

## Manufactured Homes – FAQs

Don't see your question here? Email us at [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov).

### General

**Q: Is the Department planning to overhaul the manufactured homes program when it assumes these responsibilities on Jan. 21, 2018?**

A: We won't make major changes on Jan. 21. We will keep what works and take a closer look at what might not be working.

**Q: How will I know who to contact once Commerce assumes responsibility for the manufactured homes program?**

A: The Department is working to assign specific Commerce staff members to this work, including identifying contacts for stakeholders to reach out to when they have a question or need assistance. These contacts will be experts in this area. Once this is determined, the names and contact information will be shared with all stakeholders in several ways, including in emails, and posted on the Commerce website.

**Q: I have an idea, or a concern. Who can I share that with?**

A: Feedback from stakeholders is critical to the success of the program ongoing. The Department is committed to ongoing two-way communication. You are encouraged to submit questions or feedback via email to [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov) or by calling 614-466-3902. The Department also will plan other opportunities to gather information, such as stakeholder meetings. Watch the website and your email for more information.

**Q: How can I participate or give feedback about the Department's new rules or new procedures?**

A: The Joint Committee on Agency Rule Review (JCARR) process contains specific steps that all Agencies must follow when drafting or updating rules. These steps include soliciting input from stakeholders at no less than four points in the process. The Department is committed to ensuring all stakeholders are aware of these opportunities, and will communicate them through email and on the Department's website.

**Q: Can I sign up to receive updates?**

A: You can sign up for the Department's mailing list by emailing [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov) or signing up [here](#).

### **Q: What's the Division of Real Estate & Professional Licensing's role in manufacturing?**

A: The division will receive and track franchise agreements between manufacturers and dealers on makes of new homes for purposes of providing this information to titling agencies. Additionally, since we already have a robust dispute resolution program for other professions, the division may work with manufacturers who are a party to a complaint that goes to dispute resolution.

## **Inspections/Installations**

### **Q: Who is responsible for the regulation of manufactured home installers and inspectors?**

A: The Division of Industrial Compliance, along with Ohio Construction Industry Licensing Board and the Board of Building Standards (BBS), will be responsible for the regulation of manufactured home installers and inspectors. Both OCILB and BBS are housed at the division.

### **Q: Is it true that third party inspectors only will be used through July for training?**

A: We have no immediate plans to eliminate the use of third party inspectors. If there is room for improvement in the inspection process, we will discuss those changes with stakeholders and make appropriate changes when we file new rules in July.

### **Q: Who do we contact to request inspections?**

A: Contact the Division of Industrial Compliance at 614-644-2223 or [ic@com.state.oh.us](mailto:ic@com.state.oh.us).

### **Q: How do I submit inspection reports?**

A: Inspection reports can be submitted to the Division of Industrial Compliance via email. We are exploring the need for faxed receipt or direct mailing.

### **Q: Can flood plain administration be handled by the local administrator?**

A: On Jan. 21, the Division of Industrial Compliance will be enforcing all of the Commission's existing rules regarding manufactured homes, including those rules regarding manufactured home placement within floodplains. The division will continue to manage floodplain development by requiring permits for any installations done within a park in a floodplain. For example, a permit would be required for special fill and grading for any new parks within a floodplain. Floodplain administration, however, which is part of the requirements of the National Flood Plain Insurance Program (NFIP), will continue to

be handled by the local floodplain administrators who are designated by applicable law. If you have any questions about floodplain administration or who your floodplain administrator is, please contact the Ohio Department of Natural Resources, which administers the Floodplain Management Program and is the NFIP coordinator in Ohio.

**Q: Is there a way to have additions such as decks and carports inspected at the local level? Do building departments have the authority to do these inspections?**

A: Additions to manufactured homes must comply with Ohio Residential Building Code. If a manufactured homes park falls within a local building department's jurisdiction, the park owner should obtain a permit for any additions, and the construction should be inspected by the local building department.

Not every manufactured homes park falls within a local building department's jurisdiction, which causes confusion. This is an opportunity for us to educate local building departments on where their jurisdiction of manufactured homes begins and ends, and to educate park owners and residents about their responsibilities.

**Q: Can we implement a building code specific to manufactured homes, and the ancillary construction such as garages and decks?**

A: This idea requires a more in-depth conversation between manufactured homes experts and code officials. We will schedule meetings to begin the conversation. Please let us know if you'd like to be included in these conversations.

## **Manufactured Homes Parks**

**Q: Who is responsible for the regulation of parks, including park licensing and inspections?**

A: The Division of Industrial Compliance, along with the Ohio Construction Industry Licensing Board (OCILB), is responsible for the regulation of parks. OCILB is housed at the division.

**Q: Who will send license applications and invoices to manufactured homes parks?**

A: The Division of Industrial Compliance/the Ohio Construction Industry Licensing Board staff will send applications and invoices to manufactured homes parks.

## **Education and Training**

**Q: Can we look at increasing the number and types of continuing education classes?**

A: The continuing education requirements for installers and inspectors remains the same, and are set forth in rules. We already are exploring options to provide more classes in additional formats, such as online classes, webinars and in-person courses. Please continue to share ideas about what changes to continuing education would be beneficial.

**Q: Can we update the training for field installers to address gaps in knowledge and differences in the level of details of manufactures' instructions?**

A: Strengthening training is a priority. We are working with HUD in regard to the current training standards, and ways in which we can make improvements. Please continue to share your ideas. We are also working with our existing Certified Training Agencies to ensure they are prepared to offer installer training beginning Jan. 21.

**Q: What are Commerce's plans to develop guidelines for "abandoned" and "nuisance" determinations?**

A: We are aware of the problems presented by abandoned and nuisance properties. There are many entities involved (such as local law enforcement, local municipal officials, state agencies), and many of the solutions may require statutory and rule changes. We want to reduce the problem in the manufactured homes communities, and will work with partners to find the best solution. We will convene a group of stakeholders to help identify solutions.

**Q: How will Commerce manage complaints about abandoned or nuisance homes?**

A: We are developing a process to handle all complaints, with the knowledge that these complaints are complex and require additional steps and process. Suggestions and feedback are welcome.

## **Manufactured Homes Brokers/Dealers and Salespersons**

**Q: Who is responsible for the regulation and licensing of manufactured home brokers/dealers and salespersons?**

A: The Division of Real Estate & Professional Licensing (REPL) will be responsible for the regulation and licensing of brokers/dealers and salespersons.

**Q: What is the license renewal cycle for manufactured home brokers/dealers and salespersons?**

A: Brokers/dealers' licenses will next expire on March 31, 2019. Salespersons' licenses will next expire on June 30, 2019.

**Q: Are physical inspections of dealerships going to be resumed after Jan. 21, 2018?**

A: Yes; with the additional resources that we bring to the table, the Division of Real Estate and Professional Licensing will conduct physical inspections immediately for new applications. We also intend to integrate visits into our other audits and inspections across Ohio to those active dealerships where an inspection has not previously been conducted.

**Local Health Districts**

**Q: Will local boards of health still have the ability to continue doing inspections?**

A: Yes. When Commerce takes over manufactured homes regulation, local boards of health will continue to conduct inspections. Changes may be made to the program as Commerce works to improve services. If changes are made, Commerce will ensure there is adequate communication to the boards.

**Q: What fees will Local Health Districts be paid for inspections?**

A: On Jan. 21, Commerce will inherit the current Manufactured Home Commission rules and the Ohio Administrative Code 4781, and will immediately begin enforcing those rules as our own. This means that the Division of Industrial Compliance will charge and collect the same fees as the Manufactured Home Commission does today. If there is a need for fees to be changed, we will discuss those changes with stakeholders and make appropriate changes when we file new rules in July.

**Q: When will Local Health Districts see an agreement from Commerce?**

A: Commerce is working with the Manufactured Homes Commission on contract renewals, and we anticipate that we will have an answer to this question in the coming weeks.

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A: Once Commerce takes over on Jan. 21, Local Health Districts can continue with their inspections just as they did under the Manufactured Home Commission.

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**Q: Will Local Health Districts be required to conduct re-inspections? If so, how will they be notified, and what will they be paid?**

A: The Division of Industrial Compliance intends to treat any failed inspections as an enforcement matter to be handled by division personnel. We do not intend to require re-inspections by the Local Health Districts, but welcome input from our stakeholders on this matter.

**Q: Can Local Health Districts contract with neighboring jurisdictions to conduct inspections?**

A: On Jan. 21, Commerce will inherit the current Manufactured Home Commission rules and the Ohio Administrative Code 4781, and will immediately begin enforcing those rules. The current rules do not permit Local Health Districts to inspect any districts but their own. We will discuss changes with stakeholders and make appropriate changes when we file new rules in July if there is a need to change whether local health districts should be permitted to contract with neighboring jurisdictions.