



Arizona
Department
of Housing

AZ MHBD

Homeowner – Portal User Guide



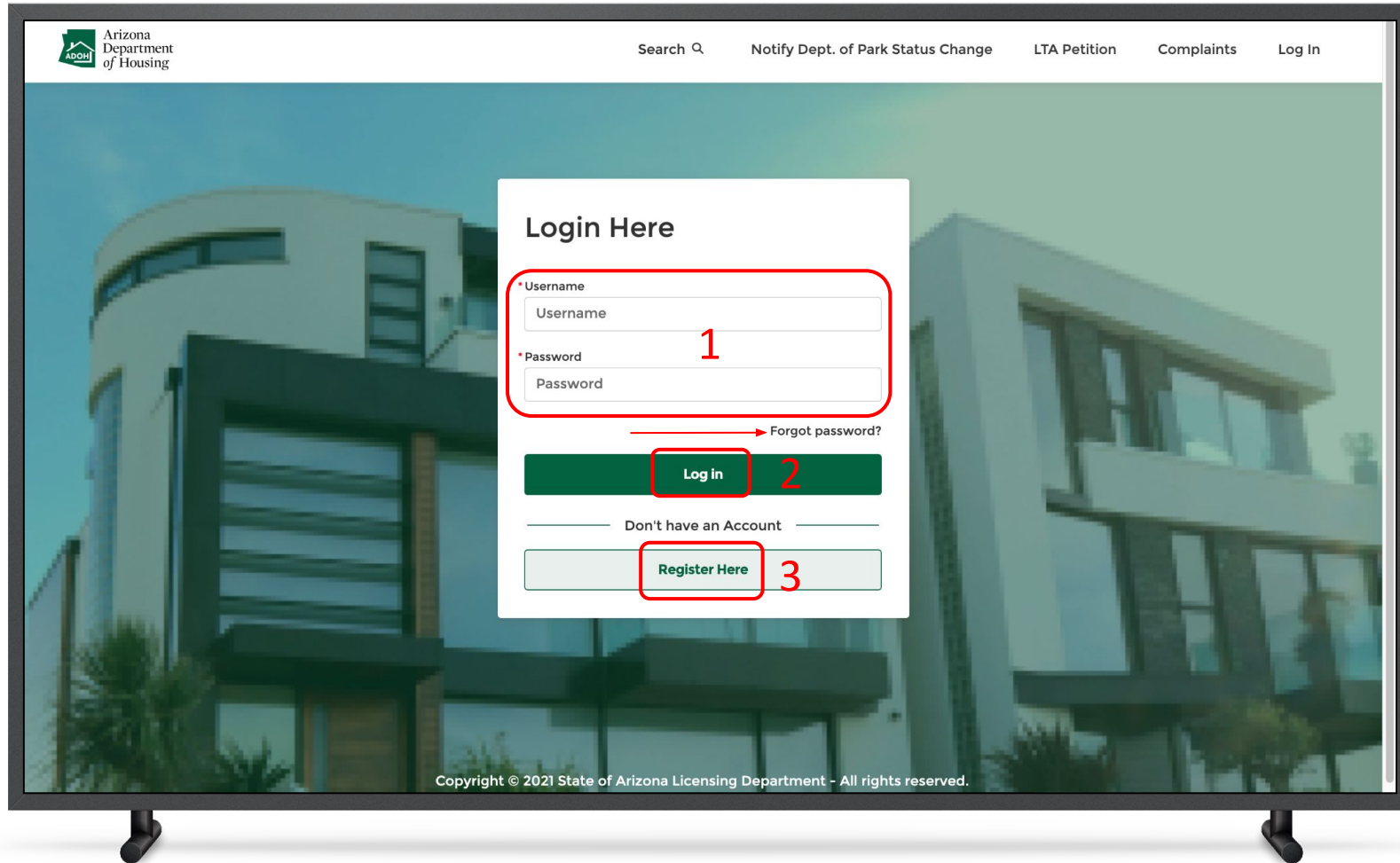
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Login & Registration

Login



Instructions

1. Enter Username and Password
2. Click 'Log in' button
3. If you want to register, click the 'Register Here' button



Key Points

If you can't remember your password, click 'Forget password?'

Registration

The screenshot shows the registration form for the Arizona Department of Housing. The form is titled "Registration" and is set against a background image of a modern building. The form includes the following fields and elements:

- 1**: A dropdown menu for "Registration Type" with "Homeowner" selected.
- 2**: A group of four input fields: "First Name", "Middle Name", "Last Name", and "Date of Birth (MM/DD/YYYY)".
- 3**: A checkbox for "I consent to receive notifications from the Department of Housing and Manufactured Buildings by Email and SMS.".
- 4**: A green "Submit" button.

Below the "Submit" button, there is a link for "Already have an Account" and a "Sign In" button.

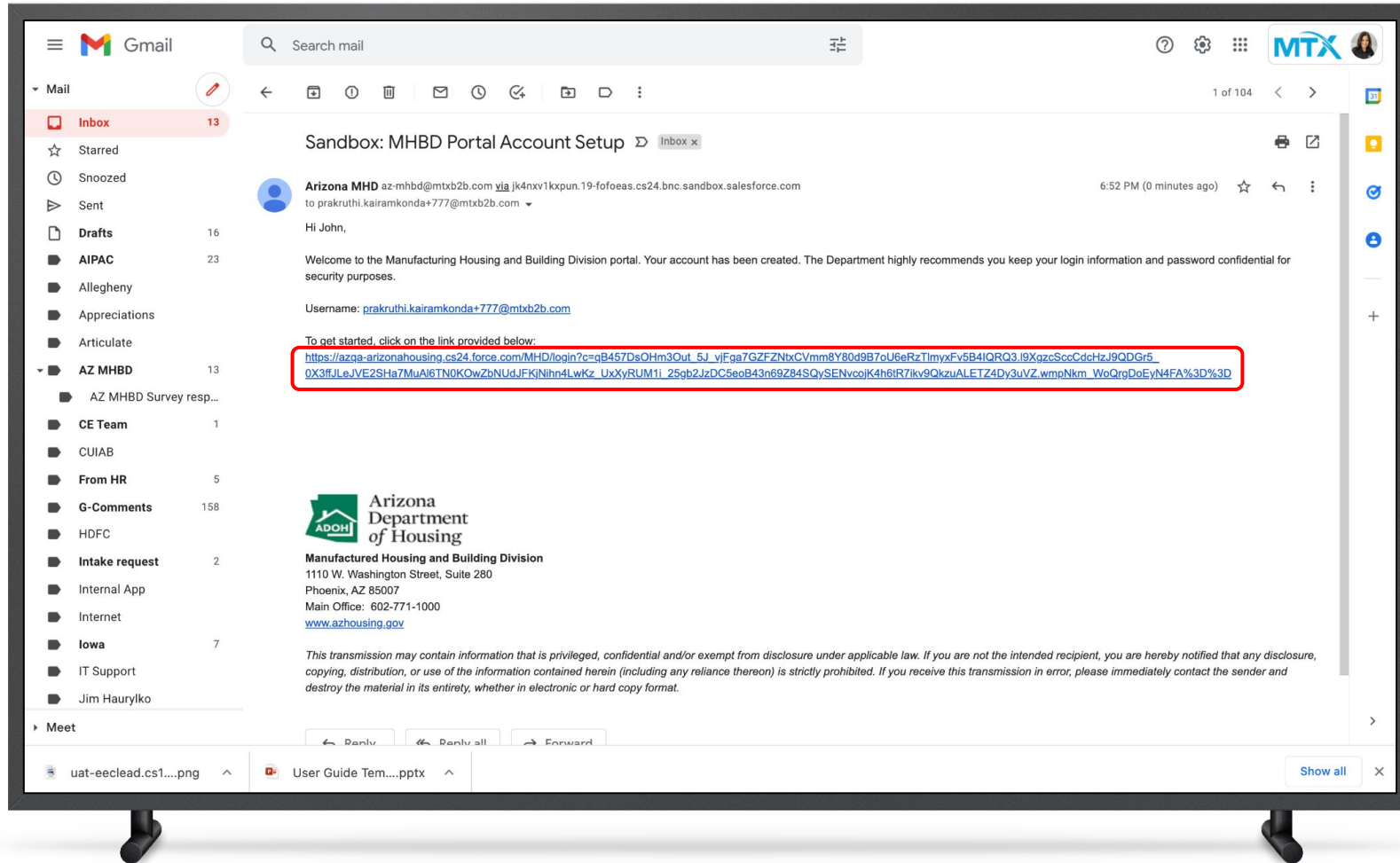
Instructions

1. Select the Homeowner Registration Type from the dropdown list
2. Populate required details
3. Check the attestation box
4. Click Submit

Key Points

Upon clicking Submit button, the system will display a success message on the screen.

Registration



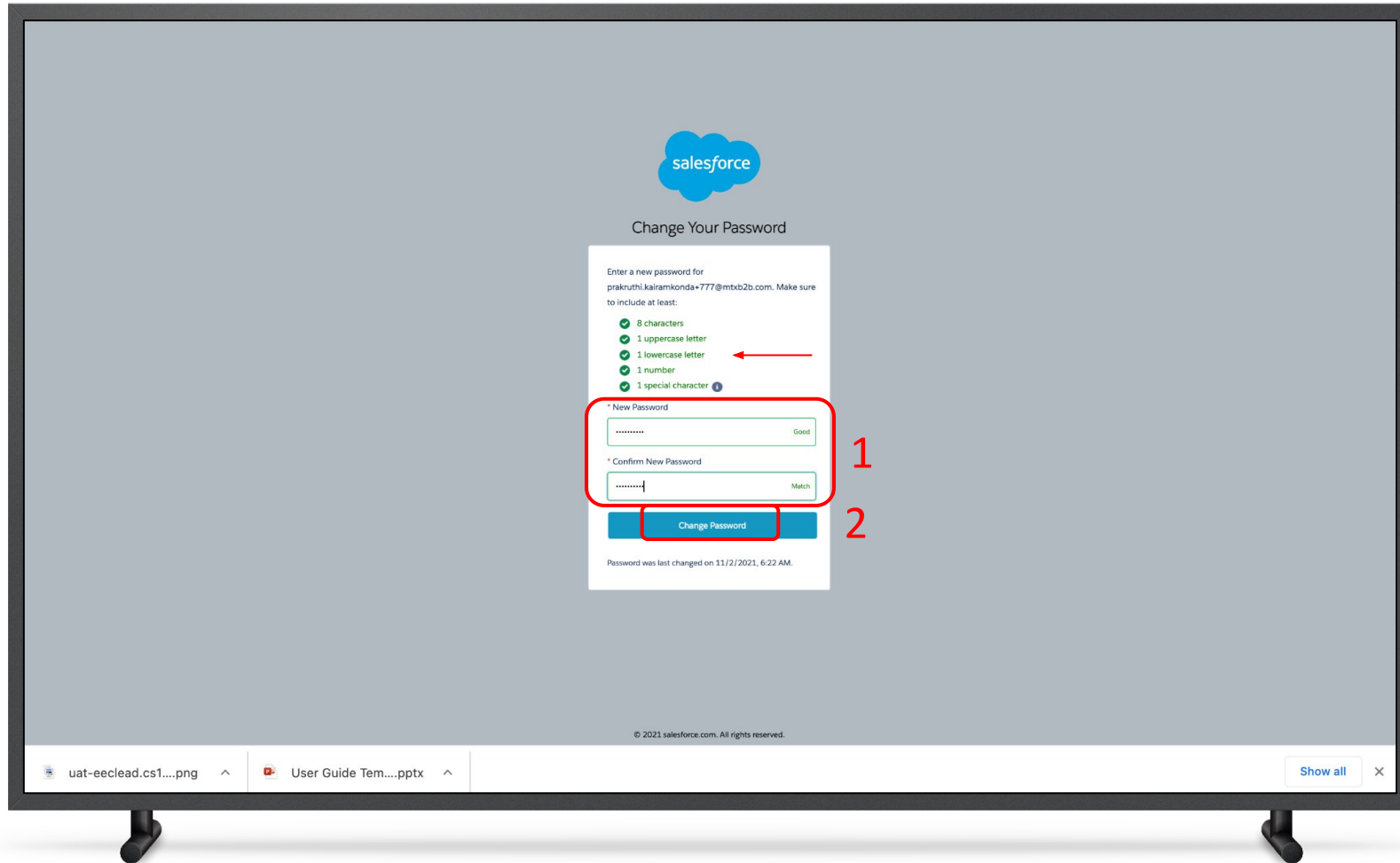
Instructions

You will receive an account set up email to your registered email address. Click on the link; you will be navigated to the Change Your Password page

Key Points

No key points

Registration



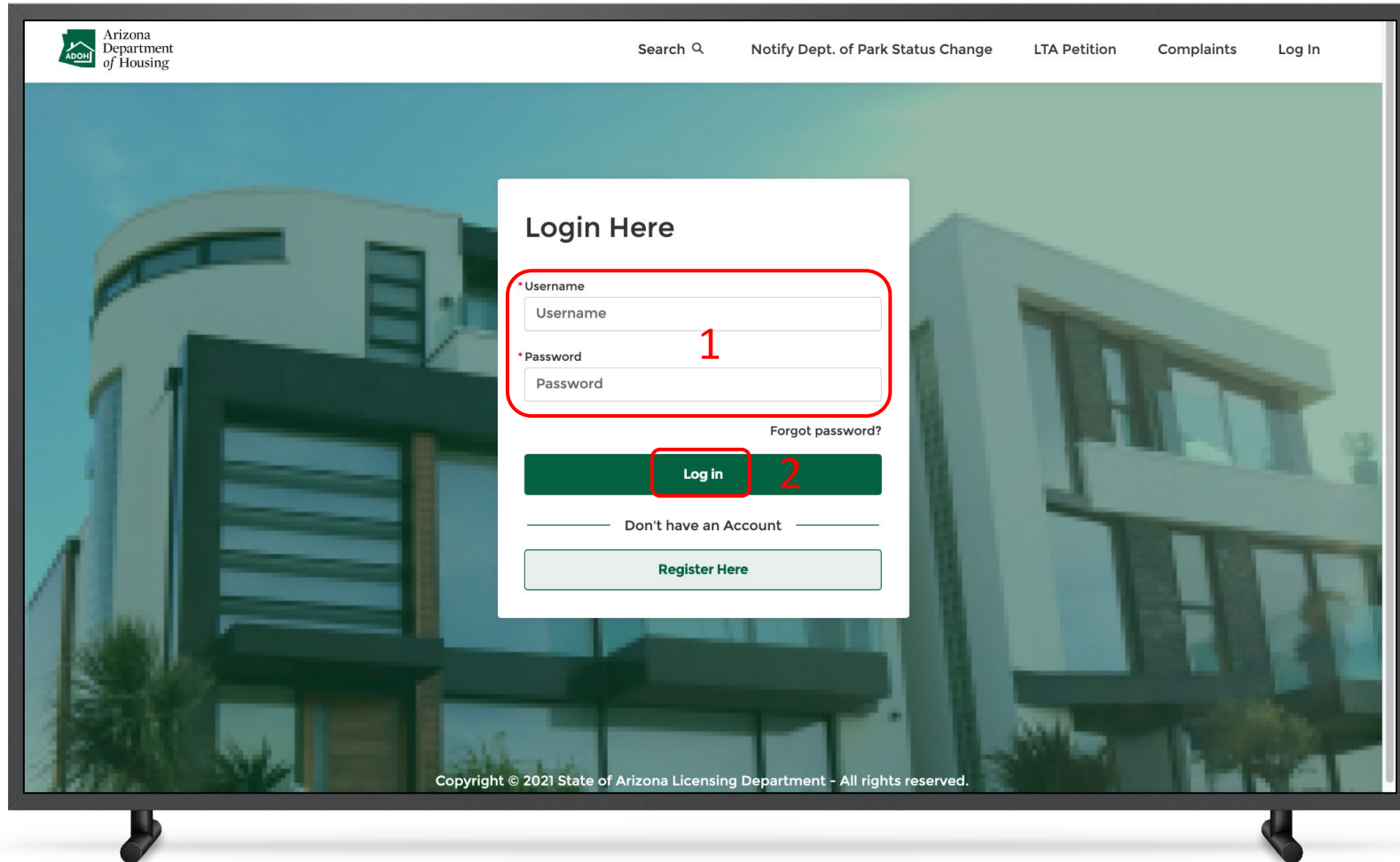
Instructions

1. Enter New Password and confirm the same
2. Click Change Password button

Key Points

Make sure that the password meets the given criteria.

Login



Instructions

1. Come back to login page and enter Username and Password
2. Click 'Log in' button



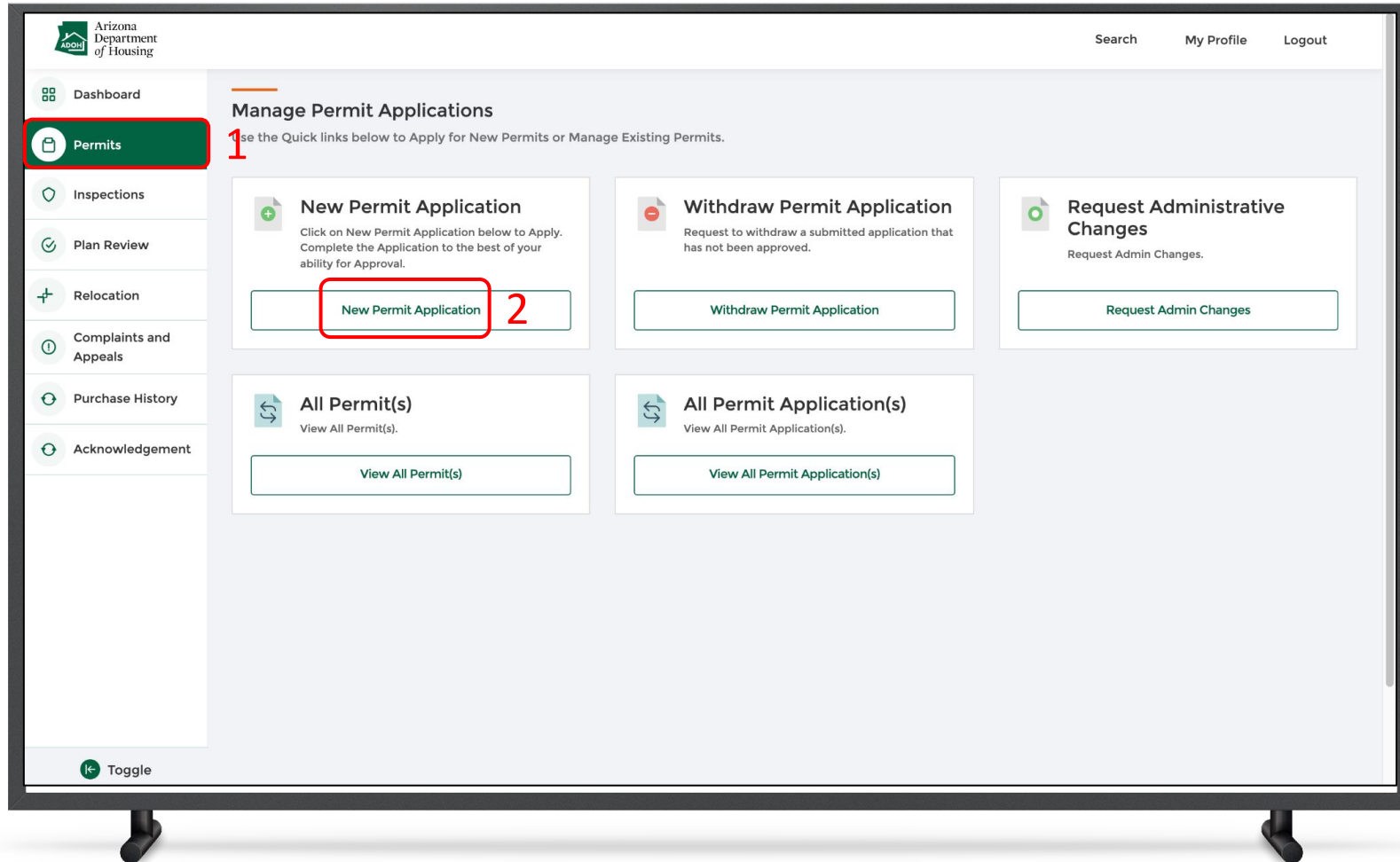
Key Points

No key points



Permit Application

Permit Application



Instructions

1. Click Permits tab from the toggle menu bar
2. Click New Permit Application

Key Points

You can also perform the following actions from this page:

- Withdraw Permit Application
- Request Admin Changes
- All Permits
- All Permit Applications

Permit Application

Arizona Department of Housing

Search My Profile Logout

New Permit Application

Permit Type

Select Permit Type

- Manufactured Home Installation Permit
- Factory Built Building Installation Permit
- Special Use Installation Permit
- Rehabilitation Permit

Instructions

Select Permit Type from the drop-down list

Key Points

If you select Manufactured Home Installation Permit or Factory Built Building Installation Permit types, you need to provide Installation City/Town

Permit Application

Arizona Department of Housing

Search My Profile Logout

New Permit Application

Permit Type
Manufactured Home Installation Permit

1 Installation City/Town
Aguila

Installation County
Maricopa County

2 Back Next

Instructions

1. Select Installation City/Town
2. Click Next



Key Points

- Installation County will pre-populate based on the Installation city selected
- If the Installation County that has an active Inspection Service Agreement with MHBD, you need to contact your local department for acquiring permits

Permit Application - Owner Information

The screenshot shows the 'Manufactured Home Installation Permit Application' page. On the left is a vertical navigation menu with seven steps: 1. Owner Information (highlighted), 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main content area is titled 'Owner Information' and includes a red asterisk note: '* means required fields'. Below this is a dropdown menu labeled '*Type' with a red box around it. The dropdown menu is open, showing two options: 'Individual' (highlighted in green) and 'Company'. At the top right of the main content area, there is a 'Delete' button. The top navigation bar includes 'Search', 'My Profile', and 'Logout'.

Instructions

Select Owner Type from the drop-down list.

Key Points

The steps in the application differs based upon the Permit Type selected.

Permit Application - Owner Information

The screenshot shows the 'Manufactured Home Installation Permit Application' form. On the left is a navigation menu with seven steps: 1. Owner Information (highlighted), 2. Installation Address, 3. Unit Information, 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main form area is titled 'Owner Information' and includes a 'Delete' button in the top right. A red asterisk indicates required fields. The form contains the following fields: 'Type' (dropdown menu with 'Individual' selected), 'First Name' (text field with 'John'), 'Middle Name' (text field), 'Last Name' (text field with 'Test 1'), 'Area Code/Phone Number' (text field), 'Email Address' (text field), 'Mailing Address' section with 'Search Address' (text field with a search icon), 'Street Address' (text field), and 'Suite/Apt Number' (text field).

Instructions

Populate all the required fields

Key Points

- You can Save and Exit the application and restart the application later if needed
- All the fields with * are mandatory

Permit Application - Owner Information

Arizona Department of Housing

Search My Profile Logout

6 Document Upload

7 Pay and Submit

PERSONAL INFORMATION

* Last Name

* Area Code/Phone Number

* Email Address

Mailing Address

Search Address

* Street Address

Suite/Apt Number

* City

* State/Province

* Zip/Postal Code

Back Next Save and Exit

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Instructions

After populating required fields, click Next

Key Points

No key points

Permit Application - Installation Address

The screenshot shows the 'Installation Address' step of a permit application. A sidebar on the left lists steps 1 through 7, with 'Installation Address' (step 2) highlighted. The main form area contains several input fields: 'Street Address' (with a red '1' next to it), 'State/Province' (pre-filled with 'Arizona'), 'City/Town' (pre-filled with 'Aguila'), 'Zip/Postal Code', 'County/Borough/Parish' (pre-filled with 'Maricopa County'), 'Space Number', and 'Is the property in a flood plain area?' (with a red '2' next to it). At the bottom right, there are three buttons: 'Back', 'Next' (circled in red), and 'Save and Exit'. A 'Delete' button is located in the top right corner of the application area.

Instructions

1. Populate required information
2. Click Next

Key Points

No key points

Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left, a navigation menu lists steps: 1. Owner Information, 2. Installation Address, 3. Unit Information (highlighted), 4. Scope of Work & Required Licenses, 5. Required Information, 6. Document Upload, and 7. Pay and Submit. The main form area is titled 'Unit Information' and includes a 'Delete' button. A red box highlights a dropdown menu with the question 'Is the Home a Mobile Home or Manufactured Home?'. The dropdown options are 'Mobile Home' and 'Manufactured Home'. Below the dropdown are fields for 'Serial Number', 'Year of Manufacture', and 'Unit Size' (Width and Length in Feet). At the bottom are 'Back', 'Next', and 'Save and Exit' buttons.

Instructions

Select the Type of Home from the drop-down list

Key Points

No key points

Permit Application - Unit Information

The screenshot shows the 'Unit Information' section of a permit application. On the left is a navigation menu with steps 1 through 7. Step 3, 'Unit Information', is highlighted. The main form area is titled 'Unit Information' and includes a red asterisk indicating required fields. A dropdown menu for 'Is the Home a Mobile Home or Manufactured Home?' is highlighted with a red box and the number '1', with 'Mobile Home' selected. Below it is a dropdown for '* Where is the home coming from?'. Another red box with the number '2' highlights the 'Address mobile home came from' section, which contains a search address field and several required text fields: '* Street Address', 'Suite/Apt Number', '* City', '* State', and '* Zip/Postal Code'. A 'Delete' button is visible in the top right corner of the application area.

Instructions

1. Populate where the home is coming from, if you have selected Mobile Home
2. Enter Address details

Key Points

No key points

Permit Application - Unit Information

Arizona Department of Housing

Search My Profile Logout

Suite/Apt Number

* City

* State

* Zip/Postal Code

* Is a Rehabilitation Permit required by your local jurisdiction above and beyond the requirements set forth by AZ DOH?

* Was this mobile home manufactured before June 15, 1976?

* Unit Manufacturer

* Serial Number ⓘ

* Year of Manufacture

Unit Size

* Unit Size (Width in Feet) X * Unit Size (Length in Feet)

Back Next Save and Exit

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Instructions

Click Next

Key Points

No key points

Permit Application - Scope of Work

The screenshot shows the 'Scope of Work & Required Licenses' section of a permit application. On the left, a navigation menu lists steps: Owner Information, Installation Address, Unit Information, Scope of Work & Required Licenses (highlighted with a red '4'), Required Information, Document Upload, and Pay and Submit. A red '1' points to a search box labeled 'Search License by Number'. Below this are four input fields: License Company Name, License Classification, License Number, and Licensee Email Address. A red '2' points to a list of checkboxes for work scopes: Site Prep / Excavation (Pad construction and compaction, Grading and drainage) and Foundation System (Footings, Stem Wall, Retaining wall, Skirting (Part of Foundation), Piers and column supports).

Instructions

1. Search the License by Number; upon selecting the License Number, related license details will be auto-populated
2. Select the Scope of work from the list

Key Points

No key points

Permit Application - Scope of Work

Arizona Department of Housing

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Water supply connection and completion
 Drain, Waste, Vent connection and completion
 Sewer connection and completion

Gas
 Section to section completion
 Supply connection and completion

Electric
 Section to section connections
 Supply connection and completion

HVAC (Mechanical)
 Section to section connections
 Connection and completion of external components

Evaporative Cooler
 Connection and completion of external components

Accessories
 Skirting (Not part of Foundation)
 Awning/Carport
 Garage

Porch/deck

2

Add Licensee/Contractor

License Number	License Classification	Company Name	Action
No Licensee(s)/Contractor(s)			

Back Next Save and Exit

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Instructions

1. Associate Licensee/Contractor to the selected Scope of Work
2. Click Add Licensee/Contractor, if they are not associated already

Key Points

No key points

Permit Application - Scope of Work

Arizona Department of Housing

Search My Profile Logout

Water supply connection and completion
Drain, Waste, Vent connection and completion
Sewer connection and completion

Gas
Section to section completion
Supply connection and completion

Electric

Add Licensee/Contractor for Garage

ROC Search

Search License by Number **1**

LA-43717

License Number License Classification
LA-43717 Installer

Company Name Email Address
Savvy Limited saumya.singh+emiley@mtxb2b.com **2**

Cancel Add

No Licensee(s)/Contractor(s)

Porch/deck

Back Next Save and Exit

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Instructions

1. Search the License by Number; upon selecting License Number, other license details will auto-populate
2. Click Add

Key Points

No key points

Permit Application - Required Information

Arizona Department of Housing

Search My Profile Logout

Owner Information
Installation Address
Unit Information
Scope of Work & Required Licenses
Required Information
Document Upload
Pay and Submit

Required Information

* means required fields

1 Dealer Information

No Dealer

2 * Is the property in a flood plain area?
No

3 Responsible Party Information

License Number

License Number License Classification

Email Address Name

Permit Purchaser's Information

* First Name: Veronica
* Last Name: Guerra - Homeowner
* Email Address: gmhs7@hotmail.com
* Phone Number

Back Next Save and Exit

Instructions

1. Check No Dealer, if Dealer is not required. If required, fill the Dealer Information
2. Answer Yes/No to 'Is the property in a flood plain area' question
3. Populate Responsible Party Information
4. Click Next

Key Points

Permit Application - Documents Upload

Arizona Department of Housing

Search My Profile Logout

Delete

Manufactured Home Installation Permit Application

- ✓ Owner Information
- ✓ Installation Address
- ✓ Unit Information
- ✓ Scope of Work & Required Licenses
- ✓ Required Information
- 6 Document Upload**
- 7 Pay and Submit

Document Upload

* means required fields

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Permit	Upload Files	
Flood Plain Permit (if applicable)	Upload Files	
Tax Clearance Permit (504 County Assessor's Permit) *	Upload Files	View Files

1

2

Back Next Save and Exit

Instructions

1. Click Upload Files button and upload all the required information
2. Click Next

Key Points

Documents with * are mandatory

Permit Application - Documents Upload

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Document Upload

* means required fields

Document Name	Upload Action	Uploaded Documents
TEST DOCS.png 214 KB	<input type="checkbox"/>	
1 of 1 file uploaded		
Tax Clearance Permit (504 County Assessor's Permit) *	<input type="checkbox"/>	

Upload Files

Done

Next

Save and Exit

Instructions

1. Once the file is uploaded click Done
2. Click Next

Key Points

No key points

Permit Application - Pay and Submit

Arizona Department of Housing

Search My Profile Logout

Manufactured Home Installation Permit Application

Owner Information
Installation Address
Unit Information
Scope of Work & Required Licenses
Required Information
Document Upload
Pay and Submit

Pay and Submit

Product Description	Quantity	Fee
Mobile/MFG Home	1	\$360.00

Total Fee: \$360.00

Click on Pay button below to make the payment.

Pay

Back Save and Exit

Instructions

1. The Total Fee will be displayed on the screen
2. Click Pay button; you will be directed to State of Arizona Checkout Utility page

Key Points

No key points

Permit Application – Pay and Submit

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' page of the State of Arizona Checkout Utility. The page is titled 'State of Arizona Checkout Utility' and 'State of Arizona'. The form is divided into two main sections. The first section, 'CHECKOUT - PAYMENT INFORMATION', contains fields for: *First Name (Prakruthi), *Last Name (K), *Billing Address (XYZ), *City (NM), *State (AZ), *Zip (85018), *Email (prakruthiemail@gmail.com), and *Phone Number (999-999-9999). The second section contains radio buttons for 'Credit Card' (selected) and 'Electronic Check'. Below the radio buttons are logos for Discover, American Express, Mastercard, and Visa, along with a warning message: 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' The 'Credit Card' section includes fields for *Credit Card Number (4159282222222221), *Expiration Date (March 2024), and *CVV/CSV (655). At the bottom of the form are 'Clear', 'Cancel', and 'Continue' buttons.

1. Payment Information

2. Billing Address

3. Credit Card

4. Credit Card Number

5. Continue

Instructions

1. You will be directed to Payment Information page
2. Populate Payment information
3. Select the Card Type by checking the radio button
4. Provide Card Details
5. Click Continue

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit card issued by a US entity or bank

Permit Application - Pay and Submit

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details

Key Points

No key points.

Permit Application - Pay and Submit

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

Contact Arizona Policies | Copyright 2021 AZ.gov

Instructions

Scroll down and click Authorize

Key Points

No key points.

Permit Application – Pay and Submit

State of Arizona Checkout Utility
State of Arizona

Receipt 1

Thank you for your payment. Your payment was successful.
Do not close this window. Click the "Continue" button to return to the Agency application.

YOUR PAYMENT IS COMPLETE

Payment is complete. Print this receipt for your records.
Your authorization number is 501689.
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#) 1

BILLING INFORMATION

Name:
Prakruthi K

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

Instructions

1. You will land on Receipt page
2. Click Continue

Key Points

You can download the receipt by clicking Download receipt button.

Permit Application – Pay and Submit

Instructions

Upon clicking Continue from the last page, you will be redirected to Application page

1. If you want to view the Receipt, click View Receipt button
2. Click Submit

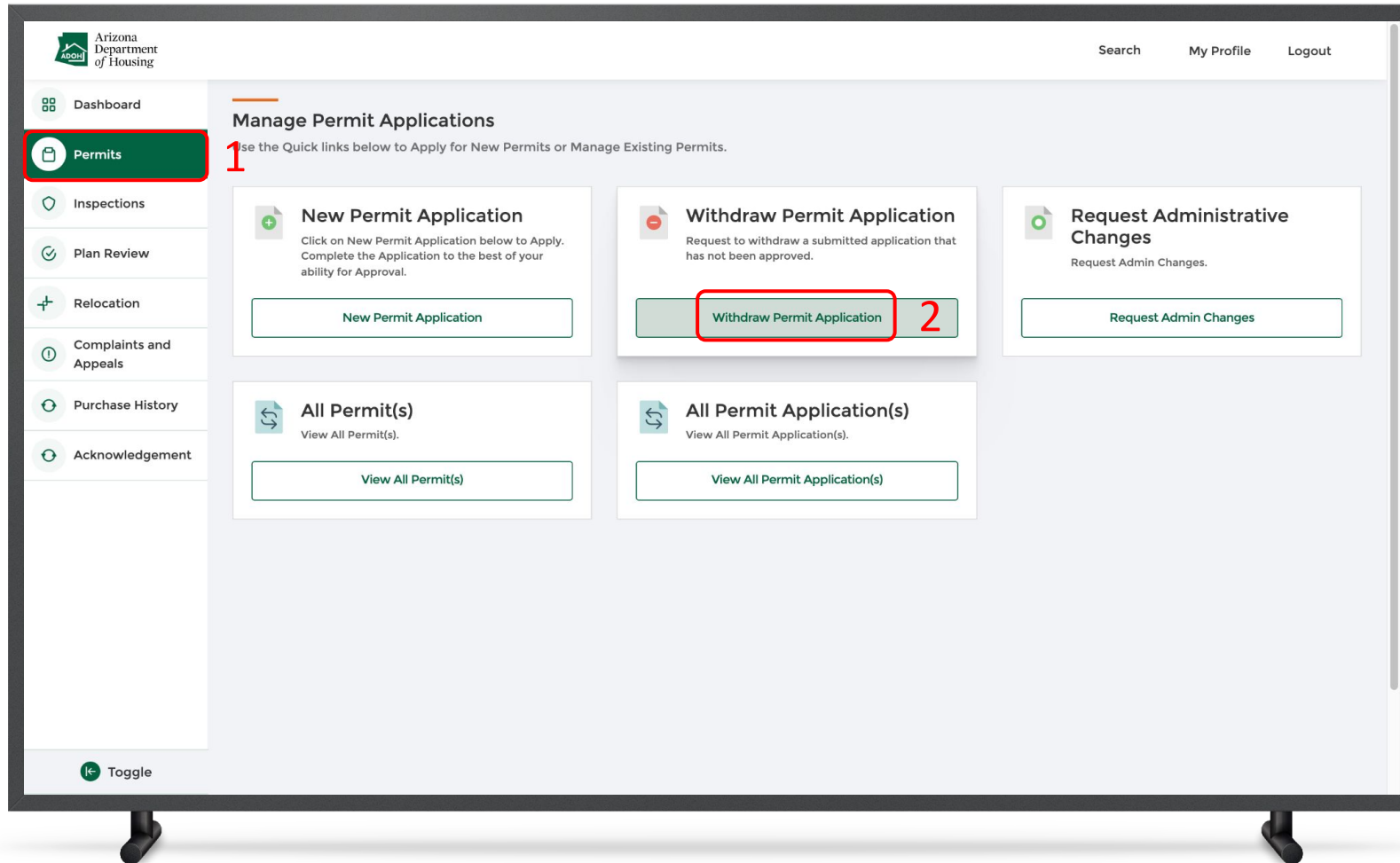
Key Points

No key points



Permit Application - Withdraw

Permit Application - Withdraw



Instructions

1. Click Permits from the Toggle menu bar
2. Click Withdraw Permit Application

Key Points

The application can be withdrawn if it is in the submitted or under review status

Permit Application - Withdraw

ADOH Arizona Department of Housing

Search My Profile Logout

Withdraw Permit Application

Application can be filtered by number or type using the fields below.

Please note:
Manufactured Housing and Building Division
A withdrawal application may be requested before an application is approved. Please select the eligible application below.

Application Number: Application Type:

Application Number	Application Type	Permit Type	Submitted Date	Action
a00190000077Dc1	Permit Application	Rehabilitation Permit	2021-11-01	<input type="button" value="Withdraw Application"/>

Page 1 of 1

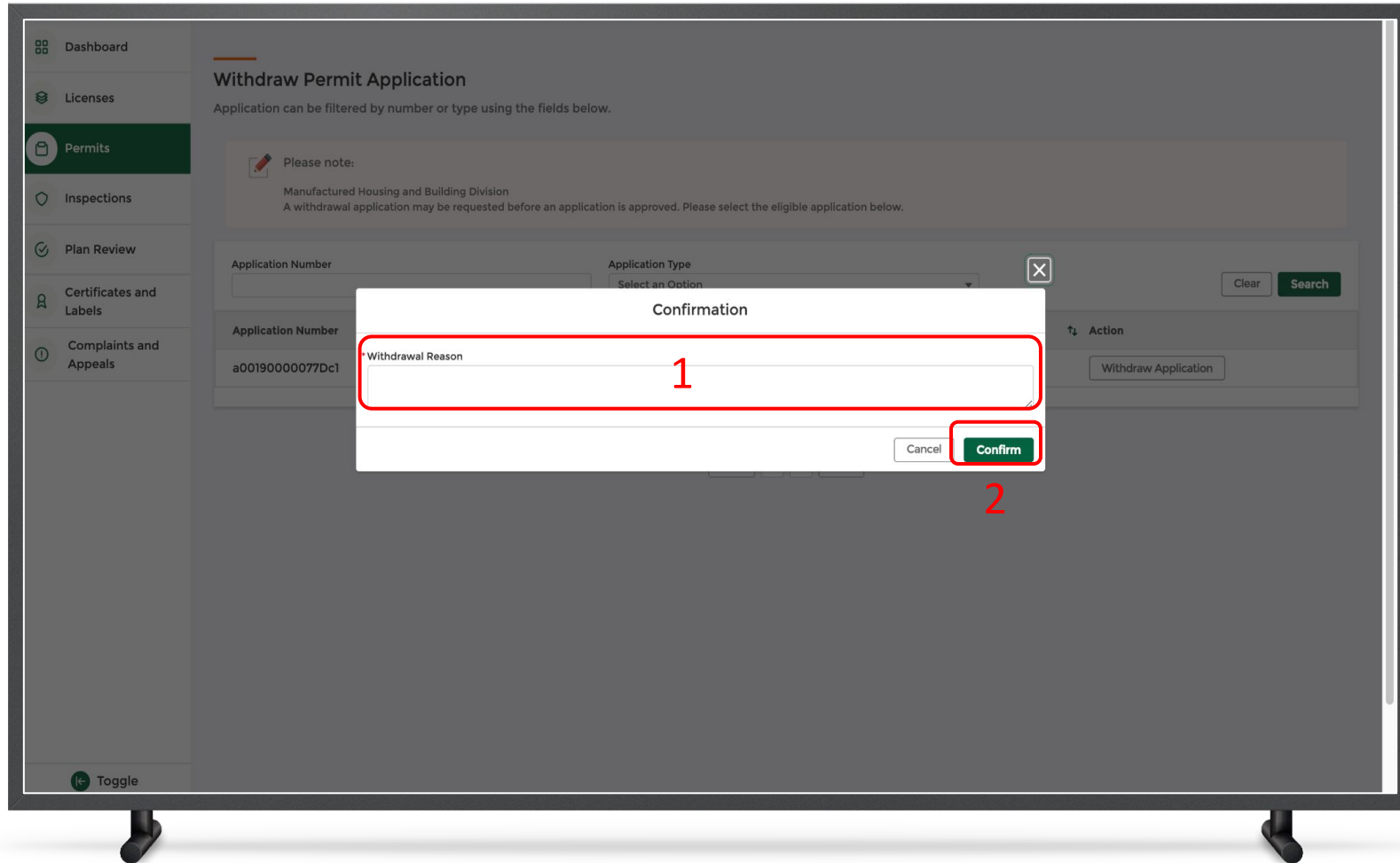
Instructions

Click Withdraw Application; a pop-up window will appear on the screen

Key Points

Once the Application is withdrawn, refund will be initiated. Refund payment records will be created manually and finance team will handle the refunds separately outside the MHBS application.

Permit Application - Withdraw



Instructions

1. Mention the Withdrawal Reason
2. Click on Confirm. The application will be withdrawn and the status will be 'Withdrawn'

Key Points

Permit Admins will receive a message saying that this application is withdrawn



[View All Permit Applications](#)

View All Permit Applications

Arizona Department of Housing

Search My Profile Logout

Dashboard

Permits

Inspections

Plan Review

Relocation

Complaints and Appeals

Purchase History

Acknowledgement

Manage Permit Applications

1 Use the Quick links below to Apply for New Permits or Manage Existing Permits.

New Permit Application
Click on New Permit Application below to Apply. Complete the Application to the best of your ability for Approval.

New Permit Application

Withdraw Permit Application
Request to withdraw a submitted application that has not been approved.

Withdraw Permit Application

Request Administrative Changes
Request Admin Changes.

Request Admin Changes

All Permit(s)
View All Permit(s).

View All Permit(s)

All Permit Application(s)
View All Permit Application(s).

View All Permit Application(s)

2

Toggle

Instructions

1. Click Permits from the Toggle menu bar
2. Click View All Permit Applications

Key Points

No key points.

View All Permit Applications

Arizona Department of Housing

Search My Profile Logout

Dashboard

Permits

Inspections

Plan Review

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Complaints and Appeals

Purchase History

Acknowledgement

Toggle

Permit Applications

Select an Application Status

Application Number	Application Type	Permit Number	Permit Type	Application Status	Action
AZ-0000618	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000616	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000359	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000358	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000357	Permit Application		Rehabilitation Permit	Unsubmitted	Resume Permit Application 2
AZ-0000356	Permit Application		Factory Built Building Installation Permit	Unsubmitted	Resume Permit Application
AZ-0000214	Request Extension Permit	P-0000257	Factory Built Building Installation Permit	Under Review	Pay
AZ-0000213	Request Extension Permit	P-0000257	Factory Built Building Installation Permit	Approved	
AZ-0000075	Permit Application	22-0361	Manufactured Home Installation Permit	Approved	View 1
AZ-0000033	Permit Application		Manufactured Home Installation Permit	Unsubmitted	Resume Permit Application

< 1 >

Instructions

You can view all applications on this page irrespective of status.

1. Click View to view the submitted application
2. Click Resume Permit Application to resume the application



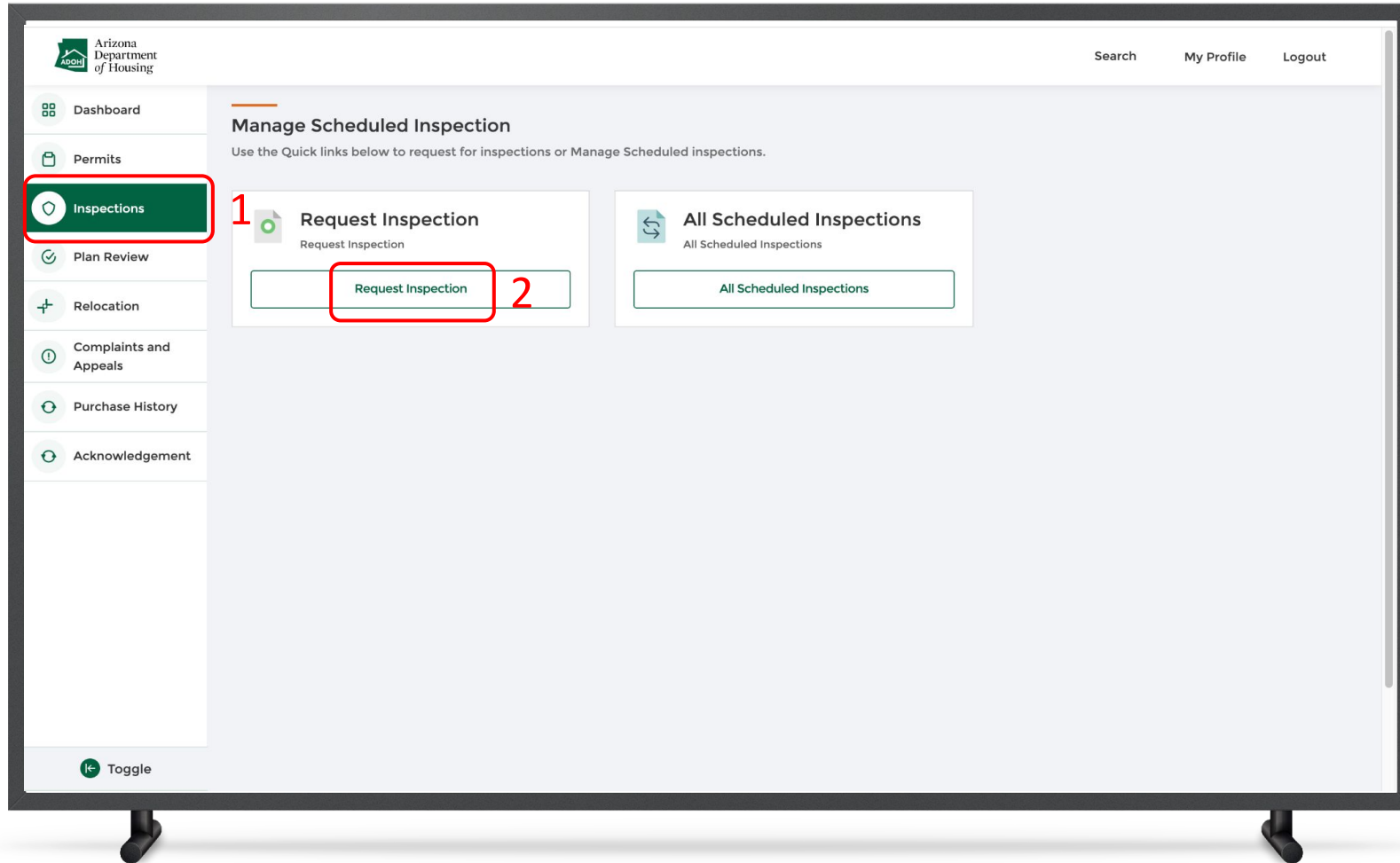
Key Points

If you have to make any payments, the Pay button will appear, click on it and make the payment.



Request Inspections

Request Inspections



Instructions

1. Click Inspections tab
2. Click Request Inspection

Key Points

Inspections are requested on Permits.

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

*Inspection Type

Select Inspection Type

- In-Plant Inspection
- Installation Inspection

Instructions

Select Inspection Type

Key Points

If you select In-pant Inspection type, you need to select one of the following Inspection sub-type:

- IPIA
- FBB
- WUI

Request Inspections

The screenshot shows a web application interface for requesting inspections. At the top left is the Arizona Department of Housing (ADOH) logo. At the top right are navigation links: Search, Manage Users, My Profile, and Logout. The main heading is 'Request Inspection'. Below it are three dropdown menus. The first dropdown is labeled '*Inspection Type' and has 'In-Plant Inspection' selected. The second dropdown is labeled '*Inspection Sub Type' and has 'FBB' selected. A red box labeled '1' highlights this second dropdown. The third dropdown is labeled '*In-plant Inspection (IPIA/FBB)' and has 'Select In Plant Inspection Type Value' selected. A red box labeled '2' highlights this dropdown and its open list of options: 'Ongoing Manufacturer Production Monitoring' (highlighted in green), 'Manufacturer Certification', 'Certification Update', and 'Reconstruction'.

Instructions

1. Select Inspection Sub-Type
2. Select In plant Inspection from the drop-down

Key Points

If you select IPIA or FBB inspection sub types, you need to select one of the following In plant Inspections:

- Ongoing Manufacturer Production Monitoring
- Manufacturer Certification
- Certification Update
- Reconstruction (only for FBB)

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

* Inspection Type
Installation Inspection

* Inspection Sub Type
Select Inspection Sub Type

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Instructions

No Instructions

Key Points

If you select Installation Inspection type, you need to select one of the following Inspection Sub-Types:

- Manufactured/Mobile Home
- Factory Built Building
- Special Use
- Mobile Home Rehabilitation
- Factory Built Building Reconstruction

Request Inspections

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Inspection

* Inspection Type
Installation Inspection

* Inspection Sub Type
Manufactured/Mobile Home

* Permit
22-0361

Back Next

1

2

Instructions

1. Select Permit from the search field
2. Click Next

Key Points

No key points.

Request Inspections - Scope of work

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

Inspection Scope of Work

Check appropriate boxes below for work scopes to be inspected as part of the installation inspection request.

Site Prep / Excavation

Pad construction and compaction

Back Next Save and Exit

Instructions

1. Check the scope of work(s) box to be inspected as part of the installation inspection request
2. Click Next

Key Points

No key points.

Request Inspections - Document Upload

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- 1 Inspection Scope of Work
- 2 Document Upload
- 3 Inspection Date/Time
- 4 Pay

Document Upload

DOCUMENT NAME	UPLOAD ACTION	UPLOADED DOCUMENTS
Pad construction and compaction *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/> 2

3

Instructions

1. Click Upload Files button and upload all the required documents
2. Click View Files to view the uploaded files
3. Click Next to proceed

Key Points

Fields with * are mandatory

Request Inspections - Inspection Date/Time

Arizona Department of Housing

Search Manage Users My Profile Logout

Request Installation Inspection

- ✓ Inspection Scope of Work
- ✓ Document Upload
- 3** Inspection Date/Time
- 4 Pay

Inspection Date/Time

Note: The inspection date may vary from the date requested. Actual date of inspection will be confirmed with the requester.

*Inspection Date

*Inspection Time

Back Next Save and Exit

Instructions

1. Click the Calendar icon and select the Inspection Date
2. Click the down arrow and select the Inspection Time (You will find Morning and Afternoon options)
3. Click Next



Key Points

Inspections can only be scheduled for the weekdays. Please select a date from Monday-Friday to continue the request for inspection.

Request Inspections - Pay

The screenshot shows the ADOH web application interface. At the top left is the ADOH logo and the text 'Arizona Department of Housing'. To the right are navigation links: 'Search', 'Manage Users', 'My Profile', and 'Logout'. The main heading is 'Request Installation Inspection'. On the left is a sidebar with four steps: 'Inspection Scope of Work', 'Document Upload', 'Inspection Date/Time', and 'Pay'. The 'Pay' step is currently active. The main content area is titled 'Pay' and contains the text: 'A payment is not required for this request. Please click on "Submit" button to submit the application.' At the bottom right of this area are two buttons: 'Save and Exit' and 'Submit'. The 'Submit' button is highlighted with a red circle.

Instructions

Click Submit as payment is not required for this request

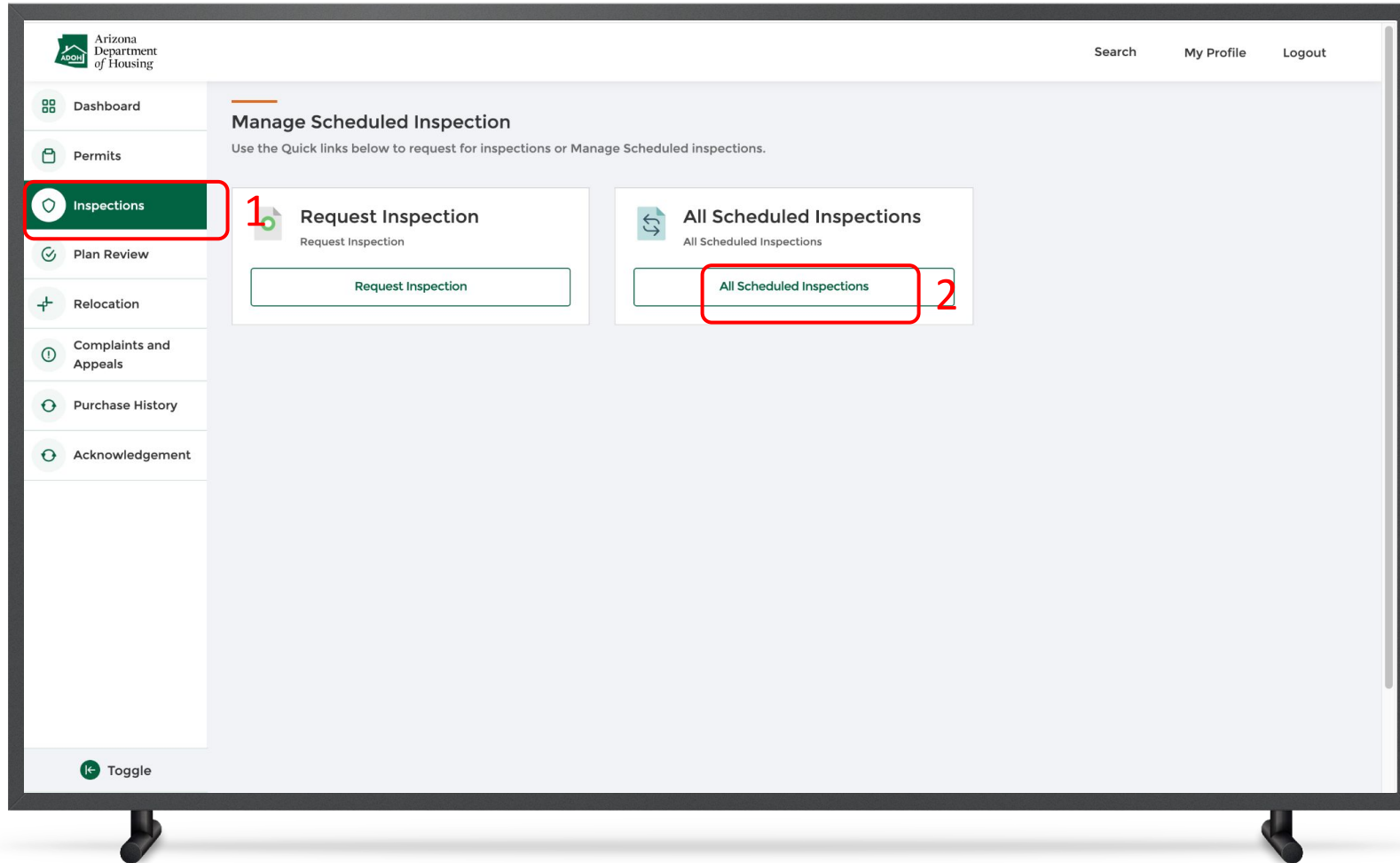
Key Points

No key points.



Scheduled Inspections

Scheduled Inspections



















Instructions

1. Click Inspections tab
2. Click All Scheduled Inspection

Key Points

Inspections are requested on Permits

Scheduled Inspections

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00000468	Installation Inspection	Manufactured/Mobile Home	Scheduled	View Cancel	
00000461	In-Plant Inspection	IPIA	New	View Cancel	
00000459	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000458	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000456	In-Plant Inspection	IPIA	New	View Cancel	
00000446	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000396	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
00000393	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000391	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000390	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000389	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000388	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000383	Installation Inspection	Manufactured/Mobile Home	New	View	
00000382	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
00000351	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000331	In-Plant Inspection	IPIA	Unsubmitted	Edit	

Instructions

You will find all the scheduled inspections in this page

1. Click details icon to view inspection details

Key Points

No key points.

Scheduled Inspections

Arizona Department of Housing

Search My Profile Logout

All Inspections

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00000468	Installation Inspection	Manufactured/Mobile Home	Scheduled	View Cancel	
00000461	In-Plant Inspection	IPIA	New	View Cancel	
00000459	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000458					
00000456				View Cancel	
00000446				Edit	
00000396				Edit Pay	
00000393				Edit	
00000391	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000390	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000389	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000388	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000383	Installation Inspection	Manufactured/Mobile Home	New	View	
00000382	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
00000351	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000331	In-Plant Inspection	IPIA	Unsubmitted	Edit	

Inspection Details

Inspection Number	Permit	Requested Date	Requested Time	Scheduled Date	Scheduled Time
00000468	P-0000239	2/8/2022	Morning	01-28-2022	3:45 AM

Close

Instructions

1. You can find Inspection Number, Permit number, Requested Date and Time on the Inspection Details pop-up
2. Click Close button or x mark to close the pop-up

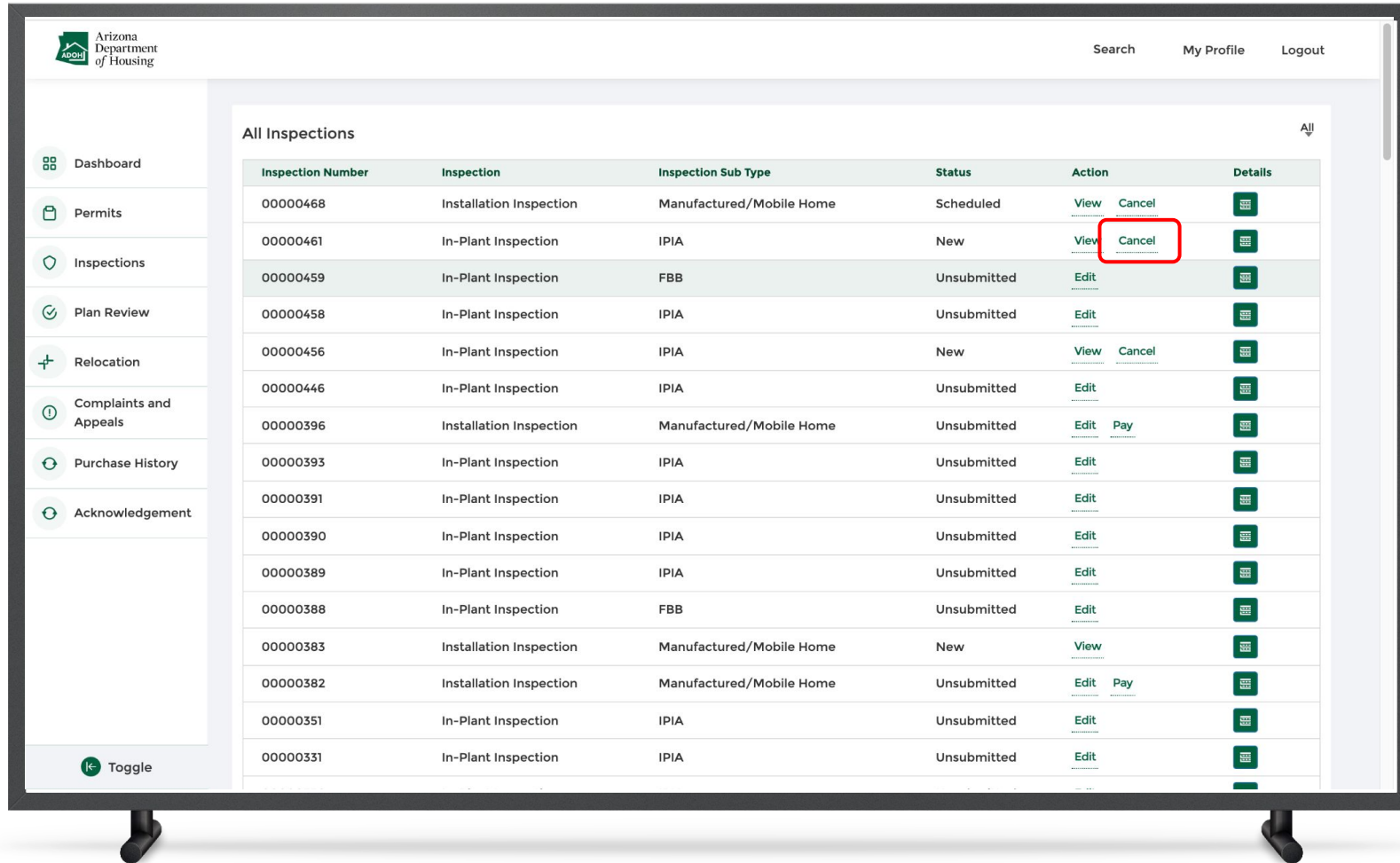
Key Points

No key points.



Cancel Inspections

















Cancel Inspections



Arizona Department of Housing

Search My Profile Logout

All Inspections

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
00000468	Installation Inspection	Manufactured/Mobile Home	Scheduled	View Cancel	
00000461	In-Plant Inspection	IPIA	New	View Cancel	
00000459	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000458	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000456	In-Plant Inspection	IPIA	New	View Cancel	
00000446	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000396	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
00000393	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000391	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000390	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000389	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000388	In-Plant Inspection	FBB	Unsubmitted	Edit	
00000383	Installation Inspection	Manufactured/Mobile Home	New	View	
00000382	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
00000351	In-Plant Inspection	IPIA	Unsubmitted	Edit	
00000331	In-Plant Inspection	IPIA	Unsubmitted	Edit	

Toggle

Instructions

Click Cancel button to cancel the scheduled Inspection

Key Points

You can cancel the inspection request before the day of Inspection till 5pm. After 5pm, the Cancel button will be disabled.

Cancel Inspections

The screenshot displays the ADOH web application interface. On the left is a navigation menu with items: Dashboard, Permits, Inspections, Plan Review, Relocation, Complaints and Appeals, Purchase History, and Acknowledgement. The main area shows a table titled "All Inspections" with columns: Inspection Number, Inspection, Inspection Sub Type, Status, Action, and Details. A confirmation pop-up is overlaid on the table, asking "Are you sure you want to cancel this inspection request?". The pop-up has a "Cancel" button and a "Confirm" button, which is highlighted with a red box. The "Confirm" button is a green rectangle with white text.

Inspection Number	Inspection	Inspection Sub Type	Status	Action	Details
0000468	Installation Inspection	Manufactured/Mobile Home	Scheduled	View Cancel	
0000461	In-Plant Inspection	IPIA	New	View Cancel	
0000459	In-Plant Inspection	FBB	Unsubmitted	Edit	
0000458	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000456	In-Plant Inspection	IPIA	Unsubmitted	View Cancel	
0000446	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000396	In-Plant Inspection	IPIA	Unsubmitted	Edit Pay	
0000393	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000391	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000390	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000389	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000388	In-Plant Inspection	FBB	Unsubmitted	Edit	
0000383	Installation Inspection	Manufactured/Mobile Home	New	View	
0000382	Installation Inspection	Manufactured/Mobile Home	Unsubmitted	Edit Pay	
0000351	In-Plant Inspection	IPIA	Unsubmitted	Edit	
0000331	In-Plant Inspection	IPIA	Unsubmitted	Edit	

Instructions

A confirmation pop-up will appear on the screen to confirm the inspection cancellation.

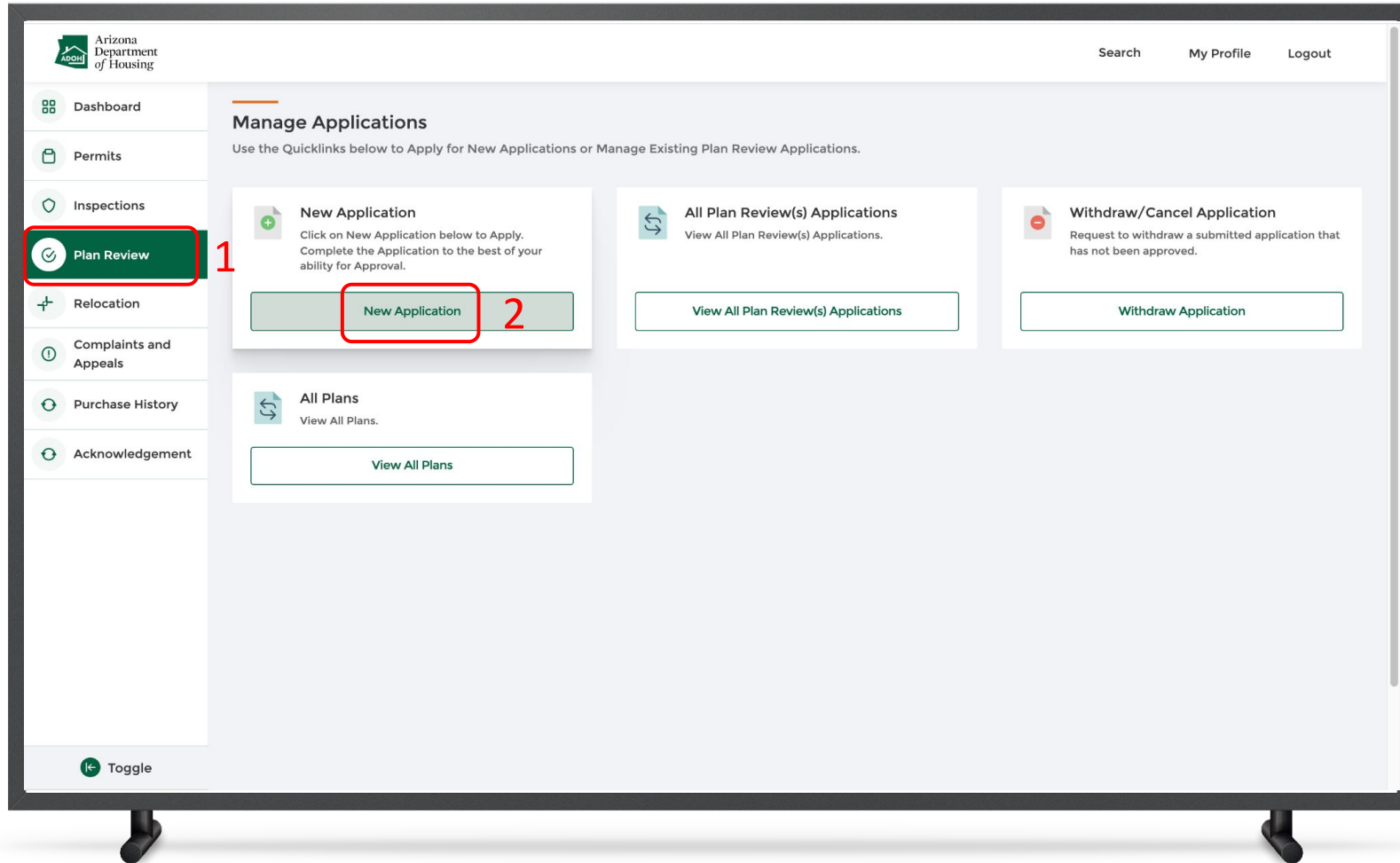
Key Points

No key points.



Plan Review Application

Plan Review Application



Instructions

1. Click Plan Review from the Toggle menu bar
2. Click New Application

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

• License Type

Installer/Dealer

✓ Installer/Dealer

Manufacturer

Select Plan Option

Back Next

Instructions

Select the License Type from the drop-down list

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

• License Type
Installer/Dealer

• Applicant Type
Installer

✓ Installer
Dealer

Back Next

Instructions

Select the Application Type

Key Points

- If you select Installer or Contractor, you are required to select Plan Type as well as select/enter License Number
- You need only select Plan Type if you select Dealer

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

• License Type
Installer/Dealer

• Applicant Type
Installer

• License Number

- LA-35543
- LA-64685
- LA-55301
- LA-64624
- LA-43717

Licensee Company Name

• Plan Type
Select Plan Option

Back Next

Instructions

Installer will have the ability to search for the license from the drop-down list

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

• License Type
Installer/Dealer

• Applicant Type
Dealer

• Plan Type
Select Plan Option

- Accessory Structure
- Flood Plain
- Installation of a Factory Built Building
- Supplemental Plan

Instructions

If the applicant type is Dealer, select the Plan Type from the drop-down list



Key Points

- If you select Accessory Structure, you need to select Accessory Structure sub-type
- If you select Supplement Plan, you need to enter plan Approval number
- If you select Flood Plain, you will not see any nested fields

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

• License Type
Installer/Dealer

• Applicant Type
Installer

• License Number
LA-35543

Licensee Company Name
MTX IND

• Plan Type
Installation of a Factory Built Building

• Select Occupancy Type
Select Occupancy Type

IBC Coded Occupancy Types

IRC Coded Occupancy Types

• Square Footage

• Utilities
 Water
 Sewer
 Electric
 Gas

• Number of Modules

Back Next

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Instructions

If you select the Plan Type as 'Installation of a Factory Built Building', you have to populate all the nested fields that appear



Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

New Plan Review Application

• License Type
Installer/Dealer

• Applicant Type
Dealer

• Plan Type
Installation of a Factory Built Building

• Select Occupancy Type
IBC Coded Occupancy Types

1

- A-Assembly
- B-Business
- E-Educational
- F-Factory
- H-High hazard
- I-Institutional
- M-Mercantile
- R-Residential
- S-Storage
- U-Utility

2

• Building Size

• Square Footage

• Utilities
 Water
 Sewer
 Electric
 Gas

• Number of Modules

Instructions

If you select IBC Coded Occupancy Type, check all the applicable options

Key Points

- There are two types of Occupancy Types:
 1. IBC Coded Occupancy Type
 2. IRC Coded Occupancy Type
- If you select E- Educational, you need to choose the Educational type (Private/Public)
- If you select Others, you need to mention Other IBS type

Plan Review Application

The screenshot shows a web application interface for the Arizona Department of Housing (ADOH). The form is titled "Plan Review Application" and contains several fields:

- License Type:** Installer/Dealer
- Applicant Type:** Installer
- License Number:** LA-35543
- Licensee Company Name:** MTX IND
- Plan Type:** Installation of a Factory Built Building
- Select Occupancy Type:** IRC Coded Occupancy Types
- Select IRC Type:** A dropdown menu is open, showing three options: "Single-family dwelling" (highlighted in green), "Two family dwelling", and "Townhouse". This dropdown is circled in red.
- Utilities:** Water, Sewer, Electric, Gas (all unchecked)
- Number of Modules:** (empty text field)

At the bottom of the form, there are "Back" and "Next" buttons.

Instructions

If you select IRC Coded Occupancy Type, you need to select the IRC type from the drop-down list

Key Points

No key points.

Plan Review Application

The screenshot shows the 'Plan Review Application' interface. The top navigation bar includes the Arizona Department of Housing logo, 'Search', 'Manage Users', 'My Profile', and 'Logout'. The main form area contains several fields:

- Applicant Type:** Installer (dropdown)
- License Number:** LA-35543 (text input)
- Licensee Company Name:** MTX IND (text input)
- Plan Type:** Installation of a Factory Built Building (dropdown)
- Select Occupancy Type:** IRC Coded Occupancy Types (dropdown)
- Select IRC Type:** Single-family dwelling (dropdown)
- Building Size:** 2 (text input, highlighted with a red box and number 1)
- Square Footage:** 1234 (text input)
- Utilities:** Water (checked), Sewer (unchecked), Electric (unchecked) (checkboxes, highlighted with a red box and number 2)
- Number of Modules:** 1 (text input, highlighted with a red box and number 3)
- Insignia/Certificate Number:** 12345 (text input, highlighted with a red box and number 4)

At the bottom right, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red box and number 5.

Instructions

1. Populate Building Size and Square Footage
2. Check required Utilities
3. Enter the Number of Modules
4. Enter Insignia numbers
5. Click Next

Key Points

Number of modules entered will determine the number of Insignia Number fields to be populated

Plan Review Application

The screenshot shows the 'Plan Review Application' web interface. At the top left is the Arizona Department of Housing (ADOH) logo. The top right navigation bar includes 'Search', 'Manage Users', 'My Profile', and 'Logout'. A left sidebar contains a progress indicator with four steps: 1. Identification and Address Information (highlighted), 2. Installation Site Address, 3. Document Upload, and 4. Pay and Submit. The main content area is titled 'Identification and Address Information' and contains the following sections:

- Applicant Information:** A search box for 'Search Contact' with a note: 'Please ensure to put in the complete name, year of birth and zip code for searching an approved contact from the system.' Below this are input fields for 'Full Name', 'Date of Birth', and 'Zip Code', followed by a 'Search Contact' button.
- Personal Information:** A grid of input fields for 'Applicant First Name', 'Applicant Middle Name', 'Applicant Last Name', and 'Applicant Phone Number'.
- Contact Information:** An input field for 'Applicant Email Address'.
- Mailing Address:** A section with a 'Search Address' input field and a magnifying glass icon, and another input field for 'Street Address' with a 'Suite/Apt Number' label below it.

Instructions

Populate all the required fields and scroll down



Key Points

No key points.

Arizona Department of Housing

Search Manage Users My Profile Logout

Please fill in this field.

85018

Search Contact

* Applicant First Name: Applicant Middle Name:

* Applicant Last Name: * Applicant Phone Number:

* Applicant Email Address:

Mailing Address

Search Address:

* Street Address: Suite/Apt Number:

* City: * State/Province:

* Zip/Postal Code: * Country:

Contact Information

Same as Applicant

Next **Save and Exit**

Instructions

1. Check the box if the Contact information is same as Applicant
2. Click Next

Key Points

Plan Review Application

The screenshot shows the 'Plan Review Application' interface for the Arizona Department of Housing (ADOH). The page title is 'Installation Site Address'. On the left, a progress bar shows four steps: 1. Identification and Address Information (checked), 2. Installation Site Address (active), 3. Document Upload, and 4. Pay and Submit. The main form area contains the following fields:

- Search Address: A search bar with a magnifying glass icon.
- Street Address: A text input field containing 'XYZ'.
- Suite/Apt Number: A text input field, currently empty, highlighted with a red box.
- City: A text input field containing 'NM'.
- State/Province: A dropdown menu showing 'Arizona'.
- Zip/Postal Code: A text input field containing '85018'.

At the bottom right of the form, there are three buttons: 'Back', 'Next', and 'Save and Exit'.

Instructions

1. Provide Installation Site Address
2. Click Next

Key Points

No key points.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- 3 Document Upload**
- 4 Pay and Submit

Document Upload

Document Name	Upload Action	Uploaded Documents
Planning and Zoning Documents *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Flood Plain - Provide a Site Plan	<input type="button" value="Upload Files"/>	
Flood Plain - Provide Copy Of Flood Plain Use Permit from your Local Jurisdiction	<input type="button" value="Upload Files"/>	
Plans and calculations *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Other documents	<input type="button" value="Upload Files"/>	

Instructions

1. Upload required documents by clicking Upload Files button
2. Click Next

Key Points

Flood plan references would not be required if the unit installation is not in a flood prone area.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- ✓ Document Upload
- 4 Pay and Submit

Pay and Submit

Product Description	Quantity	Fee
INCLUDES ONE HOUR OF PLAN REVIEW	1	\$175.00

Total Fee: \$175.00 1

Click on Pay button below to make the payment.

Pay 2

Back Save and Exit

Instructions

1. The Total Fee will be displayed on the screen
2. Click Pay button; you will be directed to State of Arizona Checkout Utility page

Key Points

No key points.

Plan Review Application

The screenshot shows the 'CHECKOUT - PAYMENT INFORMATION' page of the State of Arizona Checkout Utility. The page is titled 'Payment Information' and contains the following fields and options:

- 1** Payment Information (Section Header)
- 2** Billing Information:
 - *First Name: Prakruthi
 - *Last Name: K
 - *Billing Address: XYZ
 - *City: NM
 - *State: AZ
 - *Zip: 85018
 - *Email: prakruthiemail@gmail.com
 - *Phone Number: 999-999-9999
- 3** Payment Method:
 - Credit Card
 - Electronic Check
- 4** Credit Card Details:
 - *Credit Card Number: 4159282222222221
 - *Expiration Date: March 2024
 - *CVV/CSV: 655
- 5** Continue (Button)

Additional information: A note states, 'Credit Cards issued by a foreign bank or entity are not an acceptable form of payment due to the system's inability to confirm security measures. As an alternative, please use a secured or prepaid Credit Card issued by a US entity or bank.' Logos for American Express, Discover, Mastercard, and Visa are displayed.

Instructions

1. You will be directed to Payment Information page
2. Populate Payment information
3. Select the Card Type by checking the radio button
4. Provide Card Details
5. Click Continue

Key Points

Credit card issued by a foreign bank or entity are not accepted due to security measures. Use secured or prepaid credit card issued by a US entity or bank

Plan Review Application

State of Arizona Checkout Utility
State of Arizona

Order Review

Please review your order and ensure the information below is correct before proceeding.
If you agree with the information as displayed; please click the "Authorize" button to process the payment.

BILLING INFORMATION

Name:
Prakruthi K

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Instructions

Review the order details.

Key Points

No key points.

Plan Review Application

XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

[Edit](#)

ACCOUNT INFORMATION

VISA
4*****2221

[Edit](#)

ORDER INFO

Order No	Product ID	Item Description	Amount	Quantity	Total Amount
1466769979	HD026	REHABILITATION PERMIT	\$306.00	1	\$306.00
Total					\$306.00

Note:

I understand that the following amount will be billed to my credit card. My credit card statement will show the following merchant name(s) and amount(s) for this transaction.

Merchant	Amount
AZ Dept of Housing	\$306.00

The total amount to be billed to your credit card is **\$306.00**.

[Previous](#) [Cancel](#) [Authorize](#)

State of Arizona Checkout Utility
State of Arizona

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Instructions

Scroll down and click Authorize.

Key Points

No key points.

Plan Review Application

State of Arizona Checkout Utility
State of Arizona

Receipt

Thank you for your payment. Your payment was successful.
Do not close this window. Click the "Continue" button to return to the Agency application.

YOUR PAYMENT IS COMPLETE

Payment is complete. Print this receipt for your records.
Your authorization number is **501689**.
Please reference this number in any correspondence regarding your transaction. [Get the Adobe Acrobat Reader](#)

[Download receipt](#) [Continue](#)

BILLING INFORMATION

Name:
Prakruthi K

Address:
XYZ, NM, AZ, 85018

Phone:
999-999-9999

Email:
prakruthiemail@gmail.com

ACCOUNT INFORMATION

VISA
4*****2221

Instructions

You will land on the Receipt page

1. Click Continue

Key Points

You can download a Receipt by clicking the Download receipt button.

Plan Review Application

Arizona Department of Housing

Search Manage Users My Profile Logout

Plan Review Application

- ✓ Identification and Address Information
- ✓ Installation Site Address
- ✓ Document Upload
- 4 Pay and Submit

Pay and Submit

Thank you! Your payment was successfully processed.
Click on Submit button below to complete the application.

View Receipt 1

Back **Submit** 2

Instructions

You will be redirected to Pay and Submit page

1. Click View Receipt to view the Receipt
2. Click Submit

Key Points

No key points.



Relocation

Relocation

The screenshot shows the ADOH web application interface. On the left is a navigation sidebar with menu items: Dashboard, Permits, Inspections, Plan Review, Relocation (highlighted in green), Complaints and Appeals, Purchase History, and Acknowledgement. At the bottom of the sidebar is a 'Toggle' button. The main content area is titled 'Manage Relocation Applications' and includes a sub-header: 'Use the Quicklinks below to Apply for New Relocation Applications or Manage Existing Relocation Applications.' There are two main cards: 'Request Relocation Fund' with a plus icon and a button labeled 'Request Relocation Fund' (highlighted with a red box), and 'All Relocation(s)' with a dollar sign icon and a button labeled 'View All Relocation(s)'. The top right of the page has 'Search', 'My Profile', and 'Logout' links. The ADOH logo is in the top left corner.

Instructions

Navigate to Relocation tab and click on Request Relocation Fund button.

Key Points

No key points

Relocation

Arizona Department of Housing

Search My Profile Logout

New Relocation Application

* means required fields

Type of home

Mobile Home

Mobile Home

Manufactured Home

Park Trailer

Back Next

Instructions

A New Relocation Application (prerequisite) form will open.

1. Select the Type of Home from the drop-down

Key Points

Fields with * are mandatory fields

Relocation

Arizona Department of Housing

Search My Profile Logout

New Relocation Application

* means required fields

*Type of home
Mobile Home

Relocation Fund Type
Relocation Fund Type

- Change in Use Redevelopment of Land or Park Closure
- Rent Increase
- Change in Age Restricted Community

Instructions

Select Relocation Fund Type from the drop-down.



Key Points

Relocation Fund Types:

1. Change in the Use Redevelopment of Land or Park Closure
2. Rent Increase
3. Change in Age Restricted Community

Relocation

Arizona Department of Housing

Search My Profile Logout

New Relocation Application

* means required fields

* Type of home
Mobile Home

* Relocation Fund Type
Rent Increase

* Sub-Type
Sub-Type

- Relocation
- Abandonment

Instructions

Select a Sub-Type from the drop down

Key Points

Sub-type field will appear only when you select "Change in the Use Redevelopment of Land or Park Closure" or "Rent Increase" Relocation Fund Types.

Relocation

Arizona Department of Housing

Search My Profile Logout

New Relocation Application

* means required fields

*Type of home
Mobile Home

*Relocation Fund Type
Rent Increase

*Sub-Type
Relocation

Back Next

Instructions

Click on Next.

Key Points

No key points.

Relocation

The screenshot displays the 'New Relocation Application' page on the ADOH website. The page is titled 'New Relocation Application' and features a progress indicator on the left with three steps: 1. Identification and Address Information (current step), 2. Documents Upload, and 3. Acknowledgment. The main content area is titled 'Identification and Address Information' and includes a red asterisk indicating that fields with an asterisk are required. The form contains the following fields:

- Tenant's Name: Text input field containing 'Tenant Test'.
- Phone Number: Text input field containing '1234567890'.
- Email: Text input field containing 'prakruthi.kairamkonda+tt@mtxb2b.com'.
- Park Name: Search input field with a magnifying glass icon.
- Park Name: Text input field.
- Unit Address: Text input field.
- Search Address: Search input field with a magnifying glass icon.
- Street Address: Text input field.
- Lot number: Text input field.
- City: Text input field.
- State/Province: Dropdown menu showing 'Arizona'.
- Zip/Postal Code: Text input field.
- County: Dropdown menu.

Instructions

You will land on the Identification and Address Information page

1. Fill the required information

Key Points

Parks that are approved will only appear in the Park Name list

Relocation

Arizona Department of Housing

Search My Profile Logout

Apache County

Unit Information

* Space Number
2

Year

Unit Size (Width in Feet) X Unit Size (Length in Feet)

* Type
Single Wide

Manufacturer

Contracted Installer

ROC Search

* License
1 LA-00920

License Number
LA-00920-Abhilasha03 M03 Verma03

2 No contracted installer found

Next Save and Exit

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Instructions

1. Associate the Contracted Installer (you can find the lists all the Installer Licenses that are issued by the department)
2. If the Installer is not found in the list, check the “Contracted Installer found” box

Key Points

No key points.

Relocation

Arizona Department of Housing

Search My Profile Logout

* Zip/Postal Code * County

Unit Information

* Space Number
2

Year

Unit Size (Width in Feet) X Unit Size (Length in Feet)

* Type

Manufacturer

Contracted Installer

No contracted installer found

License Number

Contractor's Name

Next Save and Exit

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Instructions

1. Enter the License Number and Contractor's Name
2. Click Next

Key Points

No key points.

Relocation

Arizona Department of Housing

Success
File uploaded successfully

Search My Profile Logout

New Relocation Application

- 1 Identification and Address Information
- 2 Documents Upload
- 3 Acknowledgment

Documents Upload

* means required fields

Document Name	Upload Action	Uploaded Documents
Copy of your Paid Personal Property Tax Statement *	1 <input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Valuation form *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Contract agreement for installation *	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
Upload one of the following		
• Front Page of your Title	<input type="button" value="Upload Files"/>	<input type="button" value="View Files"/>
• A Notarized Document Showing Ownership	<input type="button" value="Upload Files"/>	

Back Save and Exit

Instructions

1. Click Upload files and upload all the required documents. (First three documents and either fourth or fifth document are mandatory.)
2. Click Next

Key Points

No key points.

Relocation

Arizona Department of Housing

Search My Profile Logout

New Relocation Application

- ✓ Identification and Address Information
- ✓ Documents Upload
- 3 Acknowledgment

Acknowledgment

* means required fields

1 I hereby request assistance from the Mobile Home Relocation Fund as set forth in A.R.S. § 33-1476.01. By signing this form, I certify that I am a tenant as defined in A.R.S. § 33-1409.28 and eligible to receive assistance.

2 Signature: John Test Date: Feb 1, 2022

3 Back Submit Save and Exit

Instructions

1. Read the Acknowledgement
2. Enter your Signature
3. Click Submit

Key Points

Date will be defaulted to today's date.

Relocation

Arizona Department of Housing

Search My Profile Logout

Notification Announcement :
Please check here for any upcoming announcements from the MHBD

Dashboard

Permits Inspections Plan Review Relocations Complaints and Appeals

0 Approved ✓	0 Rejected/Denied ✗	1 Submitted ↑	26 Unsubmitted !	0 Under Review ↑
--------------------	---------------------------	---------------------	------------------------	------------------------

Toggle
<https://azuat-arizonahousing.cs209.force.com/MHD/s/#-245>

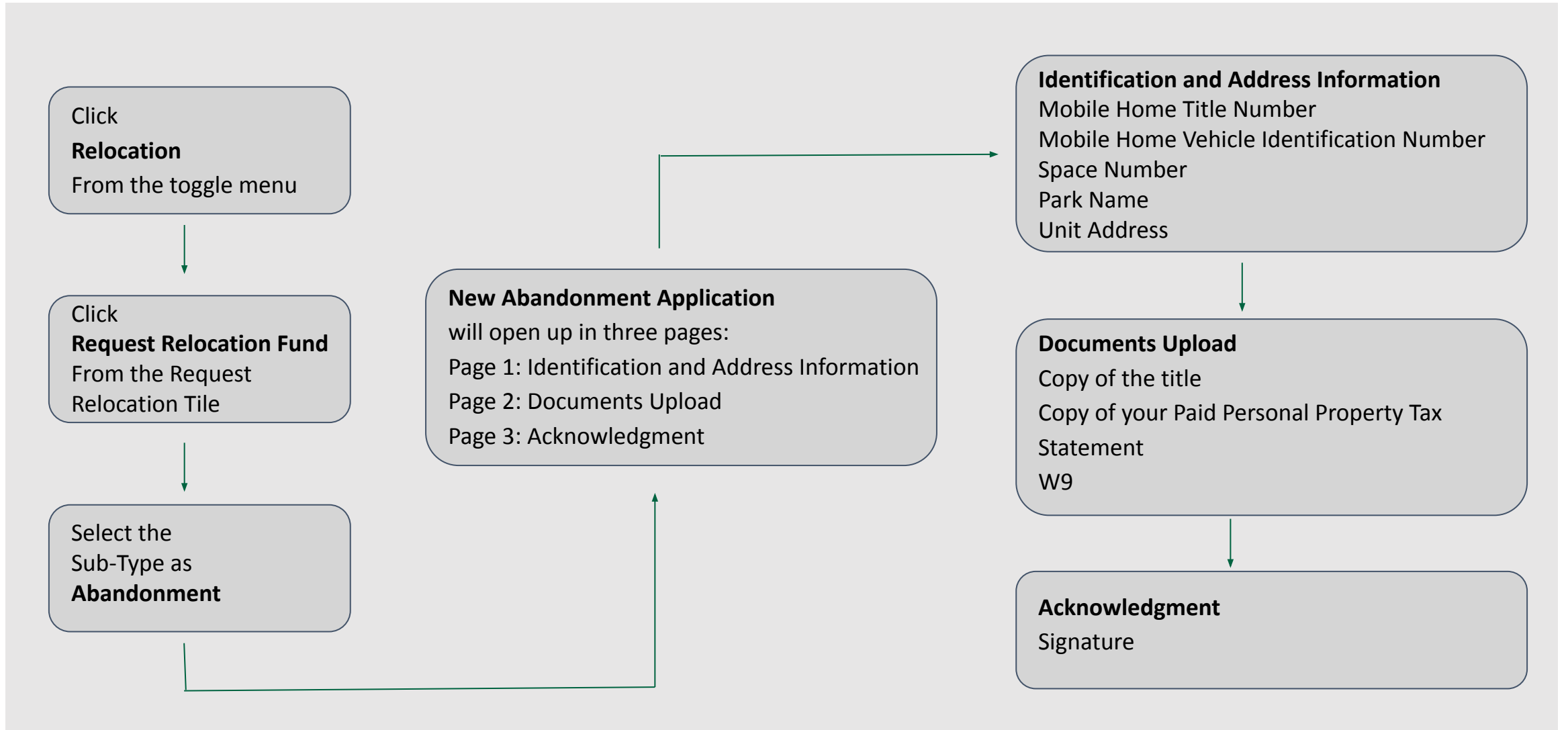
Instructions

Once you have submitted the application, the Relocations Dashboard will be updated and the number of submitted Applications can be seen on the Submitted tile.

Key Points

No key points.

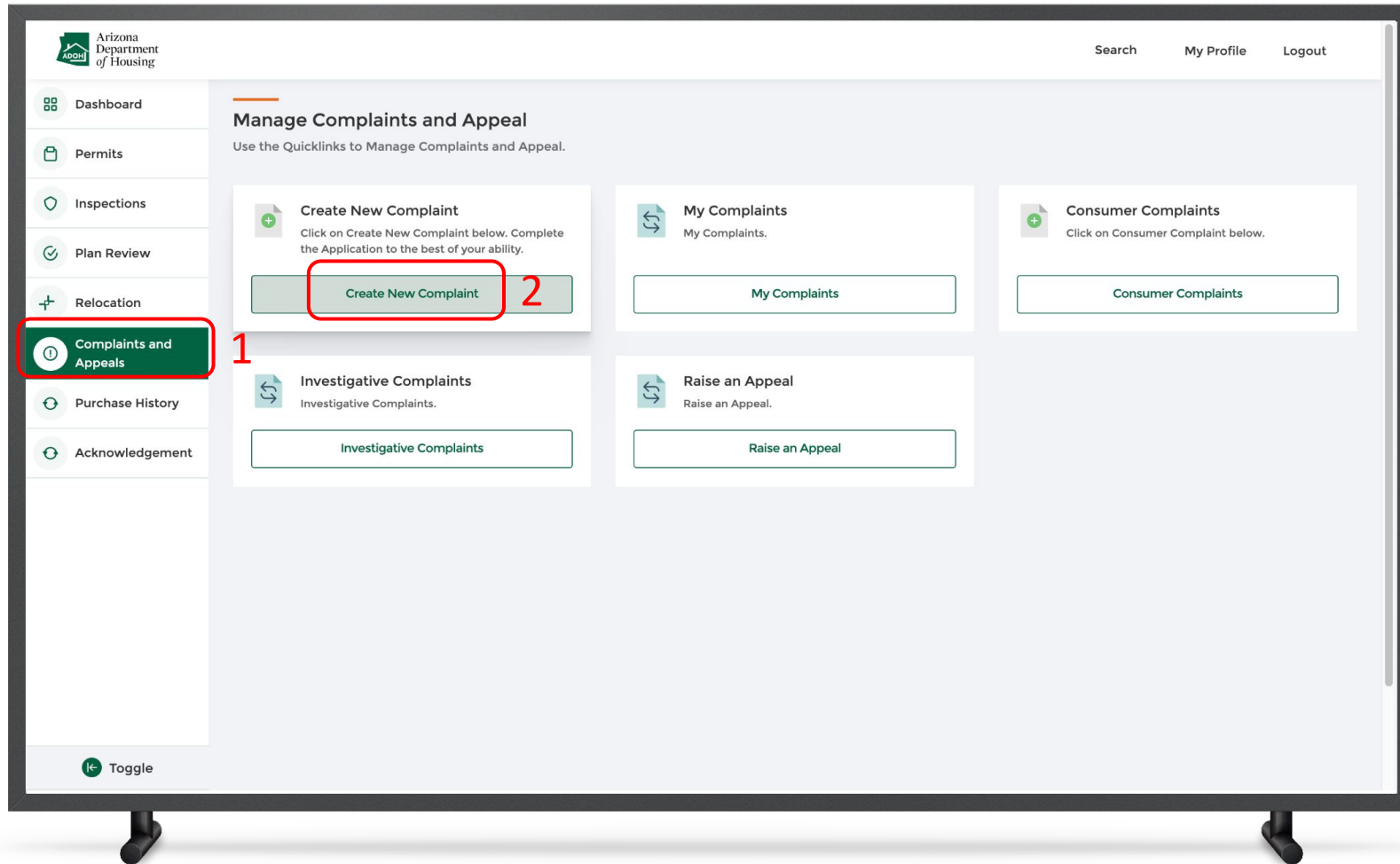
Abandonment





Complaints and Appeals

Complaints and Appeals



Instructions

1. Click the Complaints and Appeals tab from the toggle menu bar
2. Click Create New Complaint

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- 1 Identification Information
- 2 Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Identification Information

Complainant Name
Tenant Test

Email
prakruthi.kairamkonda+tt@mtxb2b.com

1 Daytime Phone

Work Phone

2 Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province

Zip/Postal Code

Instructions

1. Populate complainant Phone Number
2. Populate Mailing Address

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Country
United States

Unit Address
 Same as Mailing Address

Search Address

Street Address

Suite/Apt Number

City

State/Province
Arizona

Zip/Postal Code

Country
United States

Name of Mobile Home Park or Subdivision (if applicable)

Back Next Save and Exit

Privacy Policy
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Instructions

1. Check the 'Same as Mailing address' box if the Unit Address is same as Mailing Address (If not, you need to enter Unit address as well)
2. Click Next

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- 1 Identification Information
- 2 Licensee Information
- 3 Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Licensee Information

Manufacturer Company

License cannot be located in the search

Search by license number or Search By Manufacturer Name

Search by license number or Search By Manufacturer Name

License

Dealer License

License cannot be located in the search

Search by license number or Search By Dealer Name

Search by license number or Search By Dealer Name

License

Installer License

License cannot be located in the search

Search by license number or Search By Installer Name

Search by license number or Search By Installer Name

License

Instructions

Search for Manufacturer License, Dealer License and/or Installer Licenses using the respective search fields.

Key Points

- You can associate either of three or all the three Licenses to the complaint
- You can search by the License number or by the Name

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

3 Unit Information

4 Document Upload

5 Complaint Details

6 Acknowledgement

License cannot be located in the search

Search by license number or Search By Manufacturer Name

Search by license number or Search By Manufacturer Name

License

Dealer License

License cannot be located in the search

Search by license number or Search By Dealer Name

Search by license number or Search By Dealer Name

License

Installer License

License cannot be located in the search

Search by license number or Search By Installer Name

Search by license number or Search By Installer Name

License

Back Next Save and Exit

[Privacy Policy](#)

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Instructions

Scroll down and click Next to continue.

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- 3** Unit Information
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Unit Information

The Unit is
New

Serial Number

Purchase Date
Jan 1, 2022

Installation Date
Jan 7, 2022

Unit Type

- Mobile Home
- Manufactured Home
- FBB
- Park Model
- Other Recreational Vehicle

Instructions

1. Populate Unit Information
2. Select Unit Type from the dropdown list

Key Points

- If you have selected a Unit Type that is not eligible to file a complaint, you will see a note: 'This department does not regulate. If you have made an error please go back and select the correct Unit Type'
- Consumer will be eligible raise a complaint after 1 year from the Unit's date of Purchase or Installation (whichever date is later)

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- 3 Unit Information**
- 4 Document Upload
- 5 Complaint Details
- 6 Acknowledgement

Unit Information

The Unit is
New

Serial Number
[Empty]

Purchase Date
Jan 1, 2022

Installation Date
Jan 7, 2022

Unit Type
Mobile Home

Back **Next** Save and Exit

3

Instructions

Click Next.

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- 4 Document Upload**
- 5 Complaint Details
- 6 Acknowledgement

Document Upload

Document Name	Upload Action	Uploaded Documents
Copy of Consumer Cosmetic Walk-through Form	<input type="button" value="Upload Files"/>	
Map of Home Location	<input type="button" value="Upload Files"/>	
Copy of Purchase Agreement/Contract and/or Addendum/ Change Order *	1 <input type="button" value="Upload Files"/>	
Any emails/documents to support your claims	<input type="button" value="Upload Files"/>	
If Seller, upload the listing agreement	<input type="button" value="Upload Files"/>	
Escrow Documents *	<input type="button" value="Upload Files"/>	

2

Instructions

1. Click Upload Files and upload supported documents
2. Click Next

Key Points

Purchase Agreement/Contract and/or Addendum/ Change Order document(s) is mandatory.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- Identification Information
- Licensee Information
- Unit Information
- Document Upload
- Complaint Details**
- Acknowledgement

Complaint Details

List issues with the home or building numerically and please write legibly. Provide a brief description of the issue(s).

DO NOT provide lengthy storylines.

Serial No.	Issue Description	Remove
1.	Test issue	

1

2

3

Back Next Save and Exit

Add Issue

Instructions

1. Describe your issue in the Issue description field
2. Click Add Issue if you want to register another complaint/issue individually
3. Click Next

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Consumer Complaint

- ✓ Identification Information
- ✓ Licensee Information
- ✓ Unit Information
- ✓ Document Upload
- ✓ Complaint Details
- 6 Acknowledgement

Acknowledgement

I hereby give my permission to send a copy of this complaint to the licensee(s) involved, and if this office verifies my complaint, I agree to allow the licensee(s) to make appropriate corrections. By entering my name below I am authorizing the Department to receive my formal complaint and consider it as a form of my signature

Name
Test Tenant

Back Submit

Instructions

1. Check the Acknowledgement box
2. Enter your Name
3. Click Submit; the complaint will be filed

Key Points

No key points.

Complaints and Appeals

Arizona Department of Housing

Search My Profile Logout

Notification Announcement :
Please check here for any upcoming announcements from the MHBD

Dashboard

Permits

Inspections

Plan Review

Relocation

Complaints and Appeals

Purchase History

Acknowledgement

Dashboard

Permits Plan Review Inspections Relocations Complaints and Appeals

0 Closed

1 Submitted

0 Unsubmitted

0 In-review

1

1

Toggle

<https://azuat-arizonahousing.cs209.force.com/MHD/s/#-300>

Instructions

1. Navigate to Complaints and Appeals on the Dashboard
2. You will find the filed complaint under the Submitted tile

Key Points

No key points.



Arizona
Department
of Housing

This Concludes AZ MHBD Homeowner Portal User Guide

THANK YOU

