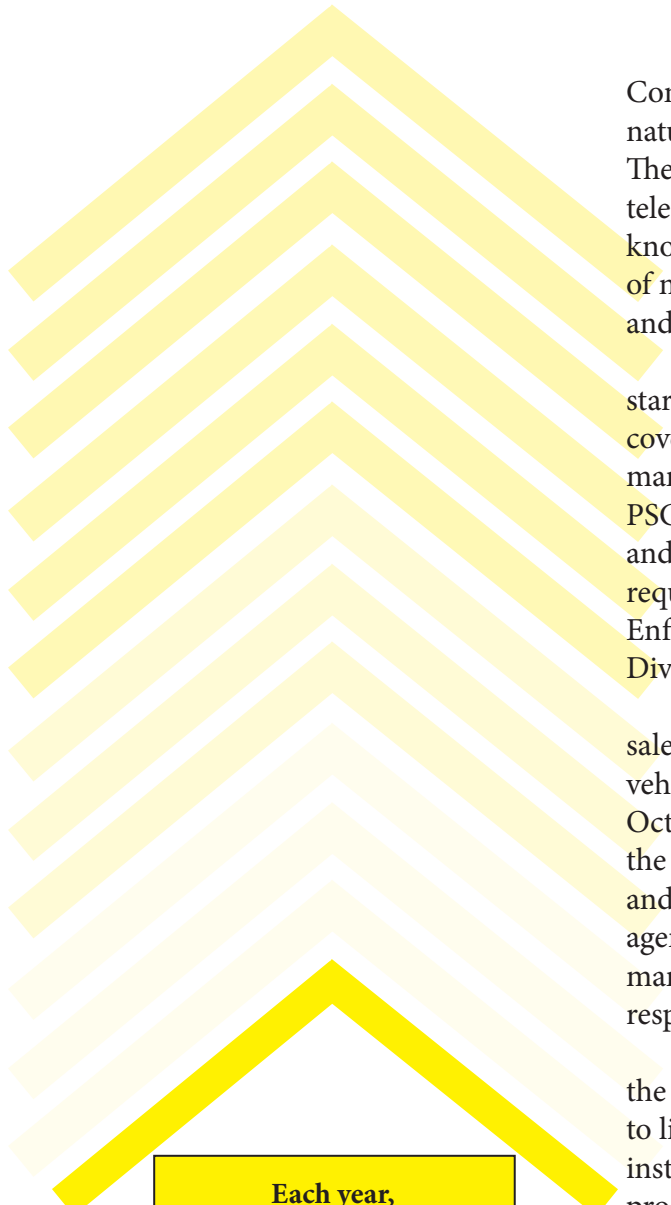




# The PSC

## Manufactured Housing and Modular Units Program

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You probably know the Missouri Public Service Commission (PSC) regulates investor-owned electric, natural gas, steam, water and sewer utilities in Missouri. The Commission also has limited jurisdiction over telecommunications providers in the state. You may not know that the PSC also regulates manufacturers and dealers of manufactured homes and modular units sold in the state and has for more than four decades.

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 new law, the PSC was to promulgate rules and regulations, inspect units and issue 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.

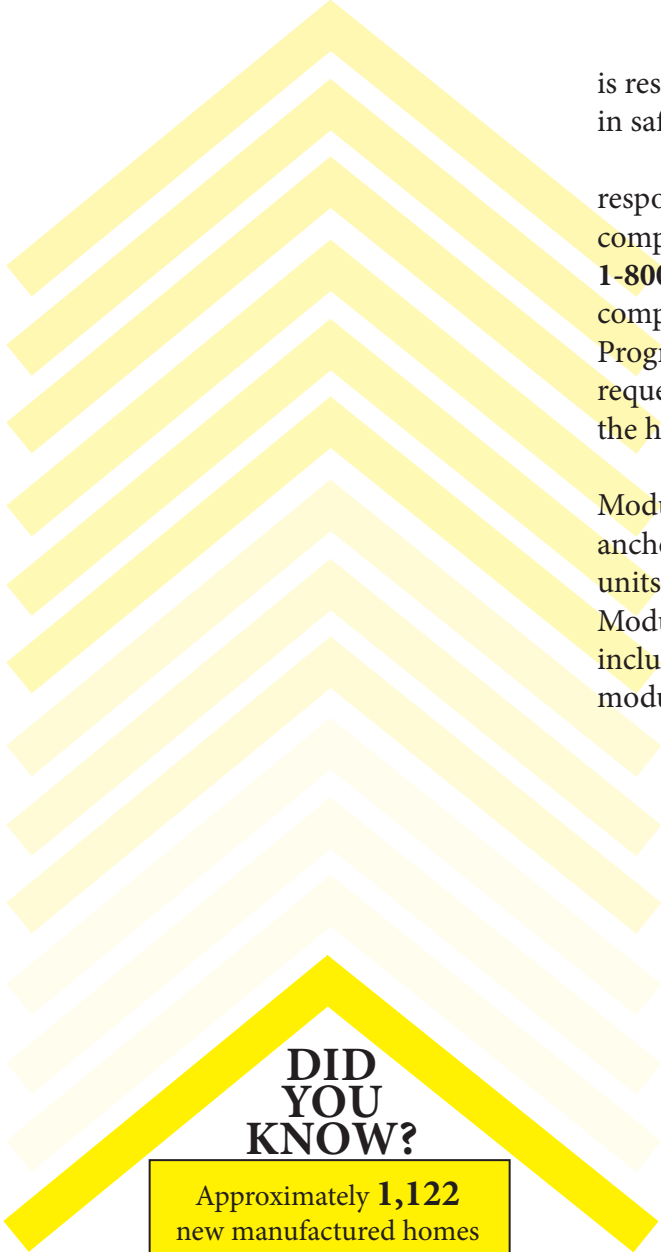
Rules and regulations governing the manufacture, sale and licensing of manufactured homes and recreational vehicles sold in Missouri were adopted by the PSC in October 1975. In 1976, legislation was approved that allowed the PSC to contract with the Federal Department of Housing and Urban Development (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 installation, 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.

**Each year,  
program inspectors  
conduct:**

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



PSC 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. The toll-free hotline number is **1-800-819-3180** for consumers who have questions or complaints regarding manufactured homes or modular units. 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.

Inspectors in the PSC Manufactured Housing and Modular Units Program 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, program inspectors conduct:

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

## DID YOU KNOW?

Approximately **1,122** new manufactured homes and new modular units were sold in Missouri during the 2021 fiscal year.

In addition, **912** used homes were sold in the state.

The Manufactured Housing and Modular Units Program licensed

**147** manufacturers, **205** retail dealers, and

**98** installers during the 2021 fiscal year ending June 30, 2021.

## 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 completed satisfactorily within the required time line.

**The toll-free hotline number is 1-800-819-3180 for consumers who have questions or complaints regarding manufactured homes or modular units.**