

Manufactured Housing Dispute Resolution Program 2016 – Statistics by Quarter

	Qtr1	Qtr2	Qtr3	Qtr4	Total
Complaints filed by tenants	44	90	54	59	247
Complaints filed by landlords	0	3	3	0	6
Complaint Closures	60	41	61	50	212
Issue resolved with MHLTA compliance	18	16	20	16	70
Appears no MHLTA violation & no further investigation necessary	20	15	12	13	60
Issue outside jurisdiction	10	15	17	16	58
Informational, inquiry, referral, or complainant withdraws complaint	10	12	13	5	40
Assigned to Investigation Phase	9	20	6	4	39
Formal Investigation Phase case outcomes	4	4	0	1	9
Notice of Violation	0	0	0	0	0
Notice of Nonviolation	0	1	0	0	1
Voluntary Compliance	0	0	0	0	0
Administrative Closure	4	3	0	1	8
Order to Cease and Desist or Affirmative Action	0	0	0	0	0
Office Administrative Hearings appeal outcomes	0	0	0	0	0
AG position upheld	0	0	0	0	0
AG position denied	0	0	0	0	0
Enforcement action taken	0	0	0	0	0
Other Constituent contacts					
Initial telephone inquiries handled	147	435	243	233	1058
Email inquiries	7	6	14	11	38
Requests for information sent by mail	24	72	36	27	159