

The Manufactured Housing and Modular Units Program

The Missouri Public Service Commission (PSC) 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 these entities to legally conduct business in Missouri. The Commission's regulatory authority of used manufactured homes is restricted mainly to manufacturer defects which can result in safety hazards. If you have a question, call the PSC's toll-free hotline at **1-800-819-3180**.

Missouri is the State Administrative Agency (SAA) for the Department of Housing and Urban Development (HUD) Manufactured Housing Program responsible for handling consumer complaints.

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 PSC conducts:

- On-site consumer inspections
- Random site inspections
- Dealer lot inspections

What Happens When a Complaint is Received?

- **After a consumer complaint is received by the PSC**, a copy of the complaint is forwarded to the dealer, manufacturer and installer, along with a letter requesting that they investigate and make corrections within a reasonable time period. The complaint is also assigned to an inspector.
- **The assigned inspector will schedule a site inspection** with the consumer. After the site inspection, a copy of the 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 completed satisfactorily within the required time line.

For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

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