



Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services Manufactured Housing Section

PROCEDURE: MHS - 17	SUBJECT: INVESTIGATION OF COMPLAINTS AGAINST MANUFACTURED HOME INSTALLERS
DESCRIPTION AND USE: This procedure concerns the investigation of complaints against manufactured home installers.	

I. PROVISIONS OF LAW:

- A. Section 320.8249(7), Florida Statutes (F.S.), provides that "No person shall:
- a. Falsely hold himself or herself or a business organization out as a licensed mobile home installer.
 - b. Falsely impersonate a licensed mobile home installer.
 - c. Present as his or her own the mobile home installers license of another.
 - d. Knowingly give false or forged evidence to the department.
 - e. Use or attempt to use a mobile home installer license which has been suspended or revoked, or
 - f. Engage in the business or act in the capacity of a licensed mobile home installer or advertise himself or herself or a business organization as available to engage in the business or act in the capacity of a mobile home installer without being duly licensed."

Revisions to this procedure: Page 3- Added Section H. Page 4-Added-information regarding violation tracking and reference to new Attachment B page 10. Added reference to code violation list Attachment C pages 11-13. Added other verbiage. Page 5- Added reference to attachment F- Homeowner acknowledgement form on page 19. Page 5-Updated other verbiage. Page 6 updated verbiage. Page 10-New attachment B-Violation tracking chart. Page 11-13- Attachment C- new attachment-.violations to be used on tracking chart. Page 14-16Attachment D Added New page in complaint registration form HSMV 81095. Pages 17 & 18 – Added new Attachment E – Installation Inspection Guidelines .Page 19 Added new Attachment F- Homeowner Acknowledgement form. Page 20-21- Attachment G - Added new Investigative Report form. Page 22-Verbiage updated in Attachment H. Page 27- Attachment J-Updated verbiage. Page 28- Attachment K- Updated verbiage. Page 29-Attachment L – Added New Unlicensed Installer Letter.

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- B Section 320.8249(8), F.S., provides that: "Any unlicensed person who violates any of the provisions of subsection (7) is guilty of a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083."

- C. Section 320.8249(9), F.S., provides that: "No licensed person or applicant shall:
 - a. Obtain a mobile home installers license by fraud or misrepresentation.
 - b. Be convicted or found guilty of, or enter a plea of nolo contendere to, regardless of adjudication, a crime in any jurisdiction which directly relates to the practice of mobile home installation or the ability to practice.
 - c. Violate any lawful order of the department.
 - d. Commit fraud or deceit in the practice of contracting.
 - e. Commit incompetence or misconduct in the practice of contracting.
 - f. Commit gross negligence, repeated negligence, or negligence resulting in a significant danger to life or property.
 - g. Commit violations of the installation standards for mobile homes or manufactured homes contained in rules 15C-1-0102 to 15C-1.0104, Florida Administrative Code."

- D. Section 320.8249(10), F.S., provides that: "Any licensed person or license applicant who violates any provisions of subsection (9), may have any of the following disciplinary penalties imposed by the department:
 - a. License revocation.
 - b. License suspension.
 - c. A fine not to exceed \$1,000 per violation.
 - d. A requirement to take and pass, or retake and pass, the department-approved examination.
 - e. Probation.
 - f. Probation subject to such restrictions of practice as the department chooses to impose.
 - g. A notice of noncompliance, or
 - h. Refusal of licensure application."

- E. Section 320.835(3), F.S., and Rule 15C-2.0073(6), Florida Administrative Code (F.A.C.) provides that: "Each installer who installs a mobile/manufactured home shall warrant the installation and weather sealing, including sealing the bottom board of the home to prevent air infiltration of the home for a period of twelve (12) months beginning on the date of installation."

- F. Rule 15C-2.0072(5), F.A.C., provides that any violations of the standards for installation of mobile/manufactured homes shall be investigated and appropriate action taken by the department.

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- G. Section 3280.305 of Title 24, Code of Federal Regulations (CFR), Part 3280 provides that each mobile/manufactured home shall be designed to withstand certain wind loads. Mobile/manufactured homes to be placed within 1,500 feet of the coastline must have additional protective structural design. The Wind Zones that apply to Florida appear in **Attachment A on page 9**.
- H. Section 3285.1 of Title 24, Code of Federal Regulations (CFR) Part 3286-Model Installation Standards provides minimum requirements for the initial installation of a new manufactured home.

II. POLICY:

It is the policy of the Division of Motorist Services (DMS) to investigate bona fide complaints against manufactured home installers and manufactured home dealers who violate any of the requirements of section 320.8249, F.S., or rules 15C-1-0102 to 15C-1.0108 and 15C-2, Florida Administrative Code. It is also the policy of the DMS to take whatever corrective action is warranted in such circumstances.

III. DISCIPLINARY PENALTY GUIDELINES:

There are three categories of failures to comply with Section 320.8249, Florida Statutes, and Rule Chapters 15C-1 and 15C-2, Florida Administrative Code (F.A.C.) plus repeat violators.

These categories of violations and the associated penalties as follows:

- A. **Major Violation: \$1000.00 fine**
 - Cut off or altering anchors (Per Anchor)
 - Cut off the hurricane straps (Per Straps)
 - Bending centerline brackets to avoid installing anchors.
 - Falsifying any documentation regarding mobile home installations
 - Any other action to avoid proper anchoring
- B. **Serious Violation: \$500.00 fine**
 - No site preparation
 - Providing inaccurate soil bearing test
 - Providing inaccurate soil torque probe test
 - Ten or more violations on any single home inspection
- C. **Violation: Noncompliance Letter or \$250.00 fine**
 - Site preparation proves inadequate
 - Failure to pull permits
 - Failure to install decal
 - A re-inspection reveals 3 or more violations are not repaired.

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Improper foundation (footers and piers)
Improper use of any tie down component
No gasket or improper gasket between sections of the home.
Improper fastening of sections of the home.
Improper connection of the water supply system.
Improper connection of the drain, waste and vent system.
Improper connection of the electrical and bonding connections.
Improper weather sealing the sections of the home.
Violate any law or rule relating to installing, repairing, or dealing in mobile homes or any lawful order of the department.

D. Repeat Violators:

- \$250 fine for a 1st administrative case
- \$500 fine for a 2nd administrative case within a 24 month period
- \$750 fine and retake the 12 hour installer class for a 3rd administrative case within a 24 month period
- Automatic hearing for a 4th administrative case within a 24 month period

VIOLATION TRACKING:

The department maintains a tracking chart of repeated violations by Installers. Each violation in 15 C-1 and 15C-2 is assigned a code number. The violations are listed on the tracking chart with the corresponding code number. **(See Attachment B- Tracking Chart page 10).**
(See Attachment C- Code Violation List page 11-13).

JURISDICTION:

- A. The Manufactured Housing Installation Section responsible for regulating mobile/manufactured home installations in Florida. The section will investigate installer complaints when the home is-occupied or unoccupied and has or has not received a certificate of occupancy by a local building official. Some complaints will be made by the home owner; others may be made by a local building official or by random department inspections or audits.
- B. If it is a previously owned home, our jurisdiction will be limited to inspections of blocking, anchoring, weather sealing, and plumbing for a period of one year from the date of installation which is what the required warranty covers.
- C. The warranty period for the home is one year from the date of certificate of occupancy. If the warranty period for the home has expired the complainant will be advised that the department cannot assist them with their concerns.

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V. COMPLAINT INVESTIGATION PROCEDURE:

- A. The Manufactured Housing Section (MHS) will accept complaints transmitted verbally, however, if a complainant comes into a regional office, he or she will be directed to complete form HSMV-81095, the MH/RV Complaint Registration form (see **Attachment D on pages 14 -16**). Complaints will also be accepted in the form of a letter explaining the circumstance. It is most common, however, to receive complaints from local building officials in a telephone call and all of such complaints are investigate (see **Attachment E- General Inspection Guidelines for the inspection of a manufactured/ mobile home installation on pages 17 and 18.**)
- B. If the installation has not been completed, MHS staff will contact the installer and/or dealer and direct that they complete the installation per 320.8249 F.S. All parties will be encouraged to cooperate with each other to resolve the concerns.
- C. **If the mobile/manufactured home involved in the complaint is within the manufacturer's warranty period** required by section 320.835(1), F.S., the complaint investigation, may be done by the MHS State Administrative Agency (SAA) staff who regulate manufactured home manufacturers. The Installer Section staff shall investigative the portion of the complaint involving the installation of the home. **In the case of used homes**, the complaint shall be investigated by staff in the Installer Section of the MHS.
- D. If the home installation is complete, the Installer Section staff member will investigate all aspects of the installation covered by rule chapter's 15C-1 and 15C-2. This will include all of the following:
1. Site preparation.
 2. Piers/Foundations including shimming.
 3. Tie downs including the anchors and straps.
 4. Sealing against air and water infiltration.
 5. Utility connections.
 6. Data Plate information.
 7. Installation decal(s).
 8. Verification that the anchor products used for the installation are those approved by the bureau.

The Installer Section staff member will have the homeowner sign the acknowledgement form (See **Attachment F on page 19 HSMV # pending.**)

Inspection inside the home will be limited to verification of information on the data plate and determination of span with reference to columns.

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- E. If violations are found, they may be addressed by either mediation, generally through a telephone call to the installer and complainant, or by formal investigation of the violations with an investigative report. The necessary steps are as follows:
- F.
1. If an investigative report is prepared, a copy is sent to the installer by Fed EX with a cover letter providing the installer five days to correct the problem(s) and return signed acknowledgement of having repaired all items listed on the investigative report.
(see Attachments G on pages 20 and 21 Investigative Report.)
This sheet must be returned to the Installer Section office within 10 days.
(See Attachment H on page 22.)
 2. To facilitate preparation of the investigative report, staff in the Installer Section have a computer file with a detailed list of installer requirements found in rules 15C-1 and 15C-2, Florida Administrative Code (F.A.C.) from which they can copy and paste into their investigative report to note the violations found (see **Attachment I on pages 23-26.**)
 3. If the installer signs off on the sheet indicating that the problem(s) has (have) been corrected, sends it to the Installer Section within 10 days, the installer section will schedule a re-inspection of the corrected violations.
 4. If the violation section of the investigative report is not signed by the installer and returned to the Installer Section office, within 10 days, another letter is sent with another copy of the investigative report by Fed EX mail to the installer providing him or her 48 hours to respond (**see Attachment J on page 27**). This letter threatens to suspend the installer's license.
 5. If the installer complies with the department's request, completes the corrections and returns signed confirmation that the violations have been corrected; a re-inspection will be scheduled. After the re-inspection confirms the corrections, a closing letter is sent to the Installer.
(See attachment K on page 28)
 6. If the same installer and/or dealer is involved in a second violation within a one-year period, an investigative report is always prepared.
- F. An investigative report shall be prepared on form HSMV-81411, Investigation Report (**see Attachment G on page 20-21**). It shall contain as much information as can be gathered at the job site. No assumptions or conjecture is allowed in an investigative report, only facts. An investigative report shall include at least the following:
1. The installer and/or dealer name(s).
 2. The installer and/or dealer license(s) number(s).
 3. The installer and/or dealer mailing address(es).
 4. The installer and/or dealer telephone number(s).
 5. The name of the homeowner.

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6. The address of the homeowner.
 7. The telephone number of the homeowner.
 8. The mobile/manufactured home site location.
 9. The installation decal installation date.
 10. A copy of the installation contract.
 11. Copies of cancelled checks, affidavits, or other evidence of payment.
 12. The facts of the violations.
 13. Reference to related cases, if applicable.
 14. The specific statutes and administrative rules violated.
- G. All investigative reports are to be sent to the Section Supervisor in charge of the Installer Section of the MHS for review and approval. If the Section Supervisor determines that the investigation is incomplete, it shall be returned to the person who wrote the investigative report for correction.
- H. If the violations are serious or repetitive, the Section Supervisor shall prepare a request for administrative complaint against the installer and/or dealer and send that to the Dealer Compliance Section of the office of the Division of Motorist Services (DMS) hearing officer (see **Procedure MHS-20**).

VI. INVESTIGATION OF UNLICENSED PERSONS:

- A. There shall be investigation of unlicensed persons engaged in the business of manufactured home installation based on either a complaint against such persons or other evidence of unlicensed activity.
- B. The purpose of such investigations shall be to document that an unlicensed person is, in fact, engaging in the installation of manufactured homes.
- C. The investigative report of unlicensed activity shall include at least the following:
 1. The unlicensed installer and/or dealer name(s).
 2. The license number of a former dealer who is currently unlicensed.
 3. The unlicensed installer and/or dealer mailing address.
 4. The unlicensed installer and/or dealer telephone number, if possible.
 5. Documentation of unlicensed installer activity.

The person who did the investigation may also issue the unlicensed installer a Uniform Traffic Citation as a deterrent to other unlicensed activity.

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- D. The investigative report shall be sent to the section supervisor in charge of the Installer Section of the MHS for review and approval. If the Section Supervisor determines that the investigation is incomplete, it shall be returned to the person who wrote the investigative report for correction.

- E. The unlicensed installer and/or dealer shall be formally notified in writing of their violation of state law regarding manufactured home installation and their legal obligation to cease such activity immediately (**see Attachment L on page 29**). Such letters may be drafted by the MHS staff member who investigated the complaint, however, it must be sent to the Section Supervisor for review. They will be sent by the Section Supervisor to the installer and/or dealer.

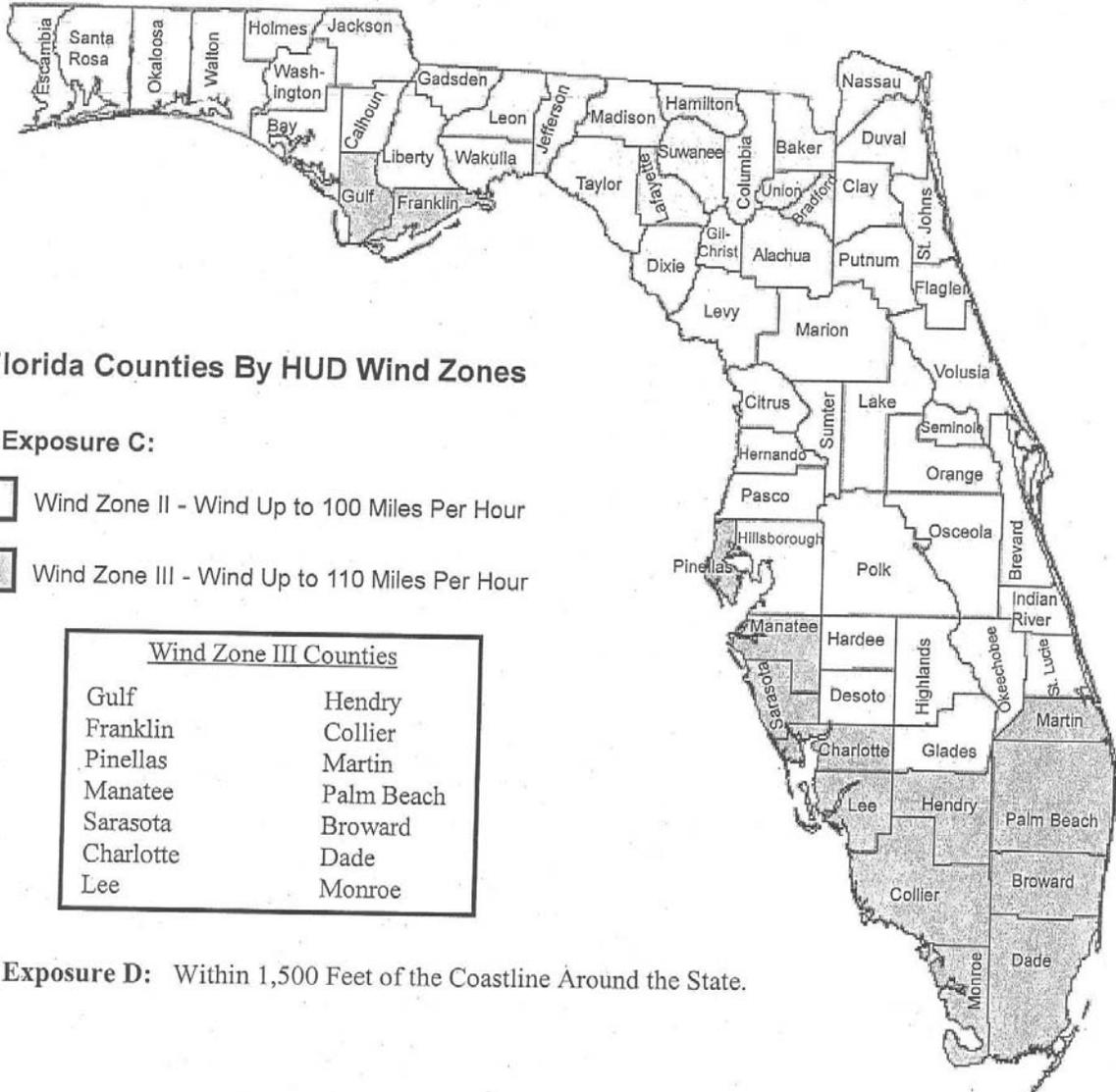
- F. If the unlicensed activity persists, the Section Supervisor will prepare a request for injunction, which shall be sent with a copy of the investigative report to the bureau chief who, upon approval, will forward it to the general counsel's office of the department (**see Procedure MHS-20**). The general counsel's office will prepare the paperwork necessary to request an injunction from the relevant circuit court.

- G. The Section Supervisor may also send a copy of the investigative report to a local law enforcement agency or the state attorney in the area where the offense occurred to request criminal indictment of the offender.

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ATTACHMENT A#



Florida Counties By HUD Wind Zones

Exposure C:

- Wind Zone II - Wind Up to 100 Miles Per Hour
- Wind Zone III - Wind Up to 110 Miles Per Hour

<u>Wind Zone III Counties</u>	
Gulf	Hendry
Franklin	Collier
Pinellas	Martin
Manatee	Palm Beach
Sarasota	Broward
Charlotte	Dade
Lee	Monroe

Exposure D: Within 1,500 Feet of the Coastline Around the State.

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**ATTACHMENT B
TRACKING CHART**

Installer: _____	#	25	26	27	28	29	30
License: _____	Homeowner	Winter Haven Oaks	Prescott Letty	Storch Amy	Bainbridge Jim	Lipps	Cypress Creek
	City	Winter Haven	Hilliard	San Antonio	Ocala	Wildwood	Winter Haven
	# of Inspections	2	4	3		2	2
	Warning letter	48 Hour	3 48 Hour	1 48 Hour		48 Hour	48 Hour
	AC Case #		14-1678	14-1591			
	Fine		\$750.00	\$500.00			
	Complaint opened	04/28/14	09/04/14	09/23/14	09/25/14	10/02/14	10/13/14
	Dates Closed	05/19/14	12/29/14	Items 4 & 5 not done		10/17/14	11/12/14
	School / Probation	SCH N PRO N	SCH PRO	SCH PRO	SCH PRO	SCH PRO	SCH PRO

AREA	ITEM	CODE	25				26				27				28				29				30				
			1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
Before	Permits	4101.00																									
	Decal	4102.00																									
	Site Prep	4103.00																									
	Installation	4104.00												01													
	Listed	4105.00	01																								
Footer & Piers	Footers	4201.00																									
	Concrete Block	4202.00																									
	Piers Single	4203.00																									
	Piers Double	4204.00							8r																		
	Center Piers	4205.00								04																	
	Perimeter Piers	4206.00	01											01													
	Pier Spacing	4207.00																									
	Pier Height	4208.00																									
	Home Height	4209.00																									
	Caps	4210.00																									
	Shims	4211.00				01																01	01				
	Anchor, Tie & Stab	Anchors	4301.00				01				01																
		Frame Ties	4302.00																				02				
Longitudinal Sys		4303.00								01																	
Lateral Arm Sys		4304.00																									
Centerline Ties		4305.00				01				01																	
Side wall Ties		4306.00																									
Lacing		4307.00																									
Radius Clip		4308.00																									
Straps		4309.00																									
Stabilizer Plates		4310.00				02																					
Misc.	Gasket & Cap filter	4401.00								02																	
	Weather Seal	4402.00	01																								
	BB Sealing	4403.00																									
	Fasten Multi Sect	4404.00				05	01	01	01																		
	Plumbing	4405.00				05												05	05	01		05					
	Electrical	4406.00																									
	Level	4407.00																									
	HVAC	4408.00				01																					
	Fire place	4409.00																									
	Vapor Barrier	4410.00																							01		
Dryer Duct	4411.00				01																						
Number of Violations			3			11			5			2			3			5									

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**ATTACHMENT C
VIOLATION LIST**

RULE 15C - 1 & 2

Before Installation - 4000

- 4000.00 NO JURISDICTION
- 4001.00 NO VIOLATIONS
- 4101.01 Rule 15C-2.0073(8) requires correct permits to be pulled prior to the home being moved to site.
- 4101.02 Rule 15C-2.0073(8) requires a drawing of pier locations, pad sizes and soil bearing capacity and requires the installation to follow the information provided in the permit.
- 4102.01 Rule 15C-2.0073(7)(d) requires the installation of installer's decal prior to the home being installed.
- 4102.02 Rule 15C-2.0073(7)(e) requires the decal to be placed next to HUD label or rear end of home.
- 4103.01 Rule 15C-1.0102(3) requires the under-home grade to be cleaned of all vegetation & organic materials; i.e., stumps, roots, etc. except grass not exceeding 3 inches in height.
- 4103.02 Rule 15C-1.0102(3) requires the site to be prepared for proper drainage so that no water will accumulate under the home.
- 4104.01 Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual unless otherwise specified in the Rules.
- 4104.02 Rule 15C-1.0102(1) requires used home installation to be to Rule 15C-1 & 2 unless the manufacturer's installation manual is available.
- 4105.01 Rule 15C-1.0102(2) requires anchors, piers and tie down components to be listed & installed to the manufacturer's installation instructions.

Footers and Piers - 4200

- 4201.01 Rule 15C-1.0102(3) requires footers to be installed on stable soil to a depth equal to their height, except on clear compacted fill dirt.
- 4201.02 Rule 15C-1.0102(2) requires ABS pads be installed to the manufacturer's installation instructions.
- 4201.03 Rule 15C-1.0103(1)(a) requires pier footers for new homes to carry the weight as shown in the manufacturer's installation manual.
- 4202.01 Rule 15C-1.0102(6) requires concrete blocks to meet the Standard Specification for Load Bearing Concrete Masonry Units, ASTM C-90
- 4203.01 Rule 15C-1.0103(1)(a) requires piers be centered under the I-beam
- 4203.02 Rule 15C-1.0103(1)(b) requires piers be perpendicular to the I-beam and open cells vertical.
- 4203.03 Rule 15C-1.0103(1)(a) requires I-beam piers within 2' on either end of the home & not exceed 8 ft. spacings.
- 4203.04 Rule 15C-1.0102(6) requires a single blocked pier to carry a weight not to exceed 8000 lbs.
- 4203.05 Rule 15C-1.0103(1)(d) requires a single blocked pier not to exceed 36" in height - corner piers not to exceed 24" in height.
- 4204.01 Rule 15C-1.0103(1)(d) requires piers over 36" and corner piers over 24" to be double blocked with blocks interlocked.
- 4204.02 Rule 15C-1.0103(1)(e) requires double stacked piers over 52" to comply with local authority (engineering).
- 4205.01 Rule 15C-1.0103(1)(c) requires centerline piers on each end of the home and spaced at 8 ft. on center except in open spans and installed perpendicular.
- 4205.02 Rule 15C-1.0103(1)(c) requires openings in the centerline, 4 ft or greater to have piers on either side of the openings and within 6" of the openings column supports and installed correctly.
- 4205.03 Rule 15C-1.0103(1)(c) requires centerline openings greater than 15' to get the equivalent of three (3), 4" x 16" x 16" footers. The equivalent is a 24 X 24 plastic pad.
- 4205.04 Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual as it relates to centerline or centerline shearwall blocking.
- 4206.01 Rule 15C-1.0103(1)(c) requires perimeter piers on either side of doors, fireplaces, bay windows and any opening greater than 48".
- 4206.02 Rule 15C-1.0103(1)(c) requires perimeter openings greater than 15' to get the equivalent of three (3), 4" x 16" x 16" footers.
- 4206.03 Rule 15C-1.0103(1)(c) requires 14' wide units or greater with an I-beam spread of less than 82" to have perimeter piers at 8' o.c.

No Jurisdiction
No Violations
Permits
Decal
Site Preparation
Installation
Listed
Footers
Concrete Blocks
Piers (Single)
Piers (Double)
Centerline Piers
Perimeter Piers

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- 4206.04 Rule 15C-1.0103(1)(c) requires 12' wide units with an I-beam spread of less than 75 1/2" to have perimeter piers at 8' o.c.
- 4206.05 Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual as it relates to perimeter or perimeter shearwall blocking.
- 4207.01 Rule 15C-1.0103(1)(a) requires piers to be installed in accordance with Table A (footing size chart) for used homes and manufacturer's installation instructions for new homes.
- 4207.02 Rule 15C-1.0102(6) requires load bearing supports or devices to be installed to evenly distribute the load.
- 4208.01 Rule 15C-1.0103(1)(d) defines pier height as the measurement from top of the footer to the top of the cement block stack.
- 4209.01 Rule 15C-1.0103(1)(h) requires the min. height between the finished grade and the bottom of the I-beam to be 18". Except 25% of home may be below 18", but not below 12" (ground to I-beam).
- 4210.01 Rule 15C-1.0103(1)(b) requires cap blocks to be either 4 in. solid concrete or 2 x 8 pressure treated wood block and completely cover the top of the pier.
- 4211.01 Rule 15C-1.0103(1)(b) requires shims to be centered and driven tight from both sides.
- 4211.02 Rule 15C-1.0103(1)(b) requires shims between the I-beam and 4" concrete cap blocks.
- 4211.03 Rule 15C-1.0103(1)(b) requires the shims to be between 1/4" to 1 1/2" thick by 3 1/2 wide minimum and 6" long minimum.

Anchors, Ties and Stabilizer Plates - 4300

- 4301.01 Rule 15C-1.0102(4) requires anchors to be installed to the anchor manufacturer's installation instructions (4 ft- torque reading of 276 or higher) or (5 ft- torque reading of 275 or lower).
- 4301.02 Rule 15C-1.0102(4) requires anchors to be in 2' of undisturbed soil (min.) with remaining soil compacted in 6" layers.
- 4301.03 Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual as it relates to anchor lengths.
- 4302.01 Rule 15C-1.0104(2) requires frame ties at 5' 4" on center & within 2' of each end of home correctly installed.
- 4302.02 Rule 15C-1.0102(2) requires frame clamps to be properly installed to the top of the I-beam.
- 4302.03 Rule 15C-1.0102(2) requires frame ties to be 45 degrees (40 -50 degrees) or to the inside I-beam.
- 4302.04 Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual as it relates to centerline frame ties.
- 4303.05 Rule 15C-1.0102(2) requires a frame tie at each lateral arm location and be correctly installed.
- 4303.01 Rule 15C-1.0102(2) requires all new and used homes to have longitudinal tie-downs or other approved longitudinal stabilizing devices(LSD) and correctly installed.
- 4303.02 Rule 15C-1.0102(2) requires LSD systems to have two per section of home and correctly installed.
- 4303.03 Rule 15C-1.0102(2) requires LSD systems to tightly fitted to the galvanized pan and the I-beam.
- 4303.04 Rule 15C-1.0102(2) requires LSD systems to have the proper number of self tapping screws.
- 4303.05 Rule 15C-1.0102(2) requires LSD system' galvanized base pan embedded/staked into the ground.
- 4303.06 Rule 15C-1.0102(2) requires LSD systems longitudinal arms to have the correct angle.
- 4304.01 Rule 15C-1.0102(2) requires lateral arm systems to have the proper number of arms per the home length.
- 4304.02 Rule 15C-1.0102(2) requires lateral arm systems to be tightly fitted to the galvanized pan & I-beam.
- 4304.03 Rule 15C-1.0102(2) requires lateral arm systems to have the proper number of self tapping screws.
- 4304.04 Rule 15C-1.0102(2) requires lateral arm system's galvanized base pan embedded into the ground.
- 4304.05 Rule 15C-1.0102(2) requires lateral arm's centerline anchors to be sized to torque probe test.
- 4304.06 Rule 15C-1.0102(2) requires frame ties at each lateral arm location.
- 4304.07 Rule 15C-1.0102(2) requires lateral arms be used only when sidewall ties are spaced at 5'4".
- 4305.01 Rule 15C-1.0104(4)(b) requires centerline ties where specified by the manufacturer or

Pier Spacing

Pier Height

Home Height

Caps

Shims

Anchors

Frame Ties

Longitudinal Systems

Lateral Arm Systems

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where designated on the home. Brackets cannot be bent up or left with no strap/anchor.

4305.02 Rule 15C-1.0104(4)(b) requires centerline ties within 2' of each end of each section of the home on new and used units. Where necessary, an approved bracket shall be added by the installer.

4306.01 Rule 15C-1.0104(5) requires sidewall ties on all homes at locations specified by the manufacturer, regardless of their location. Brackets cannot be bent up out of the way - straps cannot be cut off.

4306.02 Rule 15C-1.0104(4)(d) requires strapping to be looped through bracket slots with 2 crimps evenly spaced and with radius clips installed. Must be tight.

4306.03 Rule 15C-1.0104(5)(g) requires vertical ties and/or roof ties to be anchored to the ground.

4307.01 Rule 15C-1.0104(4)(d) does not allow straps to be laced through bracket slots.

4308.01 Rule 15C-1.0104(4)(d) requires radius clips at all attachments to brackets

4309.01 Rule 15C-1.0104(5)(g) requires damaged, cut off or removed straps, to be lengthened with a replacement strap. A 12" overlap with 2 crimping seals each having 2 crimps evenly spaced is required.

4309.02 Rule 15C-1.0102(4) requires straps to anchor bolts to be properly wrapped.

4309.03 Rule 15C-1.0107(4)(b) requires straps to brackets to have on seal with two crimps.

4309.04 Rule 15C-1.0102(4) requires all anchor bolts to be properly seated in anchor head's square hole.

4310.01 Rule 15C-1.0102(5) requires stabilizer plates and to be a minimum of 180 sq. in.

4310.02 Rule 15C-1.0102(5) requires stabilizer plates be installed flush with ground.

4310.03 Rule 15C-1.0102(2) requires stabilizer plates to be installed to the Mfr's instructions.

Miscellaneous - 4400

4401.01 Rule 15C-2.0073(6) requires a gasket to be installed between multi section homes - a weather sealing requirement

4401.02 Rule 15C-1.0102(1) requires new home multi section home's gap to be filled with wood filler.

4402.01 Rule 15C-2.0073(6) requires the complete weather sealing of the home which includes vinyl/metal siding.

4402.02 Rule 15C-2.0073(6) requires the complete weather sealing of the home which includes fascia and soffit

4402.03 Rule 15C-2.0073(6) requires the complete weather sealing of the home which includes roofing.

4403.01 Rule 15C-2.0073(6) requires the bottomboard to be sealed and/or repaired; weather sealing requirement

4404.01 Rule 15C-1.0102(1) requires new homes to be fastened together according to the manufacturer's installation instructions.

4404.02 Rule 15C-1.0104(8) requires used homes to be fastened 24" o.c. at the floor or to installation instructions if available.

4404.03 Rule 15C-1.0104(8) requires new homes to be fastened at the endwalls to the manufacturer's installation instructions - if it is not addressed in the manual every 24" o.c.

4404.04 Rule 15C-1.0104(8) requires used homes to be fastened 24" o.c. at the endwalls or to manufacturer's installation instructions if available.

4404.05 Rule 15C-1.0104(8) requires used homes to be fastened 24" o.c. at the roof and a 30 gauge metal strip 8" wide (the length of the home) with roofing nails fastened at 2" o.c. on both sides.

4405.01 Rule 15C-2.0072 (4)(b) requires the proper connection of all drainage under the home to an existing tap.

4405.02 Rule 15C-2.0072 (4)(c) requires the proper connection of the water to the home from an existing tap. Crossover water lines must not be exposed.

4405.03 Rule 15C-1.0102(1) requires water heater drip pan/ pressure relief to be installed to manufacturer's installation manual on new homes.

4406.01 Rule 15C-2.0072 (4)(a) requires the proper connection of electric connections between the sections of the home and includes the bonding wire. Electrical wires must not be exposed.

4407.01 Rule 15C-2.0073(6) requires the home to maintain its level for up to one year. Installation warranty.

4408.01 Rule 15C-1.0102(1) requires new homes HVAC ducts to be installed properly.

4409.01 Rule 15C-1.0102(1) requires new home's fireplace to be installed to manufacturer's installation manual.

4410.01 Rule 15C-1.0102(1) requires a vapor barrier to be installed correctly under new homes.

4411.01 Rule 15C-1.0102(1) requires new home's dryer ducts to be installed correctly and terminate outside of the skirting.

Centerline Ties

Sidewall (roof) Ties

Lacing

Radius Clip

Straps

Bolts

Stabilizer Plates

Gasket & Gap Filler

Weather Sealing

BB Sealing

Fastening Multi Sections

Plumbing

Electrical

Level

H V A C

Fireplace

Vapor Barrier

Dryer Duct

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ATTACHMENT D/ MH/RV COMPLAINT REGISTRATION



Texxy L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

Dear Homeowner:

This is in response to your request for information on filing a complaint. There are existing **State Laws and Federal Regulations** governing the limitations on mobile home warranties. Please review the information outlined below before completing the enclosed Mobile Home Complaint Registration form.

Florida Statute 320.836 states, the consumer must submit their claim in writing to the manufacturer or dealer stating the substance of the warranty defect. Please supply this documentation with your complaint registration packet.

Florida Statute 320.835 requires the manufacturer to warrant the major components of the home for one year from date of delivery. The dealer warrants his set up operations performed on the home for one year and assures the home has been set to the manufacturer's instructions.

If your home is **over one year old** and produced by a **Florida manufacturer**, we will notify the manufacturer of your complaint for their follow-up under the Federal Program, we will also advise you of their findings. However, if your home was produced by an **out of state manufacturer** and is **over one year old**, we will notify the HUD State Administrative Agency (SAA) located in the state of manufacture and they will follow-up with the factory. We **will not** be able to take further action.

Our jurisdiction is limited to structural, mechanical, electrical, plumbing, heating, fire and life safety. We have no jurisdiction over nonstructural, cosmetic items such as floor coverings, panel blemishes, paint shades, etc.

If you purchased a used home, it must have been purchased from a Florida licensed dealer. We have no jurisdiction over private sales. Our jurisdiction for used homes are limited to the contractual agreements provided by the selling dealer and documented accordingly.

All sale agreements **must** be documented **in writing**, we have **no jurisdiction** over verbal, nondocumented agreements.

When you complete the enclosed affidavit, there is a minimum of information that we must have to process your complaint:

1. Name and mailing address (if different than physical address of home location) and an active daytime telephone number.
2. Copy of the sales contract provided by your dealer at the time of the sale.
3. Name and address of the home's manufacturer and the complete serial number of the home.
4. A brief description of the problems you are experiencing with your home and the dates you have spoken to the dealer/manufacturer.

Please allow 2 to 4 weeks processing time, depending on office workload, for a response to your complaint.

• Service • Integrity • Courtesy • Professionalism • Innovation • Excellence •
An Equal Opportunity Employer

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MH/RV COMPLAINT REGISTRATION

(Please type or print)

Filed By: _____
Address: _____
Mailing Address: _____
(If different from above) _____
County of Residence: _____
Phone #: _____ (Home) _____ (Work)

Date of Purchase: _____
Date of Delivery _____
MH: RV: NEW: USED
(CHECK ONE) (CHECK ONE)
Current License Decal #: _____
Serial #: _____
HUD Label #: _____
(Red/Silver metal tag on rear of unit)

Installer Name: _____
Installer License #: _____
Date Installed: _____ Label #: _____

Has County passed final inspection and/or
issued a Certificate of Occupancy? YES / NO
(Circle One)

DEALER INFORMATION

MANUFACTURER INFORMATION

(Name of Dealer)

(Address of Dealer)

(City / State / Zip)

(Telephone Number)

(Name of Manufacturer)

(Address of Manufacturer)

(City / State / Zip)

(Telephone Number)

Have you contacted the Dealer in writing concerning your problems?
Yes / No Please Give Dates and Persons Contacted. _____

Have you contacted the Manufacturer in writing concerning
your problems? Yes / No. Please give dates and persons
contacted: _____

NATURE OF COMPLAINT

NOTE: If there are contractual problems, please attach copies of all supporting documents, including purchase agreement, contract, etc.

(Use reverse side of this form if additional space is needed)
If your home is not located in a park, please provide directions to your home
from a major highway in your area

MAIL TO: Manufactured Housing Section
5701 E. Hillsborough Avenue
Net Park, Suite 2228
Tampa, Florida 33610

Ph: 813/612-7140 Fax: 813/612-7131

Please allow 2 to 4 weeks processing time, depending on office
Workload, for a response to your complaint.

HSMV-81095 (Rev. 05/14)

(Signature of Complainant) (Date Signed)

OFFICE USE ONLY
TBR NJ
SPI R

(Inspector)

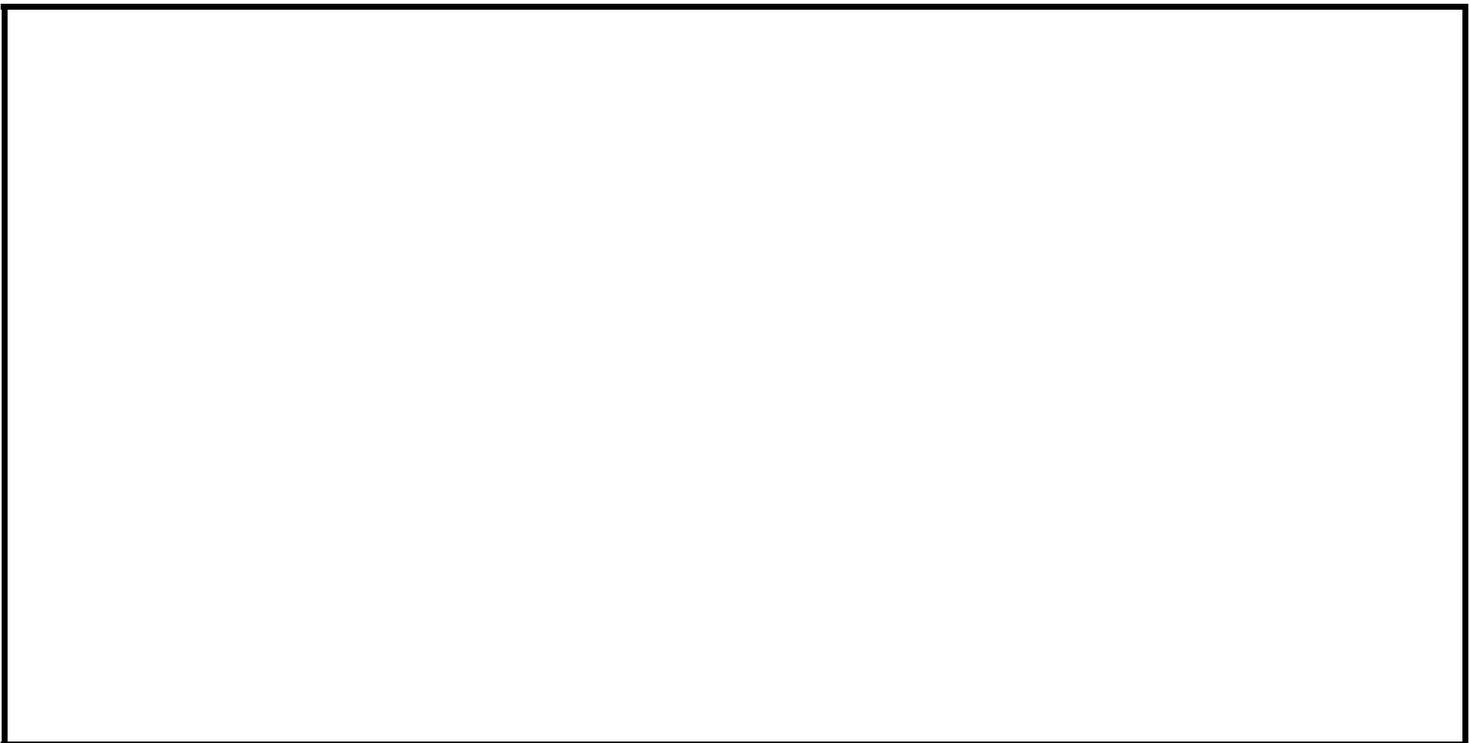
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Directions to the Mobile Home

Location: Directions must start from a known specific point so that the compliance examiner may proceed directly to the location of your home.

In the space below, draw a sketch using highway road numbers, names and other landmarks or point of location indicating exactly how to find this property



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ATTACHMENT E

Mobile Home Installation Inspection:

General Inspection Guidelines for the inspection of a manufactured/ mobile home installation:

- After receiving a consumer complaint:
- Phone the complainant.
 - A. Advise the homeowner who you are and that you have received their complaint. Inform them you are the consultant that will be investigating their concerns relating to the installation of their manufactured/mobile home.
 - B. Make an appointment to meet the home owner at the mobile home for inspection.
 - C. Advise the homeowner you will need to come in the home to see the DATA sheet. Explain to them why you need to see it and where it is most likely found.
 - D. Request the homeowner have available the installation permit if they have it.
- Phone the Installer and advise him of the pending inspection and advise him he is encouraged to attend.
- Before the site visit, obtain from the manufacturer of the home a copy of the installation manual and a copy of the blocking diagram listing the column locations and loading.
- Make your appointment on time.
 - A. Introduce yourself; provide the homeowner your business card.
 - B. Provide the homeowner with a brief description of what you will be inspecting.
 - 1. Perform a complete inspection of the installation of their home.
 - 2. The concerns with the installation listed on the complaint will be thoroughly inspected.
 - C. Remind the homeowner that you will need to come into the home and obtain some pertinent information from the data sheet possibly located under the kitchen sink inside the cabinet.
 - D. Do not go into a home without being accompanied by the homeowner.
- New Manufactured homes are installed first to the manufacturer's installation instructions and when an item is not addressed in the manufacturer's manual, refer to 15C-1 Florida Administrative Code.
- Start the inspection process by filling out the top of the investigation report first.
 - A. If the installation permit is available fill in what the installer listed for the method and materials he used in the installation of this manufactured home.
 - B. If the permit is not available a copy can be obtained from the building department if it becomes necessary.

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- C. Perform a torque probe test and a pocket penetrometer test. Be careful where you perform your torque probe test paying close attention as to where the power and water line are run under ground.
- D. If you cannot determine where the lines have been run DO NOT perform a torque probe test.
- E. Measure the on center spacing of the piers, measure the base pad size, with the soil bearing capacity obtained from the pocket penetrometer test. With the information from the two previous tests, you can verify the required on center frame pier spacing.
- F. Check for perimeter blocking requirement:
 - 1. Check the manufacturer's installation manual and/or the data sheet.
- G. Check anchors, straps and stabilizer plates for proper installation.
- H. Inspect mate line for:
 - 1. Piers, proper locations and orientation to mate line. (perpendicular to mate line)
 - 2. Columns, proper size and locations.
 - 3. Anchors and straps, attention to the length of the anchors. Using the torque test reading from your test or what is listed by the installer on the permit to determine what length anchor should be used. (May require the use of five (5') foot anchors.
 - 4. Check the fastening and gap at the mate line floors, also the patching for air and moisture infiltration of the unit.
- Check the exterior end walls for fastening and proper siding installation.
- Check the roof mate line for proper installation of the close up materials.
- Leave the manufactured home just as you found it. All skirting that had been removed must be put back in place.
- Have the homeowner sign HSMV form # (pending) that acknowledges your visit.
(See Attachment F on page #19)

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**ATTACHMENT F (NOTE- PENDING APPROVAL FROM GHQ)
Department of Highway Safety and Motor Vehicles
Division of Motorist Services
Manufactured Housing Section**

_____ Date _____
Print Homeowners Name

Print Inspector's Name

Description of Mobile Home:

Manufacturer: _____

Serial/VIN Number: _____

HUD Labels(s) _____

Reason for visit:

Installation Inspection: _____

S A A Inspection: _____

Other: _____

A staff member from Manufactured Housing has inspected your home today. Our goal is to provide you with the most complete and thorough inspection we can provide. We are mandated by federal and state statutes as to our authority in regulating the construction and installation of your manufactured home. We will endeavor to address all concerns you may have. If you have any questions please contact our office at 813-612-7115 or 813-612-7116.

Your signature below is to acknowledge our visit on this date.

Homeowner's signature

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ATTACHMENT G

Investigative Report

Date of Investigation: 03/15/15 **County:** Nassau

Name of those in attendance: Ronnie L. Crum and Ms. Letty Prescott/Homeowner
12/17/2014 - Blaine Fort and Ms. Letty Prescott/Homeowner/ 12/30/2014 - Blaine Fort and Homeowner

Installer: PH: 352-123-1234 **Home Owner:** PH: 904-845-7425

Kurt B. Smedley Mailing Address: If home location is different put in notes.
1234 Bent Shoe Boulevard Letty Prescott
Fresno, Florida 35546 31500 Magic Hollow Drive
 Hilliard, FL. 32046

License Number: <u>IH-9025999</u>	Mobile Home Description
Permit Number: <u>Unavailable</u>	MFG <u>Nobility</u> single <u>-</u>
Soil bearing claimed <u>Unavailable</u>	W X L <u>26'-6" x 40'</u> double <u>x</u>
Soil bearing actual <u>3000</u>	HUD # <u>FLA-826397/98</u> triple <u>-</u>
Probe test claimed <u>Unavailable</u>	VIN # <u>N 1-12000AB</u> new <u>x</u>
Probe test actual <u>250/Front-125/Rear</u>	Decal # <u>23019</u> used <u>-</u>
Type LSD/Lateral/No. <u>OT/4</u>	Date Installed <u>8-20-2014</u> W.Z. <u>11</u>
Anchor Mfg & Lgth <u>OT-486 (4' Foot)</u>	Date of MFR or Year Model: <u>8-12-2014</u>
Pier Spacing claimed <u>Unavailable</u>	Pad Size claimed <u>Unavailable</u>
Pier Spacing actual <u>Apprx. 4'-6"</u>	Pad Size actual <u>17.5 x 25.5</u>
Sidewall tie spacing <u>Apprx. 5'-0"</u>	CL pad size claimed <u>Unavailable</u>
Installer called for inspections: <u>Yes</u>	CL pad size actual <u>23.25 x 31.25</u>
List the widths of center line openings:	<u>12'-6" LR/DR</u>
Centerline column supports on one side or both:	<u>Both</u>
Describe why this investigation took place:	<u>Random Inspection</u>
Describe the site preparation: <u>Good</u>	

Notes: Note where homeowner has changed their phone number. This is a new number above..

Installer signature required:

This is my acknowledgement of having repaired all items listed below.

Your signature: _____ Date: _____

Violations:

Inspection Date - September 4, 2014
Re - Inspection Date - October 23, 2014
Re - Inspection Date - December 17, 2014
Re-inspection Date- December 30, 2014

1. Using 4' foot anchors at floor centerline, probe test requires 5' foot anchors.
 4301.01 Rule 15C-1.0102(4) requires anchors to be installed to the anchor manufacturer's installation instructions (4 ft - torque reading of 276 or higher) or (5 ft - torque reading of 275 or lower).
Corrected: Using HP-8 (5' foot) anchors.
2. Stabilizer plates not flush and compacted.
 4310.02 Rule 15C-1.0102(5) requires stabilizer plates be installed flush with ground.
Corrected: Stabilizer plates flush with the ground and compacted.

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Installer _____ **Kurt B. Smedley** **Homeowner** _____ **Letty Prescott**

Violations:

3. Loose piers throughout. (Centerline, Ext. Doors, Etc.)

4211.01 Rule 15C-1.0103(1)(b) requires shims to be centered and driven tight from both sides.

Not Corrected:

Corrected: Shims driven tight.

4. No piers located underneath LR/DR floor clear span.

4305.01 Rule 15C-1.0104(4)(b) requires centerline ties where specified by the manufacturer or where designated on the home. Brackets cannot be bent up or left with no strap/anchor.

Corrected: Pier(s) installed in clear span.

5. Dryer vent not terminated to outside.

4411.01 Rule 15C-1.0102(1) requires new home's dryer ducts to be installed correctly and terminate outside of the skirting.

Not Corrected:

Not Corrected: 12/17/2014

Corrected: 12/30/2014 dryer vent installed to outside of skirting.

6. Water heater drain not terminated to outside.

4405.03 Rule 15C-1.0102(1) requires water heater drip pan/ pressure relief to be installed to manufacturer's installation manual on new homes.

Not Corrected:

Corrected: Drip pan drain extended through skirting.

7. No evidence of end wall fasteners as required by Rule 15-C.

4404.03 Rule 15C-1.0104(6) requires new homes to be fastened at the endwalls to the manufacturer's installation instructions - if it is not addressed in the manual every 24" o.c.

Corrected: Fasteners installed 24" inches oc.

8. Using R-4.2 AC duct, manual page SU-22 requires R-8.

4408.01 Rule 15C-1.0102(1) requires new homes HVAC ducts to be installed properly.

Not Corrected:

Corrected: R-8 duct installed.

9. Using 1 1/2" inch straps 48" oc at centerline floor, manual page SU-20.1 requires 32" oc.

4404.01 Rule 15C-1.0102(1) requires new homes to be fastened together according to the manufacturer's installation instructions.

Not Corrected:

Corrected: Straps installed 32" oc.

10. Excessive gaps (1" inch) at end walls and floor locations and not filled with lumber/plywood per page SU-20.1 of manual. (NOTE) Must adjust fastener lengths for gap width to obtain same penetration per manual.

4404.01 Rule 15C-1.0102(1) requires new homes to be fastened together according to the manufacturer's installation instructions.

Not Corrected: Centerline floor gap filled with foam not lumber as required per pg. SU-20.1 of manual.

Corrected: Wood shims added.

11. Appears roof not fastened per page SU-20.1 items #P,#Q or #R of manual.

4404.01 Rule 15C-1.0102(1) requires new homes to be fastened together according to the manufacturer's installation instructions.

Corrected: Based on what I could see, it appears the roof is fastened correctly.

This home will be re-inspected by department personnel.

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ATTACHMENT H
INSTALLER 5 DAY CORRECTION LETTER



Terry L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32309-0500
www.flhsmv.gov

April 5, 2015

Mail by FedEx Ground

Joseph M. Smedley (Installer)
Address
City, State Zip

Reference the home of:
Name
Address
City, State, Zip

Approximate Date Installed: _____

Dear Mr. (Installer Name)

This office has inspected the installation of the home listed above. Our investigation has revealed that this home was not set to some aspects of section 320.8249, Florida Statutes and Florida Administrative Code (FAC) 15C-1 and 15C-2.

This letter is to notify you of the item(s) cited and to advise you of the need to make correction within five (5) days of the receipt of this letter. A copy of the violations form is attached. **You are responsible for all violations noted whether or not you actually performed the work.**

Notifications of completion of corrections shall be made by correcting all violations then signing the completion of corrections form and returning the form by regular mail, email or by FAX to one of the addresses listed below. **You will have 10 days from the receipt of this letter to repair all violations and return the signed violation form.**

If you have any questions, please contact your Consultant John Smith at 850-123-1234.

Sincerely,

James McGowan, Field Services Manager
Division of Motorist Services
Manufactured Housing Section
5701 E. Hillsborough Avenue Ste. 2228
Tampa, Florida 33610

JM:bab
Attachment

FAX: 813/612-7131 OR
E-Mail: Barbara.Burkett@flhsmv.gov

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**ATTACHMENT I
RULE 15C – 1 & 2**

Item

Before Installation

Rule 15C-2.0073(8) requires permits to be pulled prior to the home being moved to the site. **Permits**

Rule 15C-2.0073(8) requires a scale drawing of pier locations, pad sizes and soil bearing capacity

Rule 15C-2.0073(7) (d) requires the installation of installer's decal prior to the home being installed. **Decal**

Rule 15C-1.0102(3) requires the under-home grade to be cleaned of all vegetation & organic materials; i.e., stumps, roots, etc. except grass not exceeding 3 inches in height. **Site Prep.**

Rule 15C-1.0102(3) requires the site to be prepared for proper drainage so that no water will accumulate under the home.

Rule 15C-1.0102(1) requires new home installation to be to the manufacturer's installation manual, unless otherwise specified in the Rules. **Installation**

Rule 15C-1.0102(1) requires used home installation to be to Rule 15C-1 & 2 unless the manufacturer's installation manual is available.

Rule 15C-1.0102(2) requires anchors, piers and tie down components to be listed & installed to the manufacturer's installation instructions. **Listed**

Footers and Piers

Rule 15C-1.0102(3) requires footers to be installed on stable soil to a depth equal to their height, except on clear compacted fill dirt. **Footers**

Rule 15C-1.0102(2) requires ABS pads be installed to the manufacturer's installation instructions.

Rule 15C-1.0103(1) (a) requires piers be centered under the I-beam.

Rule 15C-1.0103(1) (b) requires piers be perpendicular to the I-beam and open cells vertical

Rule 15C-1.0103(1) (a) requires piers within 2' on either end of the home. **Piers (single)**

Rule 15C-1.0102(6) requires a single blocked pier to carry a weight not to exceed 8,000 lbs.

Rule 15C-1.0103(1) (d) requires a single blocked pier not to exceed 36" in height – corner piers not to exceed 24" in height.

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	Item
<p>Rule 15C-1.0103(1)(d) requires piers over 36" and corner piers over 24" to be double blocked with blocks interlocked.</p>	Piers (double)
<p>Rule 15C-1.0103(1)(e) requires double stacked piers over 52" to comply with local authority Rule 15C-1.0103(1)(c) requires centerline piers on each end of the home and spaced at 8ft. on center Except in open spans Rule 15C-1.0103(1)(c) requires openings in the centerline, 4 ft. or greater to have piers on either side of the openings and within 6" of the openings column supports Rule 15C-1.0103(1)(c) requires centerline openings greater than 15' to get the equivalent of three (3) 4" x 16" footers.</p>	Centerline piers
<p>Rule 15C-1.0103(1)(c) requires perimeter piers on either side of doors, fireplaces, bay windows and any opening greater than 48". Rule 15C-1.0103(1)(c) requires perimeter openings greater than 15' to get the equivalent of three (3) 4" x 16" x 16" footers. Rule 15C-1.0103(1)(c) requires 14' wide units or greater with an I-beam spread of less than 82" to have Perimeter piers at 8' O.C. Rule 15C-1.0103(1)(c) requires 12' wide units with an I-beam spread of less than 75 ½" to have Perimeter piers at 8' O.C.</p>	Perimeter Piers
<p>Rule 15C-1.0103(1)(d) defines pier height as the measurement from top of the footer to the top of the cement block stack.</p>	Pier height
<p>Rule 15C-1.0103(1)(h) requires the min. height between the finished grade and the bottom of the I-beam to be 18". Except 25% of home may be below 18", but not below 12" (ground to I-beam).</p>	Home height
<p>Rule 15C-1.0103(1)(b) requires cap blocks to be either 4 in. solid concrete of 2 x 8 pressure treated wood blocks and complete cover the top of the pier.</p>	Caps
<p>Rule 15C-1.0103(1)(b) requires shims to be centered and driven tight from both sides. Rule 15C-1.0103(1)(b) requires shims between the I-beam and 4" concrete cap blocks. Rule 15C-1.0103(1)(b) requires the shims to be between ¼" to 1 ½ " thick by 3 ½ wide minimum and 6" long minimum.</p>	Shims

Item

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Anchors, Ties and Stabilizer Plates

Rule 15C-1.0102(2) requires all tie down components to be listed and installed to the manufacturer's Installation instructions.	Listed
Rule 15C-1.0102(4) requires anchors to be installed to the manufacturer's installation instructions	
Anchors (4ft. – 3150 – 276 or higher) or (5ft. – 4000 – 275 or lower).	
Rule 15C-1.0102(4) requires anchors to be in 2' or undisturbed soil (min.) with remaining soil Compacted in 6" layers.	
Rule 15C-1.0104(2) required frame ties at 5' 4" on center and within 2' of each end of the home.	Frame ties
Rule 15C-1.0102(2) requires frame clamps to be installed to the top of the I-beam.	
Rule 15C-1.0102(2) requires frame ties to be 45 degrees (40 – 50 degrees or to the inside I-beam.	
Rule 15C-1.0104(3) requires all new and used homes to have longitudinal tie-downs or other approved Longitudinal stabilizing systems.	Longitud. ties
Rule 15C-1.0104(4)(b) requires centerline ties where specified by the manufacturer or where designated on the home.	Centerline ties
Rule 15C-1.0104(4)(b) requires centerline ties to be within 2' of each end of each section of the home on new and used units.	
Rule 15C-1.0104(2)(b) requires sidewall ties on new homes at locations specified by the manufacturer, regardless of their location.	Sidewall (roof) ties
Rule 15C-1.0104(4)(d) requires strapping to be looped through bracket slots with 2 crimps evenly spaced and with radius clips installed.	
Rule 15C-1.0104(4)(d) does not allow straps to be laced through the bracket loops.	
Rule 15C-1.0104(5)(g) requires damaged, cut off or removed straps, to be lengthened with replacement Strap. A 12" overlap with 2 crimping seals each having 2 crimps evenly spaced is required.	
Rule 15C-1.0104(5)(g) requires vertical ties and/or roof ties to be anchored to the ground.	
Rule 15C-1.0102(5) requires stabilizer plates and to be a minimum of 180 sq. in.	Stabilizer Plates
Rule 15C-1.0102(5) requires stabilizer plates to be installed flush with ground.	
Rule 15C-1.0102(2) requires stabilizer plates to be installed to the manufacturer's instructions	

MANUFACTURED HOUSING SECTION

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	Item
Miscellaneous	
Rule 15C-2.0073(6) requires some type of gasket material to be installed between multi-section homes with insulation, foam, etc. This is a weather sealing requirement.	Gasket
Rule 15C-2.0073(6) requires the complete weather sealing of the home which includes vinyl siding, fascia and soffits.	vinyl soffit/facia
Rule 15C-2.0073(6) requires the bottom board to be sealed and/or repaired	BB sealing
Rule 15C-1.0102(1) requires new homes to be fastened together according to the manufacturer's installation instructions.	Fastening
Rule 15C-1.0104(6) requires used homes to be fastened 24" O.C. at the floor or to manufacturer's Installation instructions if available.	multi
Rule 15C-1.0104(6) requires used homes to be fastened 24" O.C. at the endwalls or to manufacturer's installation instructions if available.	Sections
Rule 15C-1.0104(6) requires used homes to be fastened 24" O.C. at the roof and a 30 ga. Metal strip 8" wide (the length of the home) with roofing nails fastened at 2" O.C. on both sides	
Rule 15C-2.0072(4)(b) requires the proper connection of all drainage under the home to an existing tap.	Plumbing
Rule 15C-2.0072(4)(c) requires the proper connection of the water to the home from an existing tap.	
Rule 15C-2.0072(4)(a) requires the proper connection of electrical connections between the sections of the home which includes the bonding wire.	Electrical
Rule 15C-2.0073(6) requires the home to maintain its level for up to one year. Installation warranty.	Level

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**ATTACHMENT J
INSTALLER 48 HOUR LETTER**



Terry L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee Florida 32399-0500
www.flhsmv.gov

April 15, 2015

Mail by FedEx Ground

Joseph M. Smedley (Installer)
Address
City, State Zip

Reference the home of:
Name
Address
City, State, Zip

Approximate Date Installed: _____

Dear Mr. (Installer Name)

This letter is in reference to the home installation you performed at the address above. The most recent re-inspection of this home was done on 00/00/00; the corrections that were made to items # _____ were not acceptable and must be redone. These adjustments must be completed within the next 48 hours.

If necessary, you may hire another licensed installer to complete the corrections for you. A copy of the latest investigation report attached.

As the licensed installer, by not completing the corrections acceptably you are in violation of Florida Statute 320.8249(9) (c) and must immediately notify us when the corrections are made. Further delay on your part may add to any disciplinary penalties being considered in this case. These penalties will become part of your permanent record maintained by the department.

You may return the signed completion of corrections page by E-Mail or by FAX to one of the addresses listed below. You will have 2 days from receipt of this letter to make corrections and return this form.

If you have any questions, please contact your Consultant John Smith at 850-123-1234.

Sincerely,

James McGowan, Field Services Manager
Division of Motorist Services
Manufactured Housing Section
5701 E. Hillsborough Avenue Ste. 2228
Tampa, Florida 33610

JM:bab
Attachment

FAX: 813/612-7131 OR
E-Mail: Barbara.Burkett@flhsmv.gov

MANUFACTURED HOUSING SECTION

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ATTACHMENT K
INSTALLER CLOSING LETTER



Terry L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0800
www.flhsmv.gov

April 20, 2015

Mail by FedEx Ground

Joseph M. Smedley (Installer)
Address
City, State, Zip

Reference the home of:
Name
Address
City, State, Zip

Approximate Date Installed: _____

Dear Mr. (Installer Name)

We recently sent you a letter listing items cited against Florida Administrative Code (FAC) 15C on the above referenced home. We asked that you send us a signed copy of that letter which would show you had made the corrections and **we have received this document from you.**

Please realize the items cited were violation to Florida Statute 320.8249 (9) (c). This statute states that no one licensed person shall violate any law or rule relating installing, repairing or cealing in mobile homes or any lawful order by the department. This complaint will be filed in the state's Installer Consumer Complaint permanent records. We recommend you review the installation methods you use to make sure that identical violations do no occur. This information may be used with any other violations identified through our investigations and could result in fines, license suspension or revocation.

Please contact this office at (813)612-7150 if you have any questions about your responsibilities as a licensed installer. We would like to work with you that that any future disciplinary action will not be necessary.

Since you sent us your signed copy indicating repair to all violations were made, no further action on your part is necessary and this complaint is closed.

Sincerely,

James McGowan, Field Services Manager
Division of Motorist Services
Manufactured Housing Section
5701 E. Hillsborough Avenue Ste. 2228
Tampa, Florida 33610

JM:bab
Attachment

FAX: 813/612-7131 OR
E-Mail: Barbara.Burkett@flhsmv.gov

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An Equal Opportunity Employer

MANUFACTURED HOUSING SECTION

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**ATTACHMENT L#
UNLICENSED INSTALLER LETTER**

Mr. John Smedley
P. O. Box 9999
Tallahassee, Fl. 32314

Via FED EX # Z12345678906

NOTICE TO CEASE AND DESISIT

Mr. Smedley:

This is to notify you that the Department of Highway Safety and Motor Vehicles has issued a CEASE AND DESISIT ORDER to you for engaging in the business of installing mobile homes without first obtaining a Florida Installers License.

Florida Statute 320.8249 requires that any person who installs a mobile home shall obtain a mobile home installers license from the Department of Highway Safety and Motor Vehicles, Manufactured Housing Section.

We have been informed that you have sold, moved and reinstalled a mobile home for John Jones 303 Smith Loop Road, Midway, Florida.

You are commanded by this Department to cease and desist operating as a mobile home installer.

This department cautions you that failure to heed this notice will result in a court injunction issued against you. Violation of a court injunction could lead to arrest, prosecution and possibly incarceration. Any Violation of F.S. 320.8249 is also a first-degree misdemeanor and could result in criminal charges also being placed against you.

Please govern yourself accordingly.

Sincerely,

James McGowan, Field Services Manager
Manufactured Housing Section/ Installer Licensing
5701 E. Hillsborough Avenue, Suite 2228
Tampa, Florida 33610
813-612-7150