
What is a Manufactured home?

A manufactured home (once referred to as a mobile home) is a single family dwelling built to the Federal Manufactured Housing Construction and Safety Standards (HUD Code) and displaying a red certification label on the outside of each section of the home. A manufactured home is transported in one or more sections, built on a permanent chassis, and includes the electrical, plumbing, heating, and any air conditioning systems contained in the home.

Are recreational vehicles or RV's manufactured homes?

No. Travel trailers, pop-up campers, motor homes and other types of RV's and vehicle trailers are not constructed to the HUD Code and are not manufactured homes.

Are manufactured homes inspected by HUD inspectors during construction at the manufacturing plants?

Under the HUD program, inspections of the homes and the construction and quality control processes are done by inspection agencies approved and monitored by HUD. In addition, the manufacturer also conducts inspections through the quality control pro-



gram which is in place during the construction process. The red certification label (HUD label) is applied to each home which has passed the final inspection process.

Are manufactured homes maintenance free?

No. No home is maintenance free. Just as with site-built homes, building materials used in manufactured homes require proper maintenance to extend their life. The homeowner's manual, which is required with every new home, explains proper maintenance requirements.

Will I receive a warranty with a new manufactured home?

Yes. Under Virginia laws and regulations, manufacturers and dealers are required to issue warranties on a new home. The manufacturer's warranty covers the structure and factory-installed plumbing, electrical, heating and cooling systems. The dealer's warranty covers alterations or modifications made by the dealer and transportation and set-up operations performed by the dealer or by persons under contract to the dealer. All warranties shall be a minimum of 12 months measured from the date of delivery of the home to the buyer. The date of delivery is the date on which all terms or conditions of the contract have been completed.

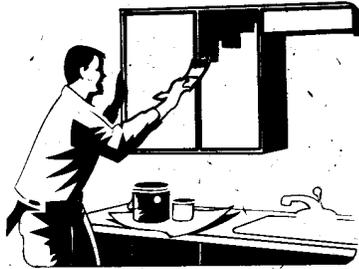


Is there a time period for repairing warranty defects?

Yes. Any defect determined to be an imminent safety hazard to life and health shall be remedied within three days of receipt of written notice of the warranty claim. All other defects shall be remedied within 45 days of receipt of the written notice of the warranty claim. The 45 day period may be extended for bona fide reasons.

What is involved in the installation or set-up of a manufactured home?

First, a permit must be obtained from the local building official to install the home and hook up all



utilities. Local zoning and land use regulations must be checked. Necessary site preparation, such as grading, drainage provisions and site access for the home, must be considered. After the permits have been approved, the home must be installed according to the Uniform Statewide Building Code and the manufacturer's installation instructions. All footings, piers, supports and anchoring provisions must comply with those instructions and inspections must be done by the local building inspectors. Skirting shall be installed to enclose the underside of the home within 60 days of occupancy of the home.

Who does the installation or set-up of a manufactured home?



Normally, the dealer is responsible for the installation of the homes as stated in the sales contract. The dealers would use their own personnel or contract with other contractors to complete the set-up. If the sales agreement between the dealer and buyer does not include installation by the dealer, the buyer should make certain that the person installing the home will follow the Uniform Statewide Building Code and the manufacturer's instructions. Set-up contractors should be licensed as required by the Virginia Board for Contractors.

May a homeowner apply for the permit and install a manufactured home?

Yes. The Uniform Statewide Building Code allows the owner of the home to apply for the permit for installation of the home. Owners performing their own installation work are not required to be licensed by the Board for Contractors. Other persons or companies performing the set-up work for the owners, including the dealer or persons under contract to the dealer, would be required to comply with the licensing requirements of the Board for Contractors.

Are manufacturers and dealers licensed and regulated in Virginia?

Yes. The Virginia Manufactured Housing Board, through the Department of Housing and Community Development, issues licenses and regulates manufacturers, dealers, manufactured home brokers, and individual salespersons as provided in the Virginia Manufactured Housing Licensing and Transaction Recovery Fund Regulations.

What is the Manufactured Housing Transaction Recovery Fund?

As a requirement for obtaining a license, each manufacturer, dealer, broker and salesperson must pay an assessment into the Transaction Recovery Fund. This Fund was created by the General Assembly to provide protection against loss or damage due to violations of the regulations by any regulant. Any person who suffers a loss or damages due to a violation of the regulations by a regulant has the right to file a claim for recovery from the Fund. The claim will be reviewed and, if the Board finds that the claimant did suffer a loss due to a violation of the regulations, the Board will determine the amount of actual damages to be awarded to the claimant and order the responsible manufacturer, dealer, broker, or salesperson to pay the awarded damages. If the responsible party does not either pay the damages awarded by the Board or file an appeal to the courts within 30 days, the board will pay the damages from the Recovery Fund, subject to single claim limits and aggregate claim limits.

How, and to whom, can manufactured home owners report problems with their homes?

Homeowners should first contact their dealers. Then follow-up with a written list of the problems to the dealer, installer and manufacturer. Follow-up any correspondence with a call to the dealer and/or manufacturer to discuss the problems and schedule a service appointment. If the manufacturers or retailers do not respond or if they have refused to make repairs, homeowners may want to contact the **Manufactured Housing Office, 501 North Second Street, Richmond, Virginia 23219. The office telephone number is (804) 371-7160 or homeowners may send information by FAX to (804) 371-7092.** As the designated State Administrative Agency (SAA) for the HUD program in Virginia, that office may be able to assist the homeowner in resolving problems with a manufactured home if the manufacturer and/or dealer have been unresponsive to homeowner's request. That office should also be contacted with questions or concerns regarding licensing problems or the Manufactured Housing Transaction Recovery Fund, or for additional information regarding manufactured homes.



**DEPARTMENT OF HOUSING AND
COMMUNITY DEVELOPMENT**
Manufactured Housing and
Industrialized Building Office
