

# FILING A COMPLAINT WITH THE MANUFACTURED/MOBILE HOME DISPUTE RESOLUTION PROGRAM

## STEP 1

### File a Complaint

If you believe there is a violation of the Manufactured/Mobile Home Landlord-Tenant Act (MHLTA, RCW 59.20), fill out our complaint form and submit via Internet, fax or mail. Explain specifically what the violation is, what you have done to try to fix it, and what you would like to have happen. Include copies of any supporting documents, notices, letters, or photos. We will mail you a letter acknowledging receipt of your complaint. *We do not represent landlords or tenants, but advance the public interest by assisting them to resolve disputes in compliance with the MHLTA.*

## STEP 2

### We will review your Complaint

Our team will review your complaint, looking for potential violations of the MHLTA. We may call and ask you some questions.

## STEP 3

### Negotiation

If your issue is one we have jurisdiction over, we will mail you and the other party a letter informing you that we are starting negotiations and we will ask the other party to participate. We use a technique called telephone conciliation where we call each party separately, gathering an understanding of the facts and parties' positions in an effort to create compliance or compromise. We are a neutral 3rd party who attempts to help both sides come to an agreement that complies with the law.

*Most Complaints are resolved here but some move on.*

## STEP 4

### We will review your Complaint

If negotiation isn't working or the issues are complex, we will review your complaint again to see if the facts support the need for further investigation. We have discretion whether to formally investigate complaints.

#### Formal Investigation

Formal investigation phase begins when both parties receive a letter indicating that an investigation has been opened.

#### Administrative Closure

Sometimes no agreement is reached and the information gathered does not support the need for formal investigation. If so, we will close your complaint.

## STEP 5

### Investigation and Determination

In this stage an Investigator may request additional documents, do more in-depth research, visit the site, etc. In gathering evidence and facts, we do not represent tenants or landlords, but are interested in compliance with the law.

#### Voluntary Compliance

Compliance is achieved without the need for a Notice. *\*If a party falls out of compliance, the MHDRP may issue a Notice of Violation to ensure compliance.*

#### Notice of Violation

A written notice finding there is a violation of the law and requiring action to remedy the situation.

#### Notice of Non-Violation

A written notice finding there is not a violation of the law.

#### Administrative Closure

There is not enough information for us to make a determination and the complaint is closed. This status may change if we obtain additional information.

#### Enforcement

Corrective action must occur within 15 business days, unless otherwise provided. We may impose a fine for each day that a violation remains uncorrected.

#### Appeal

You or the Respondent may appeal a Notice of Violation or Non-Violation by writing to our office asking for a hearing within 15 business days. The hearing will be before an Administrative Law Judge where the appealing party will present their case and we will defend our Notice.