

## **INSTRUCTIONS FOR FILING A REQUEST FOR INVESTIGATION**

Thank you for contacting The New Mexico Regulation and Licensing Department's Construction Industries and Manufactured Housing Divisions regarding your request for investigation.

1. Fill out the form completely using **black ink**. Blue ink and pencil do not photocopy well. Additional pages may be attached if necessary.
2. When your request form is completely filled out, copy it and attach any documents necessary to explain or identify the transaction, including but not limited to the following: estimates, quotes, receipts, invoices, contracts, advertisements, bank records or canceled checks showing payment, emails, texts, etc. We recommend that you send copies instead of the originals. Please send photographs that identify areas of concern. Also note that all documents and other materials submitted to our office become the property of the State of New Mexico.
3. Email the completed form and accompanying documents to [CID.Compliance@rld.nm.gov](mailto:CID.Compliance@rld.nm.gov), or mail/hand-deliver to the CID/MHD offices located at 5500 San Antonio Dr. NE, Albuquerque, NM 87109. When we receive your completed request form and attachments, we will review the information to determine if your request falls within the jurisdiction of our agency. If we do not have jurisdiction, we will make every effort to refer your request to an agency that may be able to help you. For instance, the CID/MHD Division cannot handle requests of a financial or contractual dispute (unless a judgment is issued, CILA § 60-13-23). Some cities and counties have their own jurisdictions and you will be advised if your complaint occurred in one of those local jurisdictions.

If it is determined that our agency has jurisdiction, we will review your complaint to determine the appropriate action and assign it to an investigator. You will receive a letter informing you that an Investigation is open and an investigator will be assigned to your case. 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. We will keep you informed as action items happen during the investigation. You may be required to testify in a hearing (for cases involving a licensed contractor) or magistrate/metropolitan court (for unlicensed contractors).

In all investigations, the individual or business being investigated will be informed of the allegations against them and will have access to all of the evidence provided in the complaint. The CID and MHD Divisions cannot act as a private attorneys, give you legal advice, or represent you individually in litigation in court. Consumer laws in New Mexico allow for the private and individual right of action and anyone can file a consumer claim in court. CID and MHD initiate legal action on behalf of the Commission/Committee only when there is a violation(s) of the licensing Act(s), code, and/or regulations. Investigations involving unlicensed contractors are prosecuted under CILA § 60-13-52 in the magistrate/metropolitan court in the jurisdiction where the unlicensed contracting occurred.

## **LIST OF ISSUES ACCEPTED**

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

### **The type of issues (or allegations) our divisions handle:**

- 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 contractor's license
- Judgments (Division will review for Jurisdiction)
- Red Tagged Work

### **The type of issues (or allegations) our divisions do NOT handle:**

- Contractual or Financial Disputes (without Judgment- CID only)
- Manufactured Housing transportation (Public Regulation Commission  
<http://www.nmprc.state.nm.us/>)
- Paint, tile (and other flooring), fencing, and most landscaping as they are no longer regulated. Please note that retaining walls and walls, not fences, are still regulated.

If you are filing a complaint regarding a suspected state code violation (only applies to investigations on licensed contractors), please note that any repairs performed by another contractor will result in the closing of this case. Inspectors must be able to visibly inspect violations and photographs will not be accepted for inspection services. **If you are experiencing severe leaking of a roof, or a life/safety situation involving heating or air conditioning, please call 505-476-4700 immediately.**

## 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 Divisions and look forward to hearing from you.

- ☐ 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): \_\_\_\_\_

Written directions to the

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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? \_\_\_\_\_

\_\_\_\_\_



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

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

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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 complaint will be sent to the person or company against whom I am filing this complaint. I understand that if I have knowingly filed false or misleading information, this complaint may be closed by the Construction Industries and Manufactured Housing Division. I further understand that my complaint is a public record and is subject to inspection by members of the public.

The complaint filed is a notification of an alleged criminal or civil violation of New Mexico State Statutes. By filing this complaint you can and may be called as a witness to testify in criminal court or before a Hearing Officer. The information contained in this complaint can and may be made available to other governmental agencies such as local jurisdiction, District Attorney, and/or Attorney General's Office's and may be subject to Inspection of Public Records Act (IPRA).

Signature \_\_\_\_\_

Date \_\_\_\_\_



**FOR MANUFACTURED (MOBILE) HOMES - PLEASE CONTINUE**

Manufactured Home Identification if applicable

Manufacturer: \_\_\_\_\_ Retailer: \_\_\_\_\_

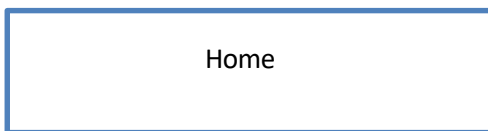
Year/Model: \_\_\_\_\_ Purchase Date: \_\_\_\_\_ ☐ New ☐ Used

Serial Number: \_\_\_\_\_ Width: \_\_\_\_ Length: \_\_\_\_\_

\*HUD Label Number: \_\_\_\_\_ Do you have a title? ☐ Yes ☐ No

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

Rear of Home



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.

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

North

West

East

South