homeowner or
others in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

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 26 states that administers
its own program. To find the contact information
for your state's program, visit 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



By Phone: (571) 882-2928



By Fax: (888) 819-5191



By Email: info@huddrp.net



By Mail: ATTN: Manufactured Home
Dispute Resolution Program
2300 Clarendon Blvd.
Suite 250
Arlington, VA 22201

*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.*