

Manufactured Housing Dispute Resolution Program 2018 – Statistics by Quarter

	Qtr1	Qtr2	Qtr3	Qtr4	Total
Complaints filed by tenants	95	48	196	96	435
Complaints filed by landlords	2	2	3	1	8
Complaint Closures	56	54	108	105	323
Issue resolved with MHLTA compliance	20	20	15	22	77
Appears no MHLTA violation & no further investigation necessary	5	4	3	21	33
Issue outside jurisdiction	11	18	68	20	117
Informational, inquiry, referral, or complainant withdraws complaint	20	12	22	33	87
Assigned to Enforcement Phase	0	0	50	3	53
Formal Enforcement Phase case outcomes	5	0	4	1	9
Notice of Violation	0	0	3	1	4
Notice of Nonviolation	2	0	0	0	2
Voluntary Compliance	2	0	1	0	3
Administrative Closure	1	0	0	0	1
Order to Cease and Desist or Affirmative Action	0	0	0	0	0
Office Administrative Hearings appeal outcomes	1	0	0	1	2
AG position upheld	1	0	0	0	1
AG position denied	0	0	0	0	0
Voluntary dismissal of Appeal	0	0	0	1	1
Enforcement action taken	0	0	0	0	0
Other Constituent contacts					
Initial telephone inquiries handled	236	194	176	191	797
Email inquiries	20	15	16	5	56
Requests for information sent by mail	44	40	41	55	180