



**Ohio Manufactured Homes Commission**  
5100 Parkcenter Ave Suite 103  
Dublin OH 43017

**Visit our website!**

Have you made a trip to [www.omhc.ohio.gov](http://www.omhc.ohio.gov) lately? On our website you will find forms you may need to submit to our office for various purposes, applications to renew various licenses, agencies to call for permits in your area, information about the Commission and more importantly you will find the chapter of the Ohio Revised Code that is regulated by our office. If you haven't visited our website lately, check us out today!

If you have any suggestions or comments about items you would like to see on the website, please contact our office.

We are here  
to help!

**PHONE NUMBER**  
**614-734-6010**



**UPDATE YOUR  
CONTACT INFO**

**this issue**

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**Do we have your latest contact information?**

Communication is the key to success in many factors and one sure way to make sure you are staying up on all the latest information and important news is to verify we have your correct contact information.

Periodically the Commission will send out important notices, law or rule change information, and other various bulletins. These communications are sent primarily by email. It is important to keep your email address updated with us.

License renewals and annual community inspections are sent out through US mail. If your mailing address changes notify our office as soon as possible. Not receiving notices of your license expiring or the report on your community inspection is not justification to not correct these matters. If your license is expiring within 30 days and you have not received a notice or reminder from our office likely means that we do not have your current mailing address.

Annual community inspections are mailed to the mailing address listed on the license renewal application submitted each year. If you need the report sent to a different location, you must specify that to our office.

Don't miss any further updates! Call us today if you have made any recent changes in your information!

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\*\* Page 2 & 3 of this quarter's newsletter is a repeat of a previous newsletter as there are still questions and concerns in regards to annual community inspections.\*\*

## Most Common Violations

Below is a list of the most common violations found in communities throughout the state regardless of age, size or location.

- **Lot numbers not visible on the home.** Every site must be identified using 4in letters or larger. They must be easily readable from the street.
- **Rules , Emergency Number and License not displayed in a conspicuous place.** Every community must have written rules and those rules must be posted where they can be accessed at any time, such as a mailbox area or common area. Along with those rules you must post an emergency contact number and a copy of your community license.
- **One Year Leases.** Every resident MUST be offered a written minimum one year lease. A signed statement showing the resident was offered the lease and declined it must be in the file if there is not a written lease. If a resident chooses to sign a lease, you must continue to offer to renew the lease at least 30 days prior to the expiration of the current lease.
- **Street Conditions.** Streets must be in good repair and potholes must be corrected as needed. After very harsh winters like this past one, potholes are inevitable. However, they must be properly repaired in a timely fashion.



When the OMHC became the regulatory agent for communities in the State of Ohio that brought the duty of annual inspections to our agency as well. The local health districts were given the first right of refusal to conduct those inspections on our behalf and most of the health districts came on board. So for many of you, you will continue to see the same inspectors from the health department as you have in years past. The difference is, the health department inspectors are only *conducting* the annual inspection. For those counties where the local health district chose not to participate in the program, certified inspectors through our agency conduct those inspections. Once the inspection is complete, the community and the Commission will receive a copy of the report and the Commission will handle all follow up of violations.

In year's past, follow up of annual inspections were done differently throughout the state. Some health departments required re-inspections, some required contact from the owner in regards to corrections and some merely rechecked the violations at the next year's inspection. Our agency wants to make sure all violations found during annual inspections are addressed appropriately and in a timely fashion.

Please read the following information on annual inspections and how they are handled. Make sure you are aware of

what is expected of you and if you have any questions, please give us a call. Do not make your first contact with our staff be in person when an investigator shows up in your community because you failed to respond to your inspection...

### Step 1

The annual inspection is conducted and the report is sent to our office as well as to the owner the community at the address listed on the license application. The reports are sent via mail so it is imperative that you have the correct mailing address on your license renewal application and if there are any changes to your mailing address, it is important to notify our office!

### Step 2

Once you receive your inspection report, the clock starts. You will have 30 days to correct any violations noted on the report. If there are life safety issues (items that pose an immediate threat of harm to residents, their guest or community staff) these items must be taken care of *immediately*. If you need more than 30 days to properly correct a violation, notify our office as soon as possible. Communication is the key.

### Step 3

You must provide our office proof of corrected violations within that 30 day time period.

## What Community Owner/ Operators Really Need to Know About Annual Inspections

### Did you know Inspection Reports are public record?

You may send in photographic evidence showing the violation has been corrected or copies of receipts showing the repairs have been made. For example, if you have house numbers that are missing, once you replace the house numbers, take a picture of the numbers on the home and send those pictures to our office. You may mail the pictures regular mail to our address or you may email the pictures to **communityinspections@omhc.state.oh.us**.

When sending in violation corrections to our office, make sure you have them marked as to who they belong to. It is often that we receive pictures but nothing else notifying us where or who they came from and for what community they are for. We have over 1600 communities in the state of Ohio so to receive

proper credit for the violation corrections be sure to list at minimum the community name and the county in which the community is located. Manager's name, community address and phone number is always appreciated as well.

Once you complete Step 3 and done so in a timely fashion you are good until the next year's inspection rolls around.

If you fail to complete Step 3, the following explains what happens next....

**"Be proactive.**

**Conduct your own inspections monthly!"**



Swimming Pools and other facilities are still regulated by the local health districts. The key to knowing who inspects what is who do you pay your licensing fee to, that is who inspects and regulates that function.

If we have not received your violation corrections within the 30 day time period, you will receive a notice from us notifying you that those corrections were not received and that your inspection has been forwarded to the investigator for your county for further action. Again, communication is key to this process. If you can not complete the corrections within 30 days, please call our office before the deadline and we can work something out with you. Our job is to make sure the communities in the State of Ohio are maintained in a clean safe manner. That is the ultimate goal and we will work with any community owner who has that same goal. Community appearance and safety is one of the many items a community owner is dealing with and we are very understanding of that. We appreciate all the work that goes into owning and operating a community and we are not here to make any aspects of that more difficult. We want manufactured home communities in the State of Ohio to be an affordable attractive place to live. No matter the size, location or age of a community, it can be clean and a good place for a family to call home. We are here to help make that happen.

One of the items that are being monitored on inspection reports are vacant sites. Each report will list the vacant sites by lot numbers. It is very important to double check this information when you receive your report. Frequently, wrong site numbers are listed as vacant due to vacant sites not being marked and inspectors having to guess what the site number is. If there is any incorrect information on vacant site numbers, report that information to our office as soon as possible. This information is compared to the inventory list you supplied to us previously vs home placement forms sent to our office.

**Are you aware of the Home Placement Form and when it is required to send it to our office?**

A home placement form is to be filled out every time anything on a site changes. For example, a home is placed on a site, a home is removed from a site, a shed is placed, replaced or removed, a deck is built, replaced or removed etc. Each time a change is made to a site of that nature, the park operator is required to fill out the Home Placement Form and send to our office within two days of the changes being made. You can find this form on our website at [www.omhc.ohio.gov](http://www.omhc.ohio.gov) under Forms / Park Owner Operator. These forms may be sent to our office via fax, email or regular mail. If you have any questions in regards to Home Placement / Removal forms please contact our office.

**Question about a violation written on the inspection report?**

Sometimes a violation on a report is not clear or you may need more information before you can properly address the violation. If this occurs or any other problems or concerns about the inspection report arises, **contact our office**, not the inspection agency that conducted the inspection. Remember that the inspection agency conducting the inspection is doing



so on our behalf. All inspections are done at our instructions and standards. The agency that performed the inspection will not be out to conduct a re-inspect or follow up on any matters unless instructed to do so by the Commission. Again, that is handled by our office and all questions and contact need to be made through the Commission only.

**Most Common Violations Continued...**

- **Tight Fitting Lids on Trashcans.** All trash must be placed in trash cans with tight fitting lids. Trash bags can not be placed outside on porches, decks or on sites without being placed inside a receptacle.
  - **Animals running at large.** Domestic animals must be on a leash at all times when outside. We are very aware of the stray cat problem and do not expect community owners to be free of stray cats but what we do expect is that measures are taken to try to reduce the number of stray cats. For example, trash needs to be secured in receptacles with tight fitting lids. Also, do not allow residents to feed stray cats. There is always that person who feels if they do not feed them, they will starve. But in reality, they will not. The cats will move on to the next food source. As a community owner, it is your responsibility to make sure residents are not aiding in the stray cat population by engaging in acts that harbor stray cats. Education is key.
- Stray cats are always a hot topic among community owners. If anyone has any success stories on how to manage the stray cats in their area humanely please share those stories with us! We will spread the word out to the public.

## Dealer's License vs Safe Act

Through recent talks with licensees, it was discovered there are a few myths out there in regards to what a Dealer's License allows you to do versus what being SAFE Act compliant means.

If you sell more than 5 homes in a 12 month period, you are required to obtain a Dealer's License. There are requirements that you must meet in order to obtain a dealer's license and once that is complete and you are issued a license you will need to renew that license every 2 years.

If you are selling homes regardless of how many or how few, you may need to be licensed through the Department of Commerce.

Having a dealer's license has zero impact on being SAFE Act compliant and being required to be licensed through the Department of Commerce has zero impact on whether or not you need a dealer's license.

If you have any questions regarding SAFE Act you need to contact the Department of Commerce, Financial Division at 614-728-8400 or speak to your legal counsel.



## Is your Dealership and Salespeople compliant with State and Federal laws?

### SAFE Act and its impact on you

In 2008, the Federal Government enacted the Secure And Fair Enforcement for Mortgage Licensing Act, also known as the SAFE Act. The impact that has on our industry is far reaching.

This is not a voluntary program. If you are selling or brokering manufactured homes and closing those deals by any methods other than cash, there is a good chance you fall into the need to be licensed to do so through the Department of Commerce in order to be compliant with SAFE Act. Whether you are self-financing home loans or simply sending your customers to other financial institutions such as Triad or 21st Mortgage, there are very strict laws on what you are allowed and not allowed to do. If you are found conducting business that requires a license to do so and you are not in compliance with that license, you may be fined up to one thousand dollars, for each day a violation of a law or rule is committed, repeated, or continued.

If you are conducting business that holds even a small chance of being regulated by the Department of Commerce, ACT TODAY! Speak to your legal counsel or contact the Department of Commerce for more information. You may also visit [www.ffiec.gov/safeact](http://www.ffiec.gov/safeact) or [www.com.ohio.gov/fiin](http://www.com.ohio.gov/fiin) for more information.

The Department of Commerce is most concerned with compliance. They want to help businesses become compliant, not prosecute businesses for being non-compliant. They are there to help you along the way and make sure you get the correct information. Don't hesitate to call them in fear of punishment! They can be your biggest ally in the process.

**"If you are selling a home that is being financed, you need to be aware of SAFE Act regulations"**

## Salesperson Renewal Information

- ◇ ALL Salesperson Licenses expires on June 30, 2015. Regardless of issue date.
- ◇ The cost to renew a license is \$150.00.
- ◇ If the renewal application is postmarked after June 30, 2015 there is a \$75 late fee.
- ◇ You must be employed by a licensed dealer to have a valid Salesperson License.
- ◇ If you leave your current employer and chose to come back before the expiration date of your license, you may have your license reinstated for a cost of \$25.
- ◇ If you leave your current employer and transfer to a different licensed dealer, you may transfer your Salesperson License for \$25.
- ◇ If you misplace your current license, you may have a duplicate license sent to you for a cost of \$25.
- ◇ An individual who is employed by a manufactured housing dealer or broker to sell, display, and offer for sale, or deal in manufactured homes for a commission, compensation, or other valuable consideration must obtain a Salesperson License.



**“Staging” a home is one of the best ways to show off the size and features of a home.**

If today’s manufactured homes are properly set and staged, they can pretty much sell themselves. The affordability and the amenities for the price that come with today’s homes can not be matched by any other style of housing offered today. The construction, durability, safety and appeal are done to the level of traditional stick built homes but in a controlled facility not exposed to the weather and other outside factors.

Staging a home can be as simple as setting up a basic living room and kitchen to staging the entire home. Consider the asking price of the home when deciding how much staging will be done. Whether you decide to stage a few rooms or the entire home, pay attention to the small details. Do you have curtains on the windows. Are there pictures hanging on the walls? Is the floors swept regularly? Is there dust on end tables and coffee tables? Are there fingerprints on glass and stainless steel?

Perform routine walk throughs of your models so that when you show up at the door with a customer you are not surprised at what you may find.

Be ready to offer the furniture used for staging for sale as well. Some customers may have a bigger piece of furniture or a smaller piece that would not like as nice as the piece of furniture you placed in the home. Letting the customer know they can take that piece of furniture with them sometimes closes that final doubt they may be holding onto.

### Do you utilize informational packets on the home?

Today’s consumer has a wealth of knowledge at their fingertips. With the internet and social media, some of the information they may be obtaining is not accurate information. Reduce the risk of bad information causing you to lose a deal by making sure good information is available to them.

Have brochures available inside the models that discuss R value of the home, the controlled environment the home was built in, today’s regulations to ensure the home is installed correctly and safely, the warranty available on the home, and other choices they may have in upgrading the home.

### Have you been visited by a test buyer?

Fair housing, the Department of Commerce, or your local competitor are just a few groups out there that have been conducting more and more visits to dealer locations and community offices. They are using these visits for various reasons but the one you need to be most concerned with is fair housing or civil rights violations. Make sure you are treating every customer equally and fairly. It is a common practice to sort of “size up” the potential buyer in front of you. Be careful.!



Do not let a preconceived notion about the person in front of you change how you may treat them or what you may say or offer to them. If you offer coffee to one customer, make sure you offer coffee to all customers. Key phrase, what you do for one you must do for all. Even the simplest gesture of not offering coffee to one couple but offering it to another could get you in hot water with the Civil Rights Commission.

## Ways to improve curb appeal at your Dealer Location

The condition of your curb appeal will help a person decide more than anything if they are going to stop and take a look at your homes or if they are going to continue to drive on by.

Paying attention to the small details can really add up to revenue for your Dealership.

- ⇒ Is your location nicely landscaped? Do you have weeds growing up in the cracks in the sidewalks or in other cement areas? Do you have trash laying around on the ground? Do you have color in your landscape?
- ⇒ Is your office building maintained? Are the steps in good condition, painted nicely with adequate hand rails? Do you have your office landscaped? Does it smell clean and fresh? Is the front door to your office welcoming? Do you have a welcome sign displayed on your door? Do you have office hours posted and a number for someone to call if they arrive and no one is in the office?
- ⇒ Are the homes staged properly on the outside? Do you have some type of skirting around the homes? Whether it is block arranged in an appealing pattern or lattice etc. Is there adequate steps with handrails on each model? Is the storm door properly latched and not flopping in the wind?

# INSTALLERS

Don't get caught installing homes on an expired license! It is up to you to know when your license will be expiring and if you have the required continuing education credits completed prior to that date. There are three classes offered each year. Space is limited so don't wait until the last one to get signed up.

Our agency will send out a reminder about 60 days prior to expiration of your license. However if we do not have current contact information you may not receive the notification. If you have not received information from us, it is up to you to obtain the necessary paperwork to renew. You will find the renewal application on our website under the Forms link.

We must receive the completed and signed application, the renewal fee and proof of continuing education in order to process your renewal. If you have any questions, please contact our licensing department today.

**KNOW WHEN  
YOUR LICENSE  
EXPIRES**

## We need your help!!

The Commission wants to make sure you are receiving the news and information that is most important and valuable to you and your job out in the field. The installers are the ones out in field on the front lines making sure all manufactured homes being installed in Ohio are done correctly, affordably and above all, safely. We need to know what are the most common problems you may run into or the most common concerns you may have. Please feel free to call our office or email us any questions, concerns or comments you have and we will be glad to address them and also would like to use them for future classes and education for all. Thank you for doing what you do to better our industry and provide a safe affordable housing option for the residents of Ohio.

**Notice of Home Installation**

**LICENSED INSTALLER or HOME OWNER**  
You are required to notify the County Auditor's office of every home installation you perform pursuant to ORC § 4781.11(D). You MUST provide Notification of Installation within 14 days of the installation of a home.

**MAIL COMPLETED FORM TO:**  
The County Treasurer AND Auditor (where the home was installed)

Home Owner's Name (List Owner even if different from the Occupant): \_\_\_\_\_

Home Owner's Telephone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Home Physical Location or Address: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_

Date of Installation (mm-dd-yyyy): \_\_\_\_/\_\_\_\_/\_\_\_\_

Make of Home: \_\_\_\_\_

Model of Home: \_\_\_\_\_

Serial Number of Home: \_\_\_\_\_

Installer's Name: \_\_\_\_\_

Installer's Phone: \_\_\_\_\_

Installer's OMHC License Number: \_\_\_\_\_

Relocated Home? Yes  No

Prior Address of Relocation: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Document Number 1210  
Revised 11-11

### 14 Day Notice to the County Auditor / Treasurer

During a recent audit of the procedure of installers notifying the county auditor and treasurer of the home installation it was discovered that this process is not always being completed. This must be corrected immediately.

Within 14 days of installing a home, the installer must notify the county auditor and treasurer by completing the form shown to the left and sending it to their respective offices. This form can be found on our website under the Forms link.

We will continue to work closely with the auditors of the state to verify this procedure is being done.

If you are installing a home in conjunction with a homeowner, be sure to clarify who is responsible for the notification to the county.

### The Seal Report

The seal report is checked and validated monthly by our office. There have been occasions when an installer is listed as the installer for a permit when in fact they are not. There are various reasons this may happen ranging from a simple clerical error to someone applying for a permit under someone's name or number. We strongly advised all installers to check the seal report on a routine basis and confirm that all permits listed under your name as the installer and true and accurate. If you find a discrepancy, please contact our office immediately.

## The OMHC Seal Report

The seal report is the one tool that the OMHC, installers, inspectors and the general public have to verify or confirm a permit has been properly obtained for the installation of a home. It is imperative that the seal report reflect the current and correct information.

Our office examines the seal report on a monthly basis and over the past few months we have noticed several issues. Below are a few of those issues:

- ◆ Permits not being entered onto the seal report in a timely manner. There has been instances where a permit was issued in August but it was not entered onto the seal report until October. This is a very serious problem. Someone looking to verify if the permit was pulled may look in September and it would appear that no permit was pulled and the installation was being performed illegally.
- ◆ Permits are being finalized but again, the final date is not being placed on the seal report until sometimes months later.
- ◆ Extensions are given for permits but it is being incorrectly entered on the seal report.

The following is the proper procedure for seal reporting. This procedure needs to be followed every time and correctly and accurately. Our office will fix clerical errors on a *rare* occasion.

- 1) Once a permit has been issued, it must be entered onto the seal report within 24 hours.
- 2) When entering the information, use the legal name of the installer as it appears on their license.
- 3) If the installation is in a manufactured home community, be sure to list the lot number of where the home is being installed. If you do not know it, please obtain that information. If once the home arrives and the home is moved to a different lot before installation begins, notify our office as soon as you discover the discrepancy so that we can correct the seal report.
- 4) When issuing an extension for a permit, you must enter the DATE OF ISSUANCE of the extension. NOT WHEN THE EXTENSION WILL EXPIRE. For example, if you issue an extension on September 15, 2014 that is the date you enter onto the seal report.
- 5) Once a home has passed final inspection and the seal is placed on the home, the date of that inspection must be entered on the seal report by the last day of the month it was completed.

## What is a Temporary Occupancy Permit?

There has been some confusion as to the definition of a Temporary Occupancy Permit as discussed in Chapter 4781 of the Ohio Revised Code. First and foremost, ALL installations of manufactured homes in Ohio must go through the full permit process and have passed all three inspections prior to occupancy, regardless of whether that occupancy is expected to only last 6 months or last 60 years.

The purpose of the Temporary Occupancy Permit is to give the homeowner or installer the ability to be granted occupancy prior to the seal being placed on the home. The inspector is authorized to issue a temporary occupancy permit before the completion of the entire work needed for the installation to pass the final inspection provided that all life-safety portions of the installation have been completed and passed inspection. The temporary occupancy permit is valid for up to 180 days with two additional extensions being authorized to be granted in order for the installation to be completed per the permit process.

The inspection agency has the authority to revoke the temporary occupancy permit if the installation no longer meets the temporary occupancy permit requirements or the permit has expired. If an inspection agency issues a temporary occupancy permit, the date of that issuance MUST be documented on the seal report. Again, it is the date of issuance, not when the permit would expire.



## Ohio Manufactured Homes Commission

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## Upcoming Events

- 2015 Installer / Inspector Continuing Education Class Dates

February 25, 2015

May 27, 2015

October 28, 2015

Call 614-799-2340 to schedule your class today! Class size is limited so sign up soon!

- The next regularly scheduled board meeting for the Commission is December 17, 2014 at 10am. The board meetings are held in our Dublin office and our address is listed on the left. The meetings are open to the public and all are invited to attend. If you are planning on attending, please visit our website to verify the status of the meeting or give our office a call.

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