



Rules of
Department of Economic
Development
Division 240—Public Service Commission
Chapter 125—Manufactured Home Installers

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**Title 4—DEPARTMENT OF
ECONOMIC DEVELOPMENT
Division 240—Public Service
Commission
Chapter 125—Manufactured Home
Installers**

4 CSR 240-125.010 Definitions

PURPOSE: This rule defines various terms as used in this chapter and in chapters 120, 123, and 125.

- (1) Act means the Federal Manufactured Housing Improvement Act of 2000.
- (2) Applicant is a person who applies to the commission for a license or limited use license to install manufactured homes.
- (3) Application means a manufactured housing installer license application or renewal application as provided by the commission.
- (4) Certificate means a document issued by a commission-approved educational provider reflecting the applicant for licensure has taken an approved manufactured housing installer training class or program and has received a passing grade.
- (5) Code means the federal standards set out in 24 CFR section 3280 of the Manufactured Home Construction and Safety Standards, and 24 CFR section 3282 of the Manufactured Home Procedural and Enforcement Regulations, and 24 CFR section 3284 of the Federal Manufactured Housing Installation Standards which constitute the codes to be applied to new manufactured homes which entered the first stage of production after November 22, 1976 which are rented, leased, or sold or offered for rent.
- (6) Commission is the Missouri Public Service Commission.
- (7) Continuing education means that installers will be required to attend certification classes every three (3) years or as otherwise required by the commission.
- (8) Dealer is any person, other than a manufacturer, who sells or offers for sale four (4) or more used manufactured homes or one (1) or more new manufactured homes or modular units in any consecutive twelve (12)-month period or as otherwise defined in section 700.010, RSMo.
- (9) Director means the director of the Manufactured Housing and Modular Units Program of the Public Service Commission and persons working under his or her supervision.
- (10) Educational program means a manufactured housing training program approved by the commission.
- (11) Educational provider is any person or legal entity approved by the commission to provide manufactured housing installation training, instruction, and certification pursuant to a training program approved by the commission.
- (12) Installation is any work undertaken at the place of occupancy of a manufactured home to ensure the proper initial setup of the home, which shall include the joining of all sections of the home, installation of stabilization, support, and leveling systems, assembly of multiple or expanded units, and installation of applicable utility hookups and anchoring systems that render the home fit for habitation.
- (13) Installer is an individual who is licensed by the commission to install manufactured homes, pursuant to sections 700.650 to 700.680, RSMo.
- (14) Installation decals are decals issued by the commission to be attached to each new manufactured home installed or set up by a licensed installer.
- (15) Installer license is a manufactured housing installer license or renewal license issued by the commission, issued for a one (1) year period.
- (16) Installation standards are reasonable specifications for the installation of a manufactured home, including standards consistent with Chapter 700, RSMo, the act or the code and as required by the manufacturer's installation manual.
- (17) License renewals mean that manufactured housing installer licenses are due annually beginning with July 1, 2005.
- (18) Limited use installer license is a manufactured housing limited use installer license issued by the commission which is valid for a period of one hundred eighty (180) days and is limited to one (1) renewal.
- (19) Manufacturer is any person who manufactures manufactured homes, including persons who engage in importing manufactured homes for resale.
- (20) Manufactured home is a manufactured home as that term is defined in subsection (5) of section 700.010, RSMo.
- (21) Manufacturer's installation manual shall be the installation manual and any changes or addendums as provided by the home manufacturer for the model home being installed.
- (22) New means being sold or offered for sale to the first purchaser for purposes other than resale.
- (23) Person is an individual, partnership, corporation, or other legal entity.
- (24) Primary installer is the licensed installer who is responsible for the initial installation of the home to include ensuring the home site is properly prepared, ensuring the foundation and/or piers meet the applicable standards before setting the home on the site, and placing the installation decal and sign-off portion of the decal on the home.
- (25) Program means Title VI of P.L. 106-569 and any federal regulations promulgated thereunder and as may be amended.

AUTHORITY: section 700.692, RSMo Supp. 2013. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.020 General Provisions

PURPOSE: This rule describes the general guidelines for the implementation of this chapter.

- (1) Any person who engages in the business of installing new manufactured homes or who directs, supervises or controls installations, or who performs repairs as part of the initial installation shall have an appropriate, valid manufactured housing installer license issued under this program. Installers shall not install or set up the home if the site is not prepared as required by the manufacturer's installation manual.
- (2) Any person whose installer license has been revoked may not apply for an installer license or limited use installer license within one (1) year after the date of revocation.
- (3) No person shall engage in the business of installing manufactured homes or hold himself, herself or itself out as a manufactured home installer in this state unless such person



holds a valid installer license issued by the commission. Manufactured home dealers and manufacturers who do not subcontract with a licensed installer, but perform installations themselves, must have at least one (1) employee who is a licensed installer who is responsible for each installation.

AUTHORITY: section 700.692, RSMo Supp. 2004. Original rule filed Jan. 14, 2005, effective June 30, 2005.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.030 Exceptions to Licensing Requirements

PURPOSE: This rule identifies the exceptions to licensing requirements for manufactured home installers.

(1) Unless otherwise required by federal law or regulations, the following activities are exceptions to the licensing requirements found in this chapter:

(A) Installation of a manufactured home by a person on his or her property for his or her own occupancy pursuant to section 700.656.5, RSMo;

(B) Installation of additional perimeter blocking under a manufactured home for the exclusive support of awnings, carports or roof additions;

(C) Installation of a manufactured home when the manufactured home is installed temporarily on a dealer’s or manufacturer’s sales or storage lot or at a show and is not occupied or intended to be occupied. This exception does not include those manufactured homes that are permanently installed in a manufactured home park, mobile home park or manufactured home subdivision;

(D) Excavation, or concrete (flat) work for sidewalks, garages, etc.;

(E) Plumbing or electrical work, if the person performing such work holds a valid license from the local jurisdiction to perform such work;

(F) Installation of drywall or trim and finish work not covered by the act or the code; and

(G) Maintenance or repairs performed by manufacturers or dealers for the purpose of customer service.

AUTHORITY: section 700.692, RSMo Supp. 2004. Original rule filed Jan. 14, 2005, effective June 30, 2005.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.040 Manufactured Home Installer License

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, including:

1. Attending a commission-approved manufactured home installation education program;

2. Receiving a passing grade on the commission-approved examination;

3. Submitting an application form and one hundred fifty dollar (\$150) application fee;

4. Submitting the certificate issued by the educational provider; and

5. Providing proof of liability and workman’s compensation insurance coverage as required pursuant to section 700.659, RSMo.

(B) The commission 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.

(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 manufacturer’s installation manual for proper ventilation 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

9. Where the installer also installs the skirting, complying with skirting requirements to ensure 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 nonconformances within thirty (30) days of receipt of a correction notice from the commission.

(3) Primary Installer Responsibilities in addition to (2)(A) and (B) above—

(A) Each primary installer shall be responsible 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 section 700.010(5) and (15), RSMo, and 4 CSR 240-125.010(12) and (13); and

(B) Primary installers who install new homes in Missouri from dealers, manufacturers, or other entities located in other states shall submit a property locator form provided by the commission prior to placing the home on the site. Failure to submit the property locator to the commission prior to placing the 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).

AUTHORITY: section 700.692, RSMo Supp. 2013. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.050 Limited Use Installer License

PURPOSE: This rule establishes licensing guidelines for limited use installer licenses for manufactured home installers.

(1) To be licensed as a manufactured home limited use installer, an applicant shall submit



to the commission a completed application, signed and dated by the applicant, together with the required one hundred fifty dollar (\$150) fee and proof of general liability and workmen's compensation insurance. A limited use installer license allows the holder to perform all of the work performed by a licensed installer under the supervision of a licensed installer.

(2) A limited use installer license shall be valid for a period of one hundred eighty (180) days and may be renewed one (1) time.

(3) If needed, the commission may contact any person or entity to verify the experience of an applicant.

AUTHORITY: section 700.692, RSMo Supp. 2004. Original rule filed Jan. 14, 2005, effective June 30, 2005.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.060 Licensing

PURPOSE: This rule establishes manufactured 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 commission 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 commission shall mail each licensee a license renewal application.

(C) An application for renewal of a current license shall include evidence that the applicant has completed a minimum of eight (8) hours of continuing education, as required by the commission and the act 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 commission or the act.

(D) A license renewal application must be submitted to the commission 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 commission shall not be responsible for notification if the licensee has changed addresses without notifying the commission within thirty (30) days of the address change.

(3) License Suspension and Revocation.

(A) The director may give the licensed installer twenty (20) days from the date of final 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 adopted under this chapter.

AUTHORITY: section 700.692, RSMo Supp. 2004. Original rule filed Jan. 14, 2005, effective June 30, 2005.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.070 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 commission 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 setup and installation of the home.

(B) The primary installer who is responsible for the initial installation and setup 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 commission, in duplicate together with the appropriate twenty-five dollars (\$25) for each decal.

(E) Only licensed installers may be issued installation decals by the commission and decals shall be affixed only by licensed installers upon completion of the blocking and leveling.

(F) The licensed installer purchasing decals from the commission shall be responsible for decal security, use, and reporting.

(G) Decals assigned to licensed installers may only be transferred by the commission.

(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 commission. The decal fee may be refunded by the commission, if a refund application is completed by the applicant as provided by the commission.

(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 will be subject to a two hundred dollar (\$200) inspection fee. The fee shall be paid and submitted to the commission within ten (10) days after notification by the director.

(2) The commission 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 commission shall submit a monthly report with the commission no later than the tenth of the month following the month when the decals were placed.

(B) The report shall be filed on the commission's Installation Decal Report Form. The forms may be obtained from the Missouri Public Service Commission, PO Box 360, Jefferson City, MO 65102.

(C) The director may reject all monthly reports that are incomplete and may assess an inspection fee of fifty dollars (\$50) per report for each report that is filed sixty (60) days after the due date.

(D) Failure to submit a completed monthly report by the due date or failure to pay any required fees could result in suspension or revocation of the installer's license.

(E) 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.

(F) The licensed installer or a representative of the licensed installer shall sign the report.

(G) The licensed installer shall maintain a copy of this report for his/her records.

(H) Each installation decal report shall include the licensed installer's name and license number, as well as the licensed installer's street address, city, state, zip code, and telephone number. In addition, the report shall provide the following information for each installation:

1. The installation decal number;
2. The county, home address, and phone number of the homeowner;
3. The date of the installation;
4. The name of the home's manufacturer;
5. The manufactured home serial number and year built;
6. The size of the manufactured home;
7. The dealer's name; and
8. The total number of installation decals placed for the reporting period.

AUTHORITY: section 700.692, RSMo Supp. 2013. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014.*

**Original authority: 700.692, RSMo 2004.*

4 CSR 240-125.090 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 director, or upon a manufacturer, dealer, or installer having submitted to the director a written request within fourteen (14) days after receipt of the director's initial inspection report.

(2) All dispute resolutions shall be conducted at the site of the manufactured home, unless determined by the director 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 director shall notify in writing all parties of

the time and place of the dispute resolution. In attempting to schedule the dispute resolution, the director shall make a good faith effort to consider the input of the parties, provided that in any case where a deficiency is determined by the director to be an imminent safety hazard or to constitute a serious structural defect, an immediate hearing may be scheduled at the sole discretion of the director. The homeowner shall have the right to attend the dispute resolution, to provide input at the request of the director, 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 director. 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 director 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 director shall send to the parties a final inspection report that identifies which party has been determined by the director to be responsible for repairing the items originally in dispute. This final 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 director 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 director may file a formal complaint with the commission.

AUTHORITY: section 700.689, RSMo Supp. 2010. Original rule filed Oct. 4, 2010, effective April 30, 2011.*

**Original authority: 700.689, RSMo 2004.*