

# 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 & 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 our 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 phase

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 parties 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 phase

In this stage the Investigator may request additional documents, do more in-depth research, visit the site, etc. We act as a neutral 3rd party gathering evidence and facts. We do not represent tenants or landlords, but are interested in compliance with the law. Investigations will end in one of five ways:

#### Settlement Agreement

You and the responding party sign an agreement that may contain remedies or actions to assure compliance with MHLTA.

#### Compliance Met

The other party takes action bringing compliance before a notice is issued or a settlement is signed.

#### Notice of Violation

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

#### Notice of Non-Violation

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

#### Notice of Deactivation

There is not enough information for us to make a determination. This status may change if we are given more information later.

#### Enforcement

If 15 business days pass without a request for an appeal, we will issue fines if applicable until compliance is reached.

#### Appeal

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