

Manufactured Housing and Modular Units Consumer Recovery Fund

The Manufactured Housing and Modular Units Consumer Recovery Fund was established for the purpose of paying unsatisfied claims as approved by the Missouri Public Service Commission. In order to be considered for a disbursement from the fund, the following criteria must be met:

- (A) The consumer must have purchased a new manufactured home or residential modular unit from a manufacturer or dealer properly registered with the Missouri Public Service Commission.
- (B) If a consumer is seeking a disbursement from the Recovery Fund resulting from the actions of an installer, at the time of installation, such installer must have been properly licensed with the Missouri Public Service Commission.
- (C) A consumer must have an unsatisfied claim resulting from a violation of Chapter 700, RSMo, any rule adopted by the Missouri Public Service Commission, the National Manufactured Housing Construction and Safety Standards in 24 CFR Part 3280, the Manufactured Home Procedural and Enforcement Regulations in Part 3282 or the standards that govern modular units.
- (D) The consumer must have exhausted all legal remedies prior to submitting a claim form.

To initiate the process, the consumer must file a claim with the Missouri Public Service Commission on a claim form provided by the Commission within one (1) year from the date of exhaustion of legal remedies.

The amount requested by the consumer must reflect the actual cost of repairs and in no event shall exceed five thousand dollars (\$5,000) for single section homes and seven thousand five hundred (\$7,500) for multi-section homes. No claim shall include attorney's fees, double, treble, punitive, or exemplary damages.

For additional information please call the Missouri Public Service Commission's Manufactured Housing and Modular Units Program at **1-800-819-3180**.

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

200 Madison Street • P.O. Box 360 • Jefferson City, Missouri 65102-0360
Website: psc.mo.gov **Email:** pscinfo@psc.mo.gov **Phone:** 1-800-392-4211