

# HOME WORK



## Did You Know -- Many Are Unaware Of The PSC's Role In The Manufactured Housing Industry

**M**any Missourians know the Missouri Public Service Commission regulates investor-owned electric, natural gas, steam, telephone, and water and sewer utilities in the state. Did you know the Commission also regulates manufacturers and dealers of manufactured homes and modular units sold in the state?

The Public Service Commission began regulating the manufactured housing industry on January 1, 1974. The PSC Manufactured Housing Unit became a State Administrative Agency for the federal Housing and Urban Development (HUD) Manufactured Housing Program on June 15, 1976.

The Manufactured Housing and Modular Units Program (Program) is responsible for the

annual registration of dealers and manufacturers of HUD manufactured homes and modular units. The PSC also has jurisdiction over new manufactured HUD home installers. Program field inspectors enforce uniform construction, safety and installation standards by conducting detailed inspections including the enforcement of tie down and anchoring requirements.

Program Staff receive calls from consumers, manufacturers, dealers, installers, financial institutions, and local building code officials throughout the state. Program Staff conduct free home inspections for consumers requesting an inspection.

“Program Staff have been able to successfully resolve more than 95% of the complaints we’ve received by working with manufacturers, dealers, installers and homeowners,” said Blake Eastwood, Program manager of the PSC’s Manufactured Housing and Modular Unit.

Consumers may submit an Inspection Request/Consumer Complaint form to the Unit. This form, along with additional information, can be obtained by going to the Commission’s website ([www.psc.mo.gov](http://www.psc.mo.gov)) and clicking on the manufactured housing tab at the top of the page.

In addition, Program Staff conduct random on-site inspections prior to the completion of a new HUD home and modular structure. In many cases, these on-site inspections are requested by the installer, dealer or the homeowner to ensure the site is properly prepared before the home is placed on the site. On-site inspections help identify installation problems that can be corrected before home installation is completed, thus reducing costs and ensuring the consumer has a properly installed home.

Program inspectors endure many obstacles and undergo various adventures while accomplishing their goal of helping provide safe, affordable and durable manufactured buildings to Missouri citizens. Ronnie Mann, 16-year Manufactured Housing Inspector at the PSC, says



*PSC Inspector David Freeman conducts an on-site inspection.*



## Do You Have Questions About A Manufactured Home Or Modular Unit?

Contact Us At:  
**1-800-819-3180**

*Manufactured homes are built in a controlled factory environment.*

“working with manufactured housing as a regulator is a very diversified job. One day we are in the field inspecting a home, the next day we may be in a meeting with city officials, attorneys or other authorities. Our oversight from factory to consumer helps to make each house someone's home.”

Many of these commercial units can be delivered and fully operational within a very short period of time. These commercial structures must meet applicable International Building Code (IBC) commercial building code requirements.

Manufactured homes are built according to HUD standards. Manufactured homes are built in a controlled factory environment, may be single- or multi-sectioned, and are available in various sizes and floor plans.

All new manufactured homes located in Missouri must be anchored and tied down according to Missouri Public Service Commission standards. Before any home can be sold, offered for sale, or installed, that home must be approved by the Public Service Commission.

Modular units are built to IBC and International Residential Codes (IRC). Throughout the building process, homes are continually inspected to ensure compliance with required building codes.

According to a report published by the Governmental Accounting Office and the Federal Housing Institute, approximately five percent of Missouri residents live in manufactured homes. Modular and HUD manufactured homes fulfill a major housing void in many rural areas where site built homes are difficult to construct in a timely manner.

Modular unit classrooms are a major com-

ponent of affordable classrooms in many school districts throughout the state. Program Staff routinely work with school districts to ensure these units are properly installed and anchored, providing a safe learning environment for children and staff.

Commercial modular units have become a popular and affordable alternative to site built commercial units. Commercial modular units range from small single section units to large 16 to 20 section multi-family structures.

Other specialized commercial units include medical facilities, banks, jails, parking lot booths and ice houses.

*Contributors to the articles on Pages 11-13 were **Leslie Wiebe** (Manufactured Housing and Modular Unit Program) and **Natelle Dietrich** (Director Tariff, Safety, Economic and Engineering Analysis) of the PSC Staff.*



*PSC Inspector Nate Haldiman examines anchor straps.*



## ***Easy Does It***

*Inspectors from the Missouri Public Service Commission watch as a home is lowered into its concrete foundation using a large crane.*

# **Definitions And Requirements**

A “dealer” is defined as any person, other than a manufacturer, who sells or offers for sale four or more used homes or one or more new manufactured homes, or one or more new modular units in any consecutive 12-month period.

A “manufacturer” is defined as any person who manufactures manufactured homes or modular units, including persons who engage in importing into the State, manufactured homes or modular units for resale.

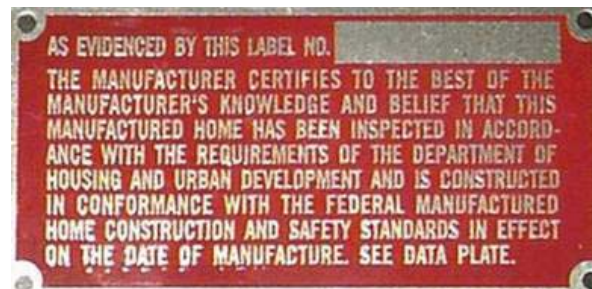
Every manufacturer or dealer who sells or offers for sale, on consignment or otherwise, a manufactured home or modular unit from or in the state of Missouri, is required to register, with the Unit, each place of business at which the manufacturer or dealer sells or offers for sale a manufactured home or modular unit.

Missouri law requires that any manufactured home or modular unit for rent, lease or sale within the state must bear the proper seal indicating the home was built to at least the minimum code required by HUD or the IRC and the IBC. Modular units must have a PSC Seal of Compliance. A manufactured home must have the proper HUD label. A seal of compliance is commonly located in the electrical panel box of the home.

The Program also regulates the installation of new manufactured homes. All new manufactured homes must be installed by a PSC-registered installer. An installer is required to complete eight hours of initial training, along with the successful completion of an installer test. The installer must then complete eight hours of continuing education every three years.

Installers are required to install manufactured homes in accordance with the installation instructions provided by the manufacturer of the home.

An installation decal issued by the Unit must be attached to the exterior of the home and should also include a sign-off sticker, which must be attached next to the data plate inside the home.



*A PSC Seal of Compliance (left) and a U.S. Department of Housing and Urban Development certification label.*