

# The FACTs: HUD's Manufactured Housing Newsletter

Office of Manufactured Housing Programs

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**W**elcome to the tenth edition of The FACTs: HUD's Manufactured Housing Newsletter! The purpose of this newsletter is to connect to individuals who encompass the different aspects of manufactured housing – manufacturers, retailers, trade associations, state and local officials, lenders, and consumers. We also want to reach out to those who are curious about manufactured housing, HUD's role as a regulatory body, and the impact of rules and regulation on the industry.

If you would like to receive further issues of the FACTs newsletter, [click here](#) to be added to our database. In addition to information from HUD's Manufactured Housing program, a new feature will be implemented periodically.

This "spotlight" will feature a guest columnist from outside of the Department. The purpose of this new feature will be to relay items of interest to other manufactured housing stakeholders. If you are interested in submitting an article to the FACTs Newsletter, please send an email to [mhs@hud.gov](mailto:mhs@hud.gov) and include the words "Article Submission" in the subject line.

## Louisville Manufactured Housing Show Hosts MHCC Meeting

The Manufactured Housing Consensus Committee (MHCC) held a meeting at the Louisville Manufactured Housing Show at the Kentucky Expo Center in Louisville, Kentucky from January 19 through 21, 2016. The meeting was a follow-up to the meeting held in Washington, DC in August 18 through 20, 2015. MHCC Chairman, Richard Weinert, welcomed new members Garold Miller, Richard Nolan, and Alan Spencer and asked that they introduce themselves to the committee.

Pamela Beck Danner, the Designated Federal Official for the MHCC, welcomed the committee members and introduced James Turner and Ashok Goswami with HUD's monitoring contractor, the Institute for Building Technology and Safety, and

Michael Henretty with SEBA Professional Services for the HUD Manufactured Home Installation Program.

After the motion to approve the minutes from the August 2015 meeting passed, Rick Mendlen, Senior Structural Engineer with the Office of Manufactured Housing Programs, provided an update on several of the previously approved proposals. Ms. Danner reminded the committee members that the Bylaws which regulate the MHCC had changed and the committee was now operating on a two year cycle.

continued on page 2

### In this issue:

MHCC Conference	1
Off Site Fabrication	5
Proposed Rule— Recreational Vehicles	5
Two Score Years and Counting Forward by George Allen	6
HUD-Administered Installation States by Christine Sheridan	7
Dispute Resolution Educational Materials by Shelby Giles	8
Did you know?...	9
From the Desk of the Administrator	10

## MHCC Conference



*MHCC members discussing proposed changes to Log Items*

During the meeting, the MHCC worked diligently on the review of the outstanding log items regarding proposed changes to the standards. The MHCC final ballot results on these log items can be found on HUD's website at <http://portal.hud.gov/hudportal/documents/huddoc?id=finalresultsballotiv.pdf>. The MHCC approved many of the log items updating various reference standards to the latest edition. However, the Technical Systems Subcommittee and its NFPA 70 National Electrical Code Task Group decided that the proposed update to the 2014 National Electrical Code requires a thorough review throughout the Manufactured Housing Construction and Safety Standards wherever referenced prior to this Subcommittee making its recommendations to the full MHCC on adoption of the 2014 edition.

One of these log items that was approved by the MHCC was to add new text to 24 CFR Section 3280.305(k)(2) to define the term "attic area", which would clarify when an attic live load shall be applied per that section.

Debra Blake, Chairman of the Regulatory Subcommittee, reported that her Subcommittee recommended that the MHCC approve HUD Option B for revising the SAA payment formula as more equitable than Option A, which was then approved by the MHCC. In addition, Ms. Danner congratulated Ms. Blake on her appointment as the Vice Chairman of the MHCC.

On the second day of the meeting, Rick Mendlen provided background information on how the onsite construction evolved in the manufactured housing industry. Jason McJury, Structural Engineer with HUD's Office of Manufactured Housing Programs, gave an overview of the on-site rule that went into effect on March 7, 2016.

Many of the MHCC participants had questions about the on-site rule and how it would impact the states. Lois Starkey, Vice President of Regulatory Affairs for the Manufactured Housing Institute, thanked the HUD staff for their presentation. Robin Roy, a member of the General Interest - Public Official Category, wanted to know if there were options for flexibility. Ms. Danner explained

that there is discretion but it was limited and reminded the committee that they had the option to submit a Log Item for any amendments to this final rule for the MHCC's consideration. In addition, a six month transition period would be implemented until September 7, 2016.

The MHCC requested an extension from HUD for the on-site rule for a year instead of six months beyond the initial 6 month effective date.

Ms. Danner introduced Michael Henretty, the Project Manager for SEBA Professional Services, who provided an update to the MHCC on the roll out launched in 2015 for the 13 HUD-administered states that do not have an installation program.

Matthew Rabkin with the Federal Emergency Management Agency (FEMA) gave a presentation to the MHCC on the Manufactured Housing Residential Fire Sprinkler System Program. The program provides temporary housing for eligible disaster survivors. Each FEMA unit could provide housing for approximately 18 months. The FEMA units, built to HUD-code, now also are required by the FEMA contract to contain fire sprinkler systems. The fire suppression system is concealed to prevent dwellers from hanging items from it and the pump system enclosure is anchored with the same tie downs as the manufactured home.

Mr. Rabkin went on to further explain that the fire suppression system is a wet system with heat trace, and closed foam insulation. The system is a life/safety system that is not designed to protect property, but to provide up to seven minutes to escape the dwelling. According to Mr. Rabkin, there are approximately 2,000 homes in stock

stored in Selma, Alabama and Cumberland, Maryland.

On the third and final day of the MHCC meeting, Tim Dewitt of the Michigan Manufactured Housing Association, addressed the committee. He thanked the committee for making Louisville the location of the MHCC meeting and provided information for the tour of the show floor. Committee members had the opportunity to meet some of the manufacturers and view the display homes.

Ms. Danner reminded the MHCC members to fill-out the evaluation forms and pick-up their flash drive that contains the meeting materials. If the budget permitted, the next meeting will be around mid-September after Labor Day.

Chairman Weinert addressed the committee, stating that the MHCC had a duty to the consumers and the industry to do their due diligence. Mr. Weinert suggested that the committee should create an action item concerning the on-site rule and send it to the Regulatory Subcommittee.

MHCC approved a motion to establish an Action Item concerning the on-site final rule and assign the Action Item to the Regulatory Enforcement Subcommittee to examine the final rule, the impact of the cost analysis, what the risk analysis would be of the enforcement of the on-site rule (i.e. when the sale becomes final, who has authority to declare when the house should be occupied), the analysis of the implementation, and the authority and jurisdiction of HUD's expansion into states' rights and installation on-site.

The Structure and Design Subcommittee met to discuss the Log Item on changing the width of hallways to 36 inches. Lois Starkey and Mark Weiss, President and CEO of the Manufactured Housing Association for Regulatory Reform, stated they could not support the proposed change. The MHCC voted to disapprove the Log Item.

Demetress Stringfield, Management Analyst with HUD's Office of Manufactured Housing Programs, provided an updated on the Manufactured Home Dispute Resolution Program. Savan Group, contractor for the Dispute Resolution program, assists HUD with administering and tracking unresolved

construction and installation issues. Ms. Stringfield informed the committee that the website was available as an additional resource of information.

Chairman Weinert thanked the Committee and all participants for their time before adjourning the meeting.



*Left: Matthew Rabkin, FEMA Program Manager, gives a presentation on the Manufactured Housing Unit Residential Fire Sprinkler System of FEMA.*

*Right: Michael Henretty, SEBA Project Manager, presents an update on the Manufactured Housing Installation Program.*



## Manufactured Housing Consensus Committee Meeting



Front row: MHCC members Rick Nolan, Robin Roy, a trade show guest, and Garold Miller. Back row: MHCC members Leo Poggione, Jeff Legault, James Demitrus, and Joe Sadler with the trade show host MHCC members John Weldy and Ishbel Dickens are partially shown in the back.



Rick Mendlen, Senior Structural Engineer, and Jason McJury, Structural Engineer, answer questions about the Onsite Completion of Construction Rule.



MHCC Member John Weldy, Pamela Beck Danner, Administrator, Office of Manufactured Housing Programs, and MHCC member Ishbel Dickens



Demetress Stringfield, Management Analyst, Office of Manufactured Housing Programs, presenting an overview of the Dispute Resolution Program

## Off Site Fabrication Memorandum

On February 25, 2016, HUD issued a memorandum clarifying the responsibilities of the manufacturers and IPIAs regarding components of a manufactured home that are either fabricated off-line by the manufacturer, (within the home manufacturer's production facility or at off-site manufacturer locations), or produced by other entities. Some fabricated components used in manufactured homes such as frames, that are not listed or certified, are being produced off-line and in other instances are being purchased from unaffiliated, independent entities. In cases where the component is built at an off-line location under the control or ownership of the home manufacturer's corporation or parent corporation, the home manufacturer's quality assurance manual must clearly address the production and inspection of the component. The production process for off-line components is also subject to the certification inspection and ongoing surveillance inspections by the IPIA during each visit to a home manufacturer's facility as required by §3282.362.

If a home manufacturing corporation builds and ships frames from an off-site production location, which is under the control or ownership of the home manufacturer corporation or parent corporation, to the main production facility, the manufacturer must ensure that the frame is inspected as part of its production and quality assurance process for proper compliance, prior to the frame being introduced to the on-line production process. The IPIA is also required to conduct an inspection at this phase or stage of production at the off-site facility, as part of its ongoing surveillance responsibility, along with making sure that the manufacturer follows its quality assurance manual.

In contrast, if a home manufacturer purchases frames from an off-site location that has no association or corporate affiliation with the home manufacturer (i.e., independent supplier), then the manufacturer is still required to ensure that the frame is inspected for full compliance and accepted prior to the frame being introduced to the on-line production process. However, the IPIA is only required to make sure that the manufacturer conducts receiving and acceptance inspections and complies with the applicable provisions outlined in the manufacturer's quality assurance manual.

In view of the above clarifications, HUD requires manufacturers and IPIAs to update and incorporate all required inspections for off-site fabricated components into its quality control program and quality assurance manual and to update plant certifications as appropriate.



## HUD Issues Proposed Rule for Recreational Vehicles

On February 9, 2016, HUD's proposed rule for revising the exemption for recreational vehicles was published in the Federal Register requesting public comments by April 11, 2016. This rulemaking proposes to revise the exemption for recreational vehicles that are not self-propelled from HUD's Manufactured Housing Procedural and Enforcement Regulations. This proposed rule is based on a recommendation adopted by the Manufactured Housing Consensus Committee (MHCC) which would define a recreational vehicle as one built on a vehicular structure, not certified as a manufactured home, designed only for recreational use and not as a primary residence or for permanent occupancy, and built and certified in accordance with either the National Fire Protection Association (NFPA) 1192-15 or American National Standards Institute (ANSI) A119.5-09 consensus standards for recreational vehicles. In addition, HUD proposes to restructure the exemption by removing it from 24 Code of Federal Regulations (CFR) §3282.8 and codifying it at 24 CFR §3282.15.

HUD is adopting the MHCC's recommendation but modifying it to require certification with the updated ANSI standard, A119.5-15, or the updated NFPA 1192-15 standard. HUD's modification also requires that units claiming the ANSI A119.5-15 exemption prominently display a notice stating that the unit is designed only for recreational use, and not as a primary residence or permanent dwelling, and that the manufacturer certifies that the unit has been built in accordance with ANSI A119.5-15.

HUD's new notice requirement is designed to ensure consumer awareness of the difference between manufactured housing and recreational vehicles, as well as the construction standards used to build each. Manufacturers and retailers would be required to prominently display the notice in a temporary manner in the kitchen (i.e., countertop or exposed cabinet face) until the completion of the sale transaction.

## Two Score Years and Counting Forward...

The 40 Year partnership between Department of Housing and Urban Development and the manufactured housing industry, demonstrates how, what was viewed early-on as a regulatory lemon, became factory-built housings marketing lemonade!

The proverbial phrase, 'When life gives you lemons, make lemonade', first appeared in a 1915 obituary penned by writer Elbert Hubbard, describing popular dwarf actor Marshall P. Wilder's uncanny ability to turn life's trials into triumphs. And now, more than 50 years later, it's oft cited as the silver lining mantra for the manufactured housing industry! But we're getting ahead of ourselves.

During the early 1970s, when annual new home shipments eclipsed 575,940 units, 'building mobiles' was a flamboyant and get rich quick business - even topped by 579,960 new mobile homes three years later!

Two things then occurred that more than halved mobile home shipments in 1975, plummeting all the way down to only 212,690 units...

- The legislating of the National Manufactured Home Construction and Safety Standards, a.k.a. HUD-Code, in 1974, with implementation in 1976 - accompanied by a federally-mandated change in trade terminology, from 'mobile home' to 'manufactured housing'. The HUD-Code, at the time, turned out to be a two-edged sword: stifling new home shipments on one hand; but according to the late Otto Wantuck, financier, writing in the June 2000 issue of *Manufactured Home Merchandiser*, "...construction standards greatly increased the credibility of the industry with lenders, investors and the general public."
- At the same time, according to Wantuck, "The marriage of service

companies, financial institutions, and credit (repossession loss) insurance companies did not incorporate the basic checks and balances needed in the world of (housing) lending." and "...the crash came in 1974 as losses skyrocketed. Credit insurance companies pulled out of the business and annual sales of homes plummeted..." As pointed out earlier, to only 212,690 units shipped.

Well, it took two decades for HUD-Code manufactured housing to market and sell its' way back to anywhere near 'early 1970s shipment levels', i.e. 1994 = 303,932, and finally in 1998 = 372,843 units! However, the euphoria of the moment was short-lived. For once again, Otto observed, "Lenders...used poor credit judgment for several years. This (resulted) in various lender setbacks, including the loss of credibility in the secondary market and reduced loan volumes as credit quality tightened." All this materialized shortly after the turn of the 21st Century.

Speaking of the turn of the Century, it was at that point in time the Manufactured Housing Improvement Act of 2000 was legislated, ostensibly - but as time would prove, *not really*, to distance manufactured housing from its vehicle and trailer heritage, moving it closer to being simply housing.

The good news was HUD continued to enforce the performance-based national building code, and manufactured housing not only became more homelike in appearance and features, but was increasingly recognized for the quality and energy efficiency built into the final product, and best of all, 'affordability' as a desirable housing option.

Through the years, the HUD-Code, whose regulatory restrictions were originally decried as severe impediments to manufactured housing growth, a 'lemon of sorts' became viewed as a unique advantage. The HUD-Code's federal exemption from local building codes opened up far more markets,

nationwide, for new manufactured homes, than would otherwise have been the case, over time elevating it to sweet 'lemonade' status!

The industrial and consumer paths to homeownership have not been smooth, straight or easy. Beyond the regulatory matter, and finagling of housing finance on two occasions, there've been battles over housing installation responsibility, dispute resolution, and more. But through all this, the manufactured housing industry and HUD's Office of Manufactured Housing Programs have found ways to work together for the good of the American homebuyer.

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## ...Manufactured Housing Installation Program Implemented in the 13 HUD-Administered States

Exciting changes have occurred in the manufactured housing industry due to the implementation of the Manufactured Home Installation Program by the Department of Housing and Urban Development (HUD). The program enforces regulations set forth in 24 Code of Federal Regulations (CFR) 3285 and 3286. SEBA Professional Services, LLC (SEBA) is pleased to support the Department with the development, implementation and management of the HUD-Administered Manufactured Home Installation Program (HUD Installation Program).

The program has been implemented in 13 states that do not operate their own qualifying installation program and therefore fall under HUD's jurisdiction. The 13 HUD-administered states are: Alaska, Connecticut, Hawaii, Illinois, Maryland, Massachusetts, Montana, Nebraska, New Jersey, Rhode Island, South Dakota, Vermont, and Wyoming. The program was rolled out to all 13 states in phases between July 2014 and January 2015, with the final six states required to be fully compliant with program requirements by June 1, 2016.

The HUD Installation Program includes, but is not limited to, requirements for installer training and licensing, 100% inspection of new manufactured homes by qualified inspectors, and information reporting by retailers. The Department and SEBA host webinars and monthly conference calls to educate and maintain open dialogue with the manufactured housing industry. In addition, representatives from HUD and SEBA have given presentations at several industry meetings, including: State Administrative Agency, Manufactured Housing Consensus Committee Conference, Maryland Building Officials Association meetings, Connecticut Manufactured Housing Association and Massachusetts Manufactured Housing Association

meetings. Currently, the Department and SEBA are confirmed to attend the Northeast Super Symposium V in Albany, NY on April 20-21, 2016, the Illinois Manufactured Housing Association Annual Conference on May 19, 2016, and Nebraska Manufactured Housing Association Annual Meeting on May 4 and 5, 2016.

Mary McBrady, Executive Director of the Massachusetts Manufactured Housing Association had this to say of the Installation Program: "Many of the initial questions on the new HUD default state installation license program were answered at the November 17, 2015 MMHA Annual Meeting (Massachusetts) with the 45 minute power-point presentation by the professionals from SEBA along with HUD's Angelo Wallace. The handouts were most helpful and clear on all of the program details. Some pushback was anticipated, yet there was none. Following the presentation, MMHA continues to get the word out about the May 1, 2016 deadline for licensing installers via a monthly e-blast, our website and fielding calls on training opportunities. Overall, this is falling into place step-by-step. Experienced installers have expressed satisfaction on the on-line certification process. Our next challenge will be providing the experience, and training opportunities for those new to this field. Overall, the program seems to place HUD code factory built manufactured homes on par with modulars, with a clearly outlined, well-documented installer license procedure, thus ensuring the new consumer peace of mind for a quality end-product."

Since July 2015, the Department has approved four organizations/providers to train installers of manufactured homes. As of March 2016 the approved programs have trained a combined 165 individuals to perform manufactured home installations in accordance with federal standards.

Training is a requirement for installer licensing, which has also been successful. As of March 2016, 78 installers have received a HUD Manufactured Home Installer License. Feedback from installers who have taken the courses has been positive, with installers often remarking on the ease of the programs and the wealth of knowledge obtained from training. One trainee stated that "after 32 years in the industry I am pleased to say we are now doing it right. Thank you!"

Both HUD and SEBA anticipate the continued growth and success of the Installation Program, and are very pleased with the positive feedback received from industry members and stake-holders. The program's success is largely due to industry members that communicate with the Department and SEBA regularly to provide feedback and insight into real-world practices within the industry. With continued industry involvement, and the dedication of everyone involved in the Installation Program, it is expected that manufactured housing will continue to be a safe and affordable housing option.

For more information on the HUD Installation Program, please visit our website at: [http://  
manufacturedhousinginstallation.com](http://manufacturedhousinginstallation.com).

*Christine Sheridan, Project  
Coordinator, SEBA Professional  
Services, LLC*

## ...Office of Manufactured Housing Programs Launches New Educational Materials for the Dispute Resolution Program



[www.huddrp.net](http://www.huddrp.net) screenshot

The HUD Manufactured Home Dispute Resolution Program (DRP) provides timely resolution of disputes between manufacturers, retailers and installers regarding the responsibility for correction or repair of alleged defects reported by the homeowner or others in the one-year period after the first installation of the home. The program is intended to address defects in construction, safety and installation and does not address cosmetic issues and contractual agreements. Over the past year and a half, the Office of Manufactured Housing Programs (OMHP), with assistance from its contractor, Savan Group, LLC, has ramped up its efforts to educate retailers, manufacturers, installers and consumers about the HUD Dispute Resolution Program.

Requests for dispute resolution are typically received from consumers, but retailers, manufacturers and installers can also submit a request for dispute resolution when involved with disagreements between parties regarding unresolved manufactured home issues.

In an effort to better educate all manufactured housing stakeholders about the program, OMHP has developed new educational materials, including an illustrative video, website, online fact sheet, tri-fold brochure, and FAQs. To ensure that stakeholders understand how to use the program, and to answer questions about the purpose of the program, it is important that State Administrative Agencies (SAAs), associations and other manufactured housing organizations share HUD's Dispute Resolution Program educational materials with their members and within their organizations.

**Here are two simple ways SAAs, associations and other manufactured housing organizations can help educate retailers, manufacturers, and consumers about the DRP:**

**Add a link to the DRP website to your website ([www.huddrp.net](http://www.huddrp.net)):** The DRP website provides detailed information regarding the purpose of the program, which states have a Dispute Resolution Program administered by HUD, and how to submit a request for dispute resolution. The website also serves as a hub for other educational materials, including the illustrative video, digital fact sheet, tri-fold brochure, and FAQs.

**Participate in an upcoming webinar.** OMHP will hold industry webinars to provide the manufactured housing industry with important information about the Dispute Resolution Program. During the calls, participants will have the opportunity to ask questions about the program and/or request more information. Manufactured housing industry organizations will be contacted regarding upcoming webinars.

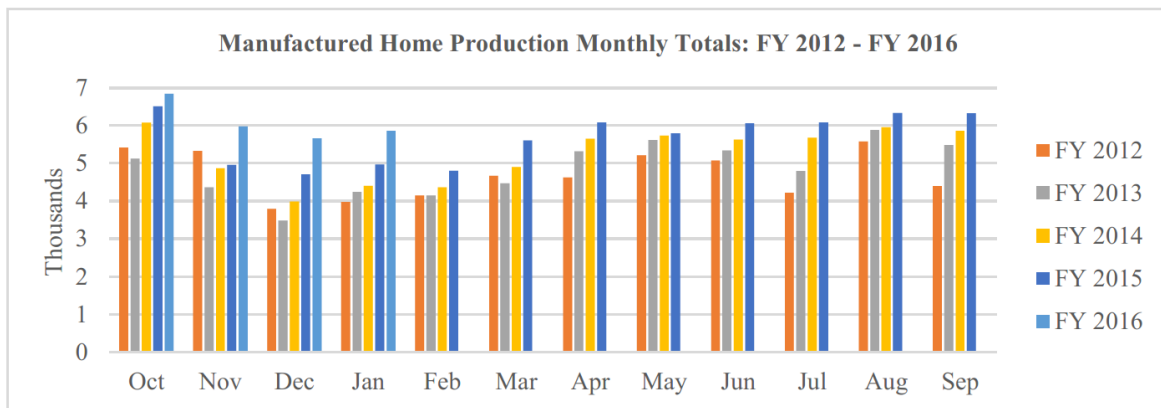
If you would like to learn more about Dispute Resolution Program educational materials, please contact Demetress Stringfield at [Demetress.E.Stringfield@hud.gov](mailto:Demetress.E.Stringfield@hud.gov), Shelby Giles at [sgiles@savangroup.com](mailto:sgiles@savangroup.com), or call 571-882-2928.



## Did you know?...

Below are graphics that show floor and home production data provided by the Institute for Building Technology and Safety.

*Manufactured Housing Monthly Production Totals*



*Monthly Breakout of Homes and Floors Produced by Year-to-Date*

Year-To-Date	Single-Wide Homes	Multi-Wide Homes	Total Homes*	Floors*
January-2015	2,384	2,585	4,969	7,614
January-2016	2,646	3,216	5,862	9,134
<b>% change</b>	<b>+11.0%</b>	<b>+24.4%</b>	<b>+18.0%</b>	<b>+19.9%</b>

*Fiscal Year to Date Production Information and Comparison*

Month	FY12		FY13		FY14		FY15		FY16	
	Floors	Homes	Floors	Homes	Floors	Homes	Floors	Homes	Floors	Homes
October	7,857	5,418	7,954	5,127	9,412	6,078	9,938	6,505	10,714	6,846
November	7,522	5,332	6,736	4,365	7,509	4,870	7,636	4,955	9,253	5,980
December	5,838	3,798	5,420	3,480	6,262	3,985	7,228	4,704	8,881	5,657
January	6,023	3,983	6,496	4,242	6,959	4,405	7,614	4,969	9,134	5,862
February	6,254	4,145	6,271	4,151	6,729	4,361	7,290	4,803		
March	7,095	4,671	6,930	4,467	7,530	4,899	8,554	5,602		
April	7,101	4,630	8,167	5,313	8,707	5,653	9,441	6,085		
May	8,050	5,211	8,682	5,622	8,914	5,733	9,113	5,798		
June	7,906	5,075	8,287	5,338	8,779	5,624	9,481	6,062		
July	6,506	4,221	7,489	4,793	8,538	5,675	9,413	6,085		
August	8,789	5,580	9,154	5,886	9,132	5,955	9,883	6,332		
September	6,956	4,393	8,269	5,483	9,103	5,862	10,005	6,325		
<b>TOTALS</b>	<b>85,897</b>	<b>56,457</b>	<b>89,855</b>	<b>58,267</b>	<b>97,574</b>	<b>63,100</b>	<b>105,596</b>	<b>68,225</b>	<b>37,982</b>	<b>24,345</b>

## *From the desk of the Administrator...*

As we have just completed the first quarter of the new year, it is a good time to provide you with an overview of the activities of the Office of Manufactured Housing Programs (OMHP) and some insight on the plans for the next two quarters. We are pleased with the ongoing increased communication among the various components of the manufactured housing industry including our state partners. However, sometimes it is also good to reflect back on the past 40 years of the HUD Manufactured Housing Program. As part of HUD's 50<sup>th</sup> anniversary celebration, HUD's Office of Policy, Development, and Research published the following article: "Manufactured Housing: Reflections from HUD Leadership", which can be found at: <https://www.huduser.gov/hud50th/Manufactured-Housing-Reflections-From-HUD-Leadership.pdf>.

Moving forward to the present, for the first time since 2010, the Manufactured Housing Consensus Committee met outside of the Washington, D.C. metropolitan area from January 19 through January 21, 2016 at the Kentucky Expo Center in Louisville, Kentucky hosted by the Louisville Manufactured Housing Show. We were very appreciative of the assistance that we received from the Show leadership and staff in arranging for and holding our meeting even during the snowstorm that occurred while there. At the MHCC meeting, we welcomed the following new members: Al Spencer in the producer category from South Dakota, Garold Miller in the consumer category from New Jersey, and Richard Nolan in the general interest category from Florida. I also congratulated Debra Blake from Arizona on her appointment as the new Vice Chairman.

At the MHCC meeting, Jason McJury, structural engineer on my staff, provided an in-depth overview of the onsite completion of construction final rule that became effective on March 7, 2016, for which we have announced an additional 6 month transition period. Since this time, OMHP has provided 56 FAQs to answer questions about this rule, which are posted on the HUD website at <http://portal.hud.gov/hudportal/documents/huddoc?id=faqs20160404.pdf>. In addition, OMHP's has conducted webinars for the PIAs, the SAAs, and the manufacturers and other industry members. Jason has also gone on the road with his presentation to both Pennsylvania and West Virginia. Our office remains open to work with the industry to transition into implementation of this rule prior to September 7<sup>th</sup>.

The roll out of the Federal installation program in the 13 HUD-administered states continues with industry open calls, installer training, and issuing HUD installer licenses in these states. The final deadline for installers to receive a HUD license prior to installing a manufactured home in the Eastern region states is May 1, 2016, and for the Western region states is June 1, 2016.

The Dispute Resolution Program video explaining this program for the 23 HUD-administered states is now available for viewing and using. We are asking you all to link the dispute resolution website which contains the video to your website. The website is [www.huddrp.net](http://www.huddrp.net).

Now to look forward, the OMHP's is holding its now annual SAA/PIA meeting/workshop on June 14 and 15 at the Holiday Inn Capitol in Washington, D.C. where it was held last year. Since it is only for 2 days, the agenda will be packed. We look forward to seeing many of you there.

Our Office will also be having a booth at the upcoming MHI Congress and Expo from May 3 through 5 in Las Vegas, Nevada. Please plan to stop by.

I want to thank the various contributors to this newsletter and certainly encourage others to submit articles for our next newsletter to [mhs@hud.gov](mailto:mhs@hud.gov). I look forward to seeing and talking to many of you over the coming months.



A handwritten signature in cursive script, reading "Pamela Beck Danner".

Pamela Beck Danner, Administrator

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We're on the web!  
[www.hud.gov/mhs](http://www.hud.gov/mhs)

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