

Texas Department of Housing and Community Affairs

MANUFACTURED HOUSING DIVISION

P. O. BOX 12489 Austin, Texas 78711-2489

(877) 313-3023 FAX: (512) 475-3506

Internet Address: [www.tdhca.texas.gov/mhd](http://www.tdhca.texas.gov/mhd)

**The Manufactured Homeowner Consumer Claims Program**

**What is the Manufactured Homeowner Consumer Claims Program (Claims Program)?**

- The Claims Program is a program administered by the Department to provide a remedy for damages resulting from prohibited conduct by a person licensed under Chapter 1201 of the Occupations Code. The claim must have resulted from a violation of:
  - the Texas Manufactured Housing Standards Act, Chapter 1201 of the Occupations Code;
  - Title 10, Texas Administrative Code, Chapter 80;
  - the National Manufactured Housing Construction and Safety Standards Act of 1974 (42 U.S.C. Section 5401 et seq.);
  - a rule or regulation of the United States Department of Housing and Urban Development; or
  - Subchapter E, Chapter 17, Business & Commerce Code.

**What do I need to do in order to collect from the Claims Program?**

- File a consumer complaint with the Manufactured Housing Division of the Texas Department of Housing and Community Affairs (The Department).
- File the complaint before:
  - the second anniversary of the date the act or omission causing the damages or
  - the second anniversary of the date the act or omission is or could have been discovered.

**What is eligible for compensation under the Claims Program?**

- Actual reasonable costs and expenses up to \$35,000 in actual damages.
- No double or treble damages, punitive or exemplary damages are covered.
- Neither the Claims Program nor the Executive Director is liable if the Claims Program does not have the funds necessary to pay the actual damages.
- When the Claims Program does not have sufficient money to pay claimants, claims will be processed in the order in which the verified complaints are received.

**Where do Claims Program funds come from?**

- The Department is self-sustaining and operates from the monies it collects. After all operating expenses are paid, the Department is authorized to pay up to \$300,000 for consumer claims based on the availability of funds. Some claims paid by the Department are reimbursed by the license holder's bonding company enabling subsequent claims to be paid.