

## Manufactured Housing Dispute Resolution Program 2017 – Statistics by Quarter

	Qtr1	Qtr2	Qtr3	Qtr4	Total
<b>Complaints filed by tenants</b>	64	43	86	50	243
<b>Complaints filed by landlords</b>	1	5	0	5	11
<b>Complaint Closures</b>	<b>76</b>	<b>38</b>	<b>67</b>	<b>45</b>	226
Issue resolved with MHLTA compliance	9	11	17	15	52
Appears no MHLTA violation & no further investigation necessary	30	3	21	9	63
Issue outside jurisdiction	17	13	19	15	64
Informational, inquiry, referral, or complainant withdraws complaint	20	11	10	6	47
Assigned to Investigation Phase	4	5	9	4	22
<b>Formal Investigation Phase case outcomes</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>9</b>	21
Notice of Violation	1	1	0	2	4
Notice of Nonviolation	5	0	0	0	5
Voluntary Compliance	1	0	0	3	4
Administrative Closure	3	1	0	4	8
Order to Cease and Desist or Affirmative Action	0	0	0	0	0
<b>Office Administrative Hearings appeal outcomes</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	2
AG position upheld	1	0	0	1	2
AG position denied	0	0	0	0	0
<b>Enforcement action taken</b>	0	0	0	0	0
<b>Other Constituent contacts</b>					
Initial telephone inquiries handled	129	118	55	201	503
Email inquiries	10	6	4	12	32
Requests for information sent by mail	47	53	26	37	163