

## Did You Know...

- Anyone moving a manufactured or mobile home must obtain a permit from the Texas Department of Motor Vehicles, Motor Carrier Division.  
**1-800-299-1700**
- NO ONE MAY INSTALL A MANUFACTURED OR MOBILE HOME except an installer who is licensed by the TDHCA Manufactured Housing Division.
- Installers must report every installation and pay for an inspection so that the installation may be inspected for compliance. **All installations have a two year warranty.**
- Anyone may sell ONE manufactured home in a twelve month period. To sell more than one in a twelve month period, a person must be licensed as a retailer with the TDHCA Manufactured Housing Division.
- **NEW** manufactured homes have a one year warranty (cosmetic items not included).
- **USED** homes sold by a retailer must be habitable for 60 days after the date installed.
- **TITLE** – Retailers are required to submit an Application for Statement of Ownership within 60 days of the sale.

**Title Assistance - 800-500-7074**

## About Us...

We are the Texas Department of Housing and Community Affairs, Manufactured Housing Division. Our primary role is to:

- License and regulate the manufactured housing industry consisting of manufacturers, brokers, retailers, installers and salespersons;
- Investigate and assist in resolving consumer complaints;
- Inspect manufactured homes to ensure they are built and installed properly; and
- Record ownership and liens on the Statement of Ownership (formerly known as a title).

Our staff are available to assist with any questions regarding manufactured housing, consumer protection, recording ownership and tax liens.

**For consumers who have not been successful in resolving a warranty issue with a manufacturer, retailer or installer, a consumer complaint should be submitted online by accessing our website at:**  
<http://www.tdhca.state.tx.us/mh/consumer.htm>  
**or call our Consumer Complaint Hotline at:**

**877-313-3023**

TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

### Manufactured Housing Division

To Visit Us:  
Twin Towers Office Center  
1106 Clayton Lane, Suite 270W  
Austin, Texas 78723

Mailing Address:  
TDHCA, MHD  
P. O. Box 12489  
Austin, Texas 78711

**Phone: 800-500-7074**

**Internet: [www.tdhca.state.tx.us/mh/index.htm](http://www.tdhca.state.tx.us/mh/index.htm)**

# Consumer Information

## IMPORTANT!

Effective September 1, 2003, the traditional manufactured housing title was replaced with a *Statement of Ownership*.

Like the former title, the Statement of Ownership identifies the make and model, year, size, wind zone, HUD Label and serial numbers, owner and lienholder.

Additionally, the Statement of Ownership indicates whether the home is being treated as personal property or real property and where the home is physically located.

In the event that there is a sale or transfer or if the home is moved to a new location, the Statement of Ownership MUST be updated.

To update the Statement of Ownership, the owner should access our website for instructions or contact the Customer Service Unit at 800-500-7074 for assistance.

<http://www.tdhca.state.tx.us/mh/ownership-location.htm>

**Phone: 800-500-7074**