



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

Visit our website!

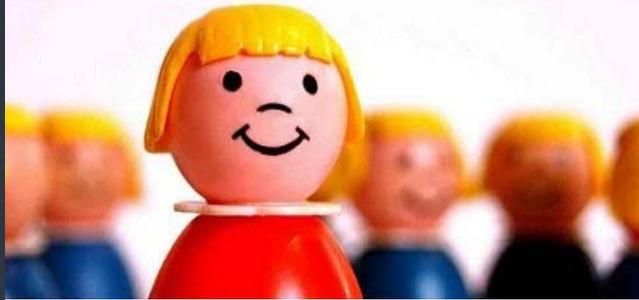
Have you made a trip to www.omhc.ohio.gov lately? On our website you will find forms you may need to submit to our office for various purposes, applications to renew various licenses, agencies to call for permits in your area, information about the Commission and more importantly you will find the chapter 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

New Year's Resolution #1:
Be More Awesome than last year.



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Welcome 2017!

Wow! 2016 was quite a year! As a nation we witnessed many ups and downs and history made in several areas. The Commission experienced a few changes as well.

We have implemented a few new procedures and cleaned up some existing ones to better serve the industry.

We said farewell to a few board members and welcomed a few new ones!

- Evan Atkinson began his term as Retailer Representative as well as being appointed Vice-Chair
- Marlene Knopsnider began her term as Manufactured Home Installer Representative
- Ron Younkin began his term as OMHA Representative as well as being appointed Chairman
- Jim Hauch began his term as Manufactured Home Park Operator Representative
- Tim Apel resigned as Manufactured Home Park Operator Representative
- Eric Zgodzinski resigned as Registered Sanitarian Representative

We also welcome Erica Hackley to the OMHC staff as the Fiscal Specialist. Mrs. Hackley replaces Thomas Martin who resigned in September.

We also say farewell to Rick Graham who has resigned his position in the administrative staff specializing in the manufactured home community side of the agency.

2017 looks to be an exciting year for everyone! Remember, challenge your limits, don't limit your challenges!

COMMUNITY



WHAT DOES IT MEAN IF YOUR COMMUNITY IS LOCATED IN A 100 YEAR FLOODPLAIN?

An area identified as being located in a 100 year floodplain has a 1% probability of experiencing a flood event in any given year. A common misunderstanding is that a flood event is likely to occur once every 100 years. This is completely false. An area located in a 100 year flood plain could experience a flood event every year.

Currently, there are 221 manufactured home communities in the state of Ohio that are located in a flood plain. What does this mean for you?

The following laws apply to lots within a community that are located in a floodplain:

1- The park operator and homeowner must jointly obtain a flood plain permit from our office PRIOR to the home being installed. You will find this permit on our website under "Forms".

2- The homeowner or licensed installer must obtain a site specific engineered drawing outlining the requirements of installing the home to meet the standards set forth by FEMA.

3- The engineered drawing must specify the height in which the home will be installed. The home must be elevated so that the chassis is at or above one of the following:

- Thirty-six inches
- The base flood elevation

4- All freestanding auxiliary buildings such as decks and carports and all components such as air conditioning units must be secured with a minimum of two tiedowns, anchors or anchor bolts per side at or near the corners of the unit.

5- Home components such as AC units must also be elevated at a height equal to the elevation of the chassis.

If an existing home located in a floodplain is substantially damaged during a flood event, a permit must be obtained from the OMHC prior to any alterations, changes or repairs are made to home.

If a flood event affects a manufactured home community located in a 100 year floodplain, the park operator must notify the OMHC within two business days of the event.

If an existing home located in a floodplain has been substantially damaged by a flood event and therefore must be re-installed, the chassis of the home must be elevated at a height at or above the base flood elevation for that location.

What is the difference between a floodplain and a floodway?

Homes are permitted to be installed in a floodplain pending all the laws and rules are followed.

Is your community located in a 100 year floodplain? The answer may surprise you!

However, homes are **NOT** permitted to be installed in a floodway regardless of the base flood elevation and or the method of installation unless the park operator can demonstrate to

the Commission through hydrologic and hydraulic analysis performed by a registered professional engineer that the proposed development would not result in any increase in the flood levels during the occurrence of a flood event.

New or replacement auxiliary buildings are not permitted to be placed in a regulatory floodway.

To verify if you are located in a floodplain or floodway, visit www.fema.maps.arcgis.com or call the Commission today.



Do you advise your residents to loosen the tie-downs on their home during the winter months to help prevent damage to the home during frost heave?

We have received several calls at the Commission in regards to park operators advising the residents to loosen their home's tie-downs during the winter months to prevent damage due to frost heave.

PLEASE BE ADVISED THIS PRACTICE IS NOT RECOMMENDED!!!

1. The purpose of tie-downs is to secure and stabilize the home during high winds. In Ohio, high winds can occur anytime during the year including cold winter months. By advising your residents to loosen the system that secures and stabilizes their home during those high winds, you are increasing the chance of damage to their home during a high wind event.
2. Tie-downs are like rubber bands. Each time the tension is released or tightened, the effectiveness changes. Tie-downs are designed to be installed one time. Once the tension is set on the tie-down, it is not to be released.
3. Tie-downs are designed as a one and done system. Once you use the tie-down, it can not be reused. For example, if a home is relocated, all new tie-downs must be installed. You can not reuse tie-downs that were on the home at it's previous relocation. Therefore, by instructing residents to loosen their tie-downs and then tighten them again in the spring, you are effectively instructing them to reuse a product that is not designed to be reused.
4. Loosening tie-downs and re-tightening them down the road voids the manufacturers warranty of the tie-down manufacturer. Therefore, if the tie-down system fails during a high wind event, the homeowner will be financially responsible for the damage caused by the tie-down failure, not the manufacturer.
5. Relying on the homeowner to remember to go back out in the spring and re-secure the tie downs is a dangerous thing. If a homeowner forgets to do this, not only are they increasing the risk of causing damage to their own home, they are increasing the risk of causing damage to neighboring homes if their home becomes unstable during a high wind event.

The proper practice to avoid damage to homes due to frost heave is to have proper drainage under and around the home. Without water, frost can not exist.

Are you providing a list of all occupants of your community to the county auditor on an annual basis?

ORC 4503.062 states that every operator of a manufactured home community shall keep a register of all manufactured homes located in the community. The register must contain the following information:

- The name of the owner and all inhabitants of each home



- The age of all inhabitants of each home
- The permanent and temporary post office address of all inhabitants of each home
- The date of arrival or departure of each home
- The year, make and model of each home

The register shall be open to inspection at all times by the county auditor, treasurer or law enforcement.

OPERATORS

Using the Dispute Resolution Program to help assist you in dealing with consumer complaints

Are you familiar with the OMHC's Dispute Resolution Program? The Dispute Resolution Program is a program designed for timely resolution of warranty issues involving new manufactured homes, correction of defects in new manufactured homes and installation problems in both new and used manufactured homes.

Initiation of the dispute resolution process may be done so by the consumer, retailer, manufacturer or installer of the home. The process covers defects, warranty issues or installation concerns that were reported to the manufacturer, retailer, installer, HUD, the BBB or the Commission within one year from the date of installation. A used manufactured home is only eligible for dispute resolution in regard to its installation.

If you are dealing with a concern or complaint from a consumer and would like the aid of the Commission, call us today. Sometimes a neutral third party acting as the mediator between the affected parties can result in a timely resolution that would otherwise have been settled in court.

Ohio Supreme Court rules that online retailers must pay tax on Ohio Sales

In a 5-2 decision, the Ohio Supreme Court rules that that Ohio can impose its commercial activity tax on out-of-state businesses lacking a bricks and mortar presence in the state.

Online sales of manufactured homes by out of state dealers has had a large impact on our dealers whose physical location is in the state of Ohio. Consumers are falsely lead to believe they are saving thousands of dollars by purchasing homes online. What they are failing to be educated on is the cost of transporting and installing the home along with all the laws and rules that apply to those items. The ruling in this case does not stop the sale of online manufactured homes to residents in Ohio but it does get the dealers one step closer to having the same requirements as dealers located in Ohio.

The current state law has some loop holes that allow out of state dealers to continue this practice but we want to assure you that the Commission is working diligently on changes to those laws that will require *all* dealers, regardless of where their physical location is, to be licensed with the State of Ohio if they are selling homes that will be installed in Ohio. This will ensure that all dealers are following the same guidelines and requirements as the next person and that consumers are getting the same protection regardless of who they are purchasing their home from.

We are here to help! We provide other services than just licensing of your dealership.

All Dealer and Broker Licenses Expires March 31, 2017!!

As a reminder all manufactured home dealer and broker licenses expires on March 31, 2017, regardless of when it was issued. All licensees should receive a renewal notification in the mail by January 31, 2017. If you do not have receive one, that means we do not have your correct contact information. Not receiving a renewal notice does not remove the requirement of renewing prior to the expiration of your current license.

Failure to renew your license prior to March 31, 2017 will result in a late fee of \$75 that must be paid in full before the renewal will be processed. If you need a renewal application, visit our website or call our office.



IF YOU ARE NOT TAKING CARE OF YOUR CUSTOMER, YOUR COMPETITOR WILL

5 TRAITS OF A SUCCESSFUL MANUFACTURED HOME SALESPERSON

There is a theory that a happy satisfied customer will result in at least one future sales. Whereas, one unhappy customer will result in the loss of several future sales. Often, we think of customer service as being an after the sale function, when in reality the before the sale service is just as important as the service rendered after the sale is closed. The following traits have been identified in all successful manufactured home salespeople.

1. **Honorable** Purchasing a home is probably the most important decision a home buyer will make in their lifetime. They will certainly be wary of any salesperson who is deceptive or insincere.
2. **People Person** Buyers generally don't look forward to pressure or confrontation from salespeople. The key to overcoming those misconceptions is moderated from the very first interaction with the customer. Be cordial, soft spoken and show sincere interest in their situation. Do not go into "sales mode" before securing the customers trust. Be a good listener. Take the time to cement the relationship. The customer must buy your ability to sell them a home before they will buy the home.
3. **Product and Industry Knowledge** Understanding the product you sell is vital. It is important to know prices of all the homes, various options, floor plans and decors available. It is equally important to know all the features that make a manufactured home equal or superior to a site built home to validate the great decision the customer is making in choosing to buy a manufactured home.
4. **Market Familiarity** Often buyers are ready to buy but do not have a site for the home yet. Have information available such as land for sale, subdivision spaces available and sites available in manufactured home communities. Also be aware of the area needs and advise the customer on extras that will more then likely make their home more comfortable in that area such as a/c, basements or garages.
5. **Maintain the Relationship After The Sale** After the sale is complete, solidify the relationship that you have fostered to ensure future referrals are made to you. Stay involved in the delivery and installation process to ensure customer satisfaction. Follow up with the customer in 6 to 12 months after move in day to ensure they are still happy with their home purchase.

To attain success in any sales capacity, the salesperson must believe in the product they are selling. Today's manufactured home is a product you can believe in and be proud to sell. There is much satisfaction in knowing that you played a part in someone's dream of homeownership. **HAPPY SELLING!**



All Salesperson Licenses Expires June 30, 2017!!

Regardless of when it was issued, your salesperson license will expire June 30, 2017.

Be sure to submit your renewal application and fee prior to June 30, 2017. If application and payment is not received by that date, a late fee of \$75 will apply.

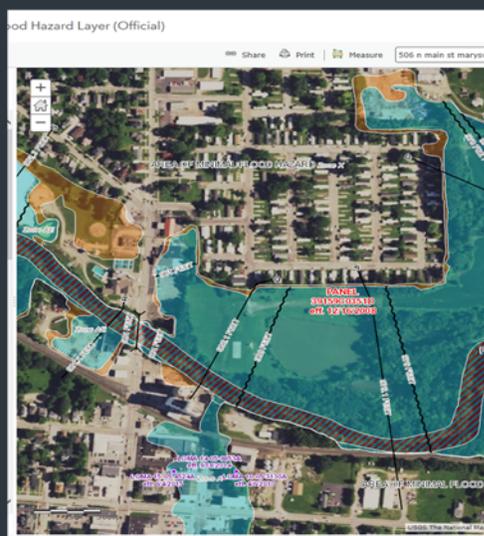
SALESPEOPLE

INSTALLERS

Due to recent events, it has become clear there is still a lot of confusion in regards to installing homes in floodplains. It is imperative that every installer understands the basic laws and rules of installing homes in regards to floodplains.

Homes Installed In Floodplains

1. It is the INSTALLER's responsibility to determine if the location the home is being installed at is in a floodplain or not.
2. If it is determined the location is in a floodplain, you must contact an engineer to obtain a site specific drawing for that installation.
3. If the location is in a manufactured home community, you must contact the OMHC to obtain a flood plain permit PRIOR to beginning the installation of the home.
4. If the location is on private property, you must contact the local flood plain administrator for that location and following their rules and regulations PRIOR to proceeding with the installation.
5. When applying for the installation permit, you must provide proof to the inspection agency showing whether the home is located in a floodplain or not. The simplest way of doing this is printing the map from the FEMA website. The link to the website is below.
6. The engineered drawing and a copy of the flood plain permit must be kept onsite at all times in order for the inspection agency to have the proper tools needed to complete the inspection.
7. Homes are NOT PERMITTED to be installed in floodways on private property.
8. All outside appliances such as air conditioning units installed on the home site must be anchored and elevated to or above the same elevation as the lowest floor of the home.
9. Air inlets and exhausts must be located at or above the same elevation as the lowest floor of the home.



FEMA WEBSITE

FEMA has a website that is very user friendly and covers 75 of the 88 counties in Ohio. If you would like to use the website to determine if the location you are installing a home on is located in a floodplain, the website is <http://fema.maps.arcgis.com/home/webmap/viewer.html?webmap=cbe088e7c8704464aa0fc34eb99e7f30>

LOCAL FLOOD PLAIN ADMINISTRATORS

There is a link to all the local flood plain administrators on our website under the "Forms" link. The administrators are listed by county and then township or village/city.

Installing New Manufactured Homes

OMHC's installation standards only apply to used manufactured homes. When installing a new manufactured home, the home must be installed according to the manufacturers installation manual or instructions from a registered engineer.

The plans used to install the home must be kept on site and presented to the inspector for all three inspections.

PERMIT ISSUE PROCESS

Each agency has its own way of processing permit applications but regardless of the actual process the following steps must be taken during the permitting and inspection process.

- 1– When first receiving an application, prior to the permit being issued, the inspection agency must verify whether the location is in a floodplain or not.
- 2– A permit is not valid and can not be issued until it is paid for in full.
- 3– Once a permit has been issued, the agency has 24 hours to enter the permit information onto the seal report.
- 4– When conducting the inspections, you must use the installation guidelines to verify the home was installed correctly. For example, if you are inspecting an installation of a new home, you must refer to the manufacturer's installation manual or the engineered drawing to verify the home was installed to those standards.
- 5– If you are inspecting a home that was installed in a floodplain, you must refer to the flood plain permit to verify the home was installed to the height and standards approved on the permit.
- 6– If you are unable to approve the installation you must list in writing all the items that have failed inspection.
- 7– The inspector is who must place the inspection seal on the inside electrical panel indicating the home has placed final inspection. The seal is not to be sent at a later date for the homeowner to place in the home.
- 8– Final inspections must be entered on the seal report by the end of the month in which the final was completed.

CONTINUING EDUCATION CLASSES

As of 2016, continuing education classes that are offered have changed. Previously, installers and inspectors attended the same continuing education classes. Beginning in August of 2016, class formats have changed. Inspectors and Installers will now be attending different classes.

We will be offering **ONE** inspector class per year. Therefore, it is imperative that you are aware of the expiration date of your license in order to not miss the one class offered per year. *Inspectors will not be permitted to attend installer CE classes.*

The class that is for *Inspectors ONLY* is scheduled for August 23, 2017. The location of this class has also been changed. The location will be at the Commission's headquarters located at 5100 Parkcenter Ave Suite 103 Dublin Oh.

The classes available to installers will be held at Enchanted Acres on February 22, May 24 and October 25, 2017.

If you need to register for a class, please call the OMHA at 614-799-2340.

INSPECTORS



Ohio Manufactured Homes Commission

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Website: www.omhc.ohio.gov

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OMHC.director@omhc.ohio.gov

Upcoming Events

- 2017 Installer Continuing Education Class Dates

February 22, 2017

May 24, 2017

October 25, 2107

- 2017 Inspector Continuing Education Class Dates

August 23, 2017

Call the OMHA at 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 February 15, 2017 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. There will also be a special meeting held at 9:00am to discuss floodplains.

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