

The PSC Manufactured Housing and Modular Units Program Celebrates Milestone

50 Years



This year marks the 50 year anniversary of the Public Service Commission's Manufactured Housing and Modular Units Program. The Program has been a part of the Missouri Public Service Commission since 1973.

Under legislation passed in 1973, the PSC started a program for enforcing safety standards covering manufactured homes and recreational vehicles manufactured or sold in Missouri. Under the 1973 law, the PSC was tasked with promulgating rules and regulations, inspecting units and issuing certification seals for equipment. The law also required that manufactured homes be properly anchored. Enforcement of that provision was the duty of the Missouri Division of Health.

"Many Missourians think of utility rates when they think of the Public Service Commission," said Jim Busch, Director of the Staff's Industry Analysis Division. "While the Commission does determine the rates that investor-owned utilities can charge their customers, another central function of the PSC is safety; working to ensure that those the Commission regulates provide safe and adequate service. The Manufactured Housing and Modular Units Program is an important piece of that safety puzzle."

Manufactured Housing and Modular Units Program Staff are constantly in the field working with dealers and manufacturers to ensure Missouri consumers have a quality, well-built manufactured home or modular unit. "We encourage any consumer who has a question or complaint to contact us using our toll-free hotline number **1-800-819-3180**", said Busch.

Rules and regulations governing the manufacture, sale and licensing of manufactured homes and recreational vehicles sold in Missouri were adopted by the PSC in October 1975. In 1976, legislation was approved that allowed the PSC to contract with the Federal Department of Housing and Urban Development (HUD) in order to act as the agent in Missouri for enforcement of HUD regulations on manufactured homes. Also in 1976, the PSC took over the responsibility for manufactured home tie downs.

In 2004, the Missouri General Assembly passed and the governor signed legislation which required the PSC to license manufactured home installers, inspect home installations, adopt installation standards and administer a process to resolve disputes arising among installers, dealers and manufacturers.

Today, the PSC's Manufactured Housing and Modular Units Program regulates and licenses manufacturers and dealers who sell new and used manufactured homes and modular units, as well as installers who provide the initial set up of homes, thus allowing those entities to legally conduct business in Missouri.

The PSC's regulatory authority of used manufactured homes is restricted mainly to manufacturer defects which can result in safety hazards.

The PSC is the State Administrative Agency responsible for handling manufactured housing consumer complaints for HUD. "Program Staff will conduct a free home inspection for those requesting an inspection if the consumer is the first owner of the home and the home is less than two years old," said Busch.

PSC Manufactured Housing and Modular Units Program inspectors enforce uniform construction and anchoring standards for manufactured homes and modular units sold within Missouri by conducting code inspections. Modular units may consist of homes or commercial units, including modular classrooms. Plans are approved for modular units sold in Missouri.

Each year, the program conducts:

- 1) Formal consumer complaint inspections;
- 2) Random site inspections; and
- 3) Dealer lot inspections.

If you have a complaint: After a consumer complaint is received by the PSC, a copy of the complaint is forwarded to the dealer, manufacturer and installers, along with a letter requesting that they investigate and make corrections within a reasonable period of time. The complaint is also assigned to a program inspector at the PSC.

The assigned inspector will schedule a site inspection with the consumer. After the inspection, a copy of that inspection report is sent to all parties listing any defects and findings. In some cases, follow-up inspections are necessary to verify repairs and any work orders.

Formal complaints can be filed against the responsible party if corrections are not satisfactorily completed within the required timeline.

Approximately 1,195 new manufactured homes and new modular units were sold in Missouri during the 2023 fiscal year. There were also 850 used homes sold in the state.



The Manufactured Housing and Modular Units Program licensed
— 152 manufacturers —
— 222 retail dealers —
— 96 installers —
during the 2023 fiscal year ending June 30, 2023.