



Alternative Dispute Resolution

West Virginia Division of Labor

Manufactured Housing Section

Introduction

- This presentation will explain the alternative dispute resolution process.
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Investigative Steps and Correspondence

- Complaint (via telephone) If safety hazard described;
- Imminent safety hazard letter (faxed and mailed) HUD
- Consumer complaint (may also be filed by licensee)
- Advisory letters mailed to:
(Consumer, Contractor, Dealer and Manufacturer)
- Record review (Copy consumer's records)
- Initial inspection
- Letter of correction (30 days to correct)
- Notice of violation (30 days to correct) *

* Note: (10 days to request in writing for an informal presentation of views.)

Investigative Steps and Correspondence

- Consumer status report
- Letter of correction re-inspection where:
 1. All non-compliances are corrected = Case closed with no sanctions from the board.
 2. All non-compliances are **NOT** corrected = Reissue letter of correction to violation which will result in sanctions from the board. (\$500 Minimum Fine)
- Violation re-inspection
- Notice of hearing

Investigative Steps and Correspondence

- Final order (May include correction, fine, suspension and/or recovery fund language) (15 days to correct from receipt)
 - Final order re-inspection
 - License suspension and Notice
 - License re-instatement re-inspection
 - Release and subrogation agreement
 - Recovery Fund re-inspection
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