



South Carolina Department of Labor, Licensing and Regulation
South Carolina Manufactured Housing Board
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llr.sc.gov/manu

Filing a Complaint with the Manufactured Housing Board

If you wish to proceed with a complaint against a licensed or unlicensed individual or company, you will need to file an initial complaint. Filing a complaint with Manufactured Housing Board can be done here: <https://eservice.llr.sc.gov/Complaints/>.

Please state all facts briefly and clearly in the description section. Also, include the name, address and phone number of all witnesses, and the specific information they possess to substantiate the complaint. Please include copies of any documents, records, statements or contracts that may assist the agency to investigate. Supporting documentation can be uploaded and attached to the online complaint form.

After receipt of your complaint you will be notified, by letter, of (1) the date and time an on-site inspection will be conducted or that (2) we are unable to assist you and the reasons why. A manufacturer, dealer, contractor, installer, repairer or representative must be present at the inspection. These parties may contact you prior to the scheduled inspection date to resolve the problems you have noted. It is recommended that you allow either or both to proceed with making corrections. If your complaint is resolved prior to the date scheduled by this office, please notify us immediately so that our staff may cancel the inspection and advise all parties concerned that those problems have been corrected.

After the investigation is completed, a report is presented to an Investigative Review Committee (IRC) which recommends a course of action. The IRC could recommend dismissal of the complaint, offer a settlement agreement, or recommend a full disciplinary hearing before the Board or Commission members. Although this action is between the State and the Respondent, the complainant should be prepared to testify in a hearing before the Board if a full hearing is required. The complaint will be dismissed by the Board if a violation is not found or the case does not present evidence that would sustain a prosecution. Regardless of the outcome, you will be provided the final public disposition of your complaint.

[Online Complaint Form](#)

[Complaint Form](#)

Manufactured Housing Board Jurisdiction

The SC Manufactured Housing Board has jurisdiction for the following complaint categories:

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|--------------------------|------------------------------------|
| (1) Structural | (2) Electrical |
| (3) Plumbing | (4) Mechanical |
| (5) Set up/ Installation | (6) Contractual and Deposit issues |

Please note that a new manufactured home has a one-year limited warranty from the date of delivery/installation. If it has been over a year since your home was purchased, you must provide a copy (or copies) of correspondence or other documentation delivered to the dealer or manufacturer as evidence that you attempted to make contact prior to the expiration of the warranty. Otherwise, this office will be unable to provide any assistance. If your home is found out of warranty there is a possibility the problems can be handled through Sub Part I of the Federal Regulations. If your complaint involves a contractual dispute, home warranty matter, down payment or deposit, please attach copies of the applicable contract, Purchase Agreement/Form 500, warranty agreement, receipts, and/or canceled check(s).

By law, this office cannot consider “cosmetic” problems you may have with your home. Cosmetic items include, but are not limited to: furniture, appliance scratches, accessories, carpet, or tile colors, shades or thickness, deck, steps, underpinning, etc. We can only inspect for minimum habitability if you have purchased “as is” a used or repossessed manufactured home without a written warranty agreement.

This office conducts compliance inspections/investigations. Compliance inspections are to determine compliance with Federal and State requirements.