



New Mexico Regulation and Licensing Department
CONSTRUCTION INDUSTRIES AND MANUFACTURED HOUSING DIVISION
2550 Cerrillos Road ▪ Santa Fe, NM 87505 ▪ Ph (505) 476-4700 ▪ Fax (505) 476-4685

INSTRUCTIONS FOR FILING A REQUEST FOR INVESTIGATION

Thank you for contacting The New Mexico Regulation and Licensing Department Construction Industries (CID) and Manufactured Housing Division (MHD) regarding your request for investigation. Enclosed is an investigation form.

1. Fill out the form completely using a black ink pen or typewriter. Do not use blue ink as it does not photocopy well.
2. When the request form is completely filled out, copy it and attach two copies of any documents necessary to explain or identify the transaction, such as sales receipts, invoices, contracts, advertisements, etc. Please be sure to provide two copies of the forms and attachments so that we can process your request. We recommend that you send copies instead of the originals. Please send photograph that identify areas of concern. *Also note that all documents and other materials submitted to our office become property of the State of New Mexico.*
3. Email at Rld-cid-complaints@state.nm.us or mail P.O. Box 25101 Santa Fe, NM 87504/hand-deliver CID/MHD 2550 Cerrillos Rd, Santa Fe, NM 87505 the request form and attachments to our Office. When we receive the completed request form and attachments, we will review the information to determine if your request falls within the jurisdiction of our Office. If we do not have jurisdiction, we will make every effort to refer your request to an agency that may be able to assist. For instance, the CID/MHD cannot handle requests of a financial or contractual dispute (unless a judgment is issued CILA § 60-13-23). If CID is not the permitting entity of the records you are requesting the records may be maintained by the Agency Having Jurisdiction (AHJ) we will forward the request to that entity's custodian for response. To expedite the request, it would be advisable for you to write an additional letter requesting an investigation to the proper custodian at your earliest convenience. To find the permitting entity for your address please refer the website or call 505-476-4700. A LIST OF INVESTIGATION(S) THAT OUR OFFICE HANDLES AND DOES NOT HANDLE HAS BEEN ATTACHED FOR YOUR CONVENIENCE.

If it is determined that our Office has jurisdiction, the request for investigation will be reviewed by our Division's staff. Once we have an opportunity to review the request for investigation and determine the appropriate action, our Division will inform you that an investigation is open and an investigator will be assigned to the investigation. Once your case is open you become a witness for the state's investigation and the investigator may or may not contact you to collect further information.

If our Division determines that it is appropriate to begin the investigation process, we will inform the business of the request for investigation and provide it with copies of the request and attachments. The business will be asked to respond. CID/MHD cannot act as a private attorney, give you legal advice, or represent you individually with any litigation in court. Even in the request resolution process, we do not act as the consumer's attorney. Consumer laws in New Mexico allow for the private and individual right of action and anyone can file a consumer claim in court. The CID/MHD initiates legal action on behalf of



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the Commission/Committee only when there is a violation(s) of the licensing Act(s), code(s), and /or regulations.

LIST OF INVESTIGATION(S) ACCEPTED

Before you fill out the attached request form, please refer to the list below to determine if the request falls under the jurisdiction and authority of the New Mexico CID/MHD. If you have any questions please do not hesitate to contact our Office at 505- 476-4700.

The type of issues (or allegations) our Division handles:

- Manufactured Housing Sales
- Manufactured Housing Install/Set-Up Complaints
- Manufactured Housing Deposit Complaints
- Manufactured Housing Dealers, Sales & Brokers
- Manufactured Housing Repair Complaints
- Violation of NM State Building Code
- Failure to Permit
- Failure to Inspect
- Unlicensed Activity
- Aiding and Abetting Unlicensed Activity
- Working without Journeyman Certification (CID only)
- Working Beyond the Scope of a License
- Judgments (Division will review for Jurisdiction)
- Red Tagged Work

The type of issues (or allegations) our Division does NOT handle:

- **Contractual or Financial Disputes (without Judgment- CID only)**
- **Manufactured Housing transportation (Public Regulation Commission <http://www.nmprc.state.nm.us/>)**
- **If you are filing a request for investigation regarding a suspected state code violation please note that any repairs performed by another contractor will result in the closing of this investigation. Inspectors must be able to visibly inspect violations and photographs will not be accepted for inspection services.**
- **Code Bond eligibility requires a Certificate of Occupancy (CO) or Final Inspection on the project. Please refer to Code Bond Determination Form. Legal fees are not collectable from the code bond disbursements.**



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REQUEST FOR INVESTIGATION

If your matter does not fit perfectly into any of these categories, please call us at 505-476-4700 to discuss your problem with one of our Investigators before you file your request. We appreciate your interest and concern in contacting the Construction Industries and Manufactured Housing Division.

CID MHD UNLICENSED

WORK COMPLETED

WORK NOT COMPLETED

PLEASE TELL US ABOUT YOURSELF:

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone Numbers:

Home: _____

Work: _____

Mobile: _____

Email: _____

COMPLAINT IS AGAINST:

Business Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Contact Person/s:

Phone: _____

Contact Person/s

Phone: _____

Project Address*: _____

City: _____ State: _____ Zip Code: _____

* Does this address fall outside of city limits: YES: NO:

If yes specify County _____

Date work completed (or last day work was performed): _____



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Was a permit obtained? YES NO Other/don't know (Please explain) :

Is a permit open on the property? YES NO

If yes, please attach a copy or permit number and jurisdiction that permit was/is located:

Written directions to the

Address: _____

Please provide a vicinity map and directions to the location of the home.

1. First contact between you and the business:

2. Where did the transaction take place?

3. Date(s) of Transaction(s) _____

4. Did you sign a contract? *(if Yes please enclose a copy)* YES NO

5. Amount of payment: \$ _____ *(please enclose a copy of all receipts and checks)*

Cash Credit Card Loan Check

Date check was cashed (please send copies from bank statement): _____

6. Have you complained to the business? Yes/ No If yes, when _____

What was the business' response? _____

7. Have you filed a complaint with another agency? _____ If so, which agency? _____

What action was taken? _____



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Please describe your issue in detail. (Attach additional sheets if necessary)

What would you consider a fair (non-monetary) resolution of this complaint?

Have you retained an attorney to represent you in this matter? Yes/ No _____

Has a lawsuit been filed? Yes/ No _____

I have read the preceding information and it is true to the best to my knowledge and belief. I understand that a copy of this request for investigation will be sent to the person or company against whom I am filing this request for investigation. I understand that if I have knowingly filed false or misleading information, this request for investigation may be closed by the Construction Industries and Manufactured Housing Division. I further understand that this request for investigation is a public record and is subject to inspection by members of the public. I understand all information gathered as part of this investigation can be given to other government agencies including other law enforcement entities, local agencies, federal agencies and information may be used in criminal proceedings.

Signature _____ Date _____



FOR MANUFACTURED (MOBILE) HOMES - PLEASE CONTINUE

Manufacture Home Identification if applicable

Manufacture: _____ Retailer: _____

Year/Model: _____ Purchase Date: _____ New Used

Serial Number: _____ Width: _____ Length: _____

*HUD Label Number: _____

Do you have a title? Yes No

If yes please attach a copy of title: _____

Was a Warranty Issued YES NO

If yes please attach a copy of warranty: _____

***How to locate the HUD label number on the Manufactured Home**

Rear of Home



Front of Home (Tow bar End)

The Aluminum HUD label is 2" x 4" and should be located on the back end outside of the home in the lower left corner.