

## Manufactured Housing Dispute Resolution Program 2019 – Statistics by Quarter

	Qtr1	Qtr2	Qtr3	Qtr4	Total
<b>Complaints filed by tenants</b>	85	121	73	81	360
<b>Complaints filed by landlords</b>	1	6	4	0	11
<b>Complaint Closures</b>	<b>82</b>	<b>147</b>	<b>109</b>	<b>101</b>	439
Issue resolved with MHLTA compliance	71	138	97	101	407
Issue outside jurisdiction	0	5	0	1	6
Informational, inquiry, referral.	11	4	4	7	26
Assigned to Enforcement Phase	0	2	3	8	13
<b>Formal Written Determination case outcomes</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	3
Notice of Violation	0	0	0	3	3
Notice of Nonviolation	0	0	0	0	0
Voluntary Compliance	0	0	0	0	0
Administrative Closure	0	0	0	0	0
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	148	192	163	139	642
Email inquiries	14	11	8	5	38
Requests for information sent by mail	63	96	63	83	305