Rules of
Department of Commerce and Insurance
Division 4240—Public Service Commission
Chapter 125—Manufactured Home Installers

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PURPOSE: This rule establishes the licensing requirements, license fees, and responsibilities for manufactured home installers.

(1) Requirements for an Installer License.

(A) To be licensed as a manufactured home installer, an applicant shall meet all of the requirements of sections 700.650 to 700.692, RSMo, and submit to the manufactured housing and modular units program—

1. An application form and one hundred fifty dollar ($150) application fee;

2. The certificate issued by the educational provider; and

3. Proof of liability and workman’s compensation insurance coverage as required pursuant to section 700.659, RSMo.

(B) The manager may waive the training and examination requirements for applicants who have obtained an installer license in another state, the District of Columbia, or territories of the United States pursuant to section 700.662, RSMo, if all the documentation is submitted with the license application and the application fee is paid. The certification must be current, must meet or exceed the requirements in sections 700.650 to 700.680, RSMo, and must cover all or a portion of the same time frame as the Missouri renewal period.

(C) A manufactured home installer must attend certification classes every three (3) years, except this requirement may be extended by a period not to exceed two (2) additional years, except this requirement may be extended by a period not to exceed two (2) additional
years by order of the commission, on the rec-ommendation of the manager, finding such attendance is not feasible as the result of a natural disaster, public health emergency, or other exigent circumstance. As an alternative, attendance of certification classes may be held virtually through an internet portal capable of video and multimedia presentations and two- (2-) way communication.

(2) Installer Responsibilities and Limits.
(A) Work covered by an installer licensee shall include but not be limited to the following:
1. Installing manufactured home under-floor vapor retarder as required by the manufac-turer’s installation manual for proper ventila tion and access;
2. Installing the support, tie-down, anchoring, and the structural connections and roof installation for manufactured homes;
3. Providing plumbing and electrical utility connections unless they are regulated by local jurisdictions;
4. Providing plumbing, electrical, and mechanical cross-over, appliance and fixture connections of and to the manufactured home, as permitted by these requirements;
5. Assuring that all appliance exhaust ducts are roughed in and terminations are complete when required;
6. Closing and securing all access panels and covers on or under the manufactured home;
7. Assuring all doors and windows are adjusted, secured in place, and operational;
8. Assuring all shipped loose flue vents and chimneys are installed, secured in place, and capped according to the manufacturer’s installation manual and the manufacturer’s installation manual for proper ventilation.
(B) An installer licensee shall also be responsible for—
1. Affixing the installation decal to each manufactured home;
2. Completing all reporting and application forms required by the program;
3. Leaving the manufacturer’s installation manual at the installation site;
4. Assuring that all portions of the manufactured home installation are in compliance with the manufacturer’s installation manual; and
5. Correcting all applicable non-confor-mances within thirty (30) days of receipt of a correction notice from the manager.

(3) Primary Installer Responsibilities in addition to (2)(A) and (B) above—
(A) Each primary installer shall be respon-sible for ensuring the site and foundation are correct before setting the home on the site or foundation. If the home is not correctly set on the site or foundation, the primary installer shall be responsible for making corrections to the site or foundation, pursuant to sections 700.010(5) and (15), RSMo, and 4 CSR 240-125.010(12) and (13); and
(B) Primary installers who install new manufactured homes in Missouri from dealers, manufacturers, or other entities located in other states shall submit a property locator form provided by the manufactured housing and modular units program prior to placing the manufactured home on the site. Failure to submit the property locator to the manufactured housing and modular units program prior to placing the manufactured home on the site may subject the installer to the fifty dollar ($50) inspection fee as defined in 4 CSR 240-120.065(4)(D).


20 CSR 4240-125.050 Limited Use Installer License
(Rescinded February 28, 2022)


20 CSR 4240-125.060 Licensing
PURPOSE: This rule establishes manufac-tured home installer licensing, renewal, and disciplinary requirements.

(1) Issuance and Possession of License.
(A) A manufactured home installer license or a limited use installer license shall be issued to the person named on the application and shall not be transferable.
(B) The licensee shall notify the manufac-tured housing and modular units program in writing within thirty (30) days of any address change.

(2) License Renewal.
(A) Licenses issued under this program shall expire on June 30 of each year.
(B) Forty-five (45) days prior to license expiration the manufactured housing and mod-ular units program shall mail each licensee a license renewal application.

(C) An application for renewal of a current license shall include evidence that the applic-ant has completed a minimum of eight (8) hours of commission-approved continuing education and shall be accompanied by the required renewal fee, which shall be the same amount as the application fee established in 4 CSR 240-125.040. Each installer must attend an approved installer certification renewal class every three (3) years or as otherwise required by the manager or the act.

(D) A license renewal application must be submitted to the manufactured housing and modular units program prior to the expiration date of the license. Persons wishing to apply for a license after their license has expired must reapply for a new license and meet all requirements of a new applicant. The manufactured housing and modular units program shall not be responsible for notification if the licensee has changed addresses without notifying the manufactured housing and modular units program within thirty (30) days of the address change.

(3) License Suspension and Revocation.
(A) The manager may give the licensed installer twenty (20) days from the date of written notice before filing a formal complaint with the commission for failure to comply with any of the provisions under Chapter 700, RSMo, the rules promulgated thereunder, or the act or the code(s) as adopt-ed under this chapter.

(B) The commission may suspend an installer license for up to thirty (30) days for failure to comply with the provisions of Chapter 700 RSMo, the rules promulgated thereunder, or the act or the code(s) as adopted under this chapter. If conditions have not been reme-died within thirty (30) days, the manager may file, with the commission, a complaint against the installer for failure to comply with a com-mission rule.

20 CSR 4240-125.070 Installation Decals

PURPOSE: This rule establishes installation decal requirements and fees for manufactured home installers.

(1) Requirements for Installation Decals.
(A) An installation decal issued by the manufactured housing and modular units program shall be a permanent stick-on decal to be attached to the exterior of the home and shall also include a sign-off portion of the decal, which must be attached next to the data plate inside the home with the initials and license number of each installer involved with the initial setup and installation of the home.
(B) The primary installer who is responsible for the initial setup and installation of the manufactured home which includes site preparation and foundation and any portion of the blocking, leveling, or roof installation is responsible for affixing the installation decal and the sign-off portion of the decal to the manufactured home upon completion of blocking, leveling, or roof installation.
(C) A decal shall be affixed to the manufactured home in a permanent manner in a visible location within two feet (2') of the Housing and Urban Development (HUD) label.
(D) Decals may be purchased by licensed installers by submitting an application to the manufactured housing and modular units program, in duplicate together with the appropriate twenty-seven dollars ($27) for each decal.
(E) Only licensed installers may be issued installation decals by the manufactured housing and modular units program and decals shall be affixed only by licensed installers upon completion of the blocking and leveling.
(F) The licensed installer purchasing decals from the manufactured housing and modular units program shall be responsible for decal security, use, and reporting.
(G) Decals assigned to licensed installers may only be transferred by the manufactured housing and modular units program.
(H) If an installer license is suspended, revoked, or expires, or the installer is no longer in business, all unused decals issued to that person shall be returned to the manufactured housing and modular units program. The decal fee may be refunded by the manufactured housing and modular units program, if a refund application is completed by the applicant as provided by the manufactured housing and modular units program.
(I) Primary installers who fail to attach the installation decal and/or the sign-off portion of the decal to the home immediately after the completion of the blocking and leveling of the home shall be subject to a two hundred dollar ($200) inspection fee. The fee shall be paid and submitted to the manufactured housing and modular units program within ten (10) days after notification by the manager.
(2) The manager may deny any request for decals when—
(A) An inspection reveals that a manufactured home or tie-down installation is not installed according to the manufacturer’s installation manual or setup standards and no corrective action, or insufficient corrective action is taken by the installer as required by this program;
(B) An installer’s license has expired, or has been suspended or revoked, or there is evidence of failure to comply with the requirements described in the program; and
(C) The applicant has failed to file the monthly installation decal report.
(3) Monthly Installation Decal Report.
(A) A licensed installer who has purchased installation decals directly from the manufactured housing and modular units program shall submit a monthly report with the manufactured housing and modular units program no later than the tenth of the month following the month when the decals were placed.
(B) The report shall be filed on the Installation Decal Report Form provided by the manufactured housing and modular units program. The forms may be obtained from the Missouri Public Service Commission, PO Box 360, Jefferson City, MO 65102 or online at www.psc.mo.gov.
(C) A report shall be filed for each month or part of the month for which the installer is licensed. If no decals are placed or installed in a given month, the installer shall file the usual form no later than the tenth of the following month.
(D) The licensed installer or a representative of the licensed installer shall sign the report.
(E) The licensed installer shall maintain a copy of this report for his/her records.
(F) The manager may reject all monthly reports that are incomplete and require the installer to submit corrected reports.
(G) The manager, in consultation with the commission staff director, after attempting to contact the entity involved and documenting consideration of potential mitigating factors, including, but not limited to, the number of similar non-compliance issues, circumstances beyond the installer’s control, and the installer’s responsiveness to commission requirements, may assess a late submission fee of fifty dollars ($50) per report for each report that is filed sixty (60) days after the due date. The manager will track fees assessed or waived under this provision, along with any documented consideration of mitigating factors, and compile a quarterly report summarizing such information for review by the commission.
(H) The commission may suspend the installer’s license for any report not submitted within sixty (60) days of the due date.
(I) Failure to submit a completed monthly report within ninety (90) days of the due date or failure to pay any required fees could result in revocation of the installer’s license.


20 CSR 4240-125.090 Dispute Resolution

PURPOSE: To establish, pursuant to section 700.689, RSMo, a manufactured housing dispute resolution program to promote the timely resolution of disputes among manufacturers, dealers, and installers of manufactured homes.

(1) After completion of an initial inspection of a manufactured home, a dispute resolution process may be initiated in order to resolve disputes between the manufacturer, the dealer, and the installer of the home. This process may be initiated at the request of the manager, or upon a manufacturer, dealer, or installer having submitted to the manager a written request within fourteen (14) days after receipt of the manager’s initial inspection report.
(2) All dispute resolutions shall be conducted at the site of the manufactured home, unless determined by the manager to be unreasonable or impracticable to do so. Upon the decision to initiate the dispute resolution process or upon receipt of a written request to do so, the manager shall notify in writing all parties of the time and place of the dispute resolution. In attempting to schedule the dispute resolution, the manager shall make a good faith effort to consider the input of the parties. The homeowner shall have the right
to attend the dispute resolution, to provide input at the request of the manager, and to be informed of the outcome.

(3) The manufacturer, dealer, and installer shall be required to attend the dispute resolution at the time and place determined by the manager. Any party who fails to attend the dispute resolution shall be deemed to have waived its right to provide input in the process.

(4) Each inspection item in dispute shall be discussed at the dispute resolution. All parties shall be given the opportunity to present their position in respect to disputed items. The parties shall also discuss with the manager a timeline for completion of any disputed items and work to reach an agreement thereon.

(5) Within ten (10) days of the dispute resolution, the manager shall send to the parties a final inspection report that identifies which party has been determined by the manager to be responsible for repairing the items originally in dispute. This inspection report shall also include a date by which the required repairs shall be completed.

(6) Reasonable extensions to the required completion dates may be granted by the manager under circumstances including, but not limited to, impracticability due to weather or the ability of a party to obtain engineering or permit approvals.

(7) If the repairs are not completed by the original or duly-extended deadline, the manager, after consultation with the commission staff director, may file a formal complaint with the commission.

(8) In any case where a deficiency is determined by the manager to be an imminent safety hazard or to constitute a serious structural defect, the manager may file a request asking the commission for an immediate hearing of the dispute.

*Original authority: 700.689, RSMo 2004.*