

**Building Codes Division
Manufactured Home Document Ownership Advisory Committee
September 17, 2008**

Present: **Committee Members**
Paul Brewer, Representing Manufactured Home Park Owners
Pat Schwoch, Representing Manufactured Home Owners
Kelly Gladden (filling in for Diane Belt), Washington County Assessor's Office
Theresa Swearingen, Marion County Assessor's Office
Lee Peterson, Representing Oregon Department of Revenue
Bryan Peck, CU Factory Built Lending (Lenders)

Absent:
Diane Belt, Washington County Tax Collector's Office
Dallas Boggs, Representing Manufactured Housing Retailers (Dealers)
Jyl Meier, Representing Title/Escrow Companies
Chuck Lynch, Representing Manufacturers (*Retired*)

Guests/Interested Parties:
Don Minor, Oregon Manufactured Housing Association
Janice Lance, First American Title Company
Kathy Stevens, Department of Revenue

BCD Staff:
Roseanne Nelson, BCD Manufactured Home Ownership Program Manager
Liz Browder, BCD State Inspection Services Regional Inspection Manager
Coleen Hanson, BCD Manufactured Home Ownership Program Coordinator
Amanda Hauth, BCD Manufacture Home Ownership Program Assistant
Jan Overman, BCD State Inspection Services Manager's Assistant

Opening Comments:

The meeting was called to order at 9:30 a.m. with a review of the minutes from the April 16, 2007, meeting. Theresa Swearingen requested one addition to the minutes, a topic that was discussed at the April meeting, but was not in the minutes regarding a contact number for DMV when older records are needed. Building Codes will be providing this number to users.

1. System Enhancements

A list of system enhancements was submitted to the committee for review. From this list, the committee will refer three system enhancements to BCD. Lee Peterson agreed he will get together with Kelly Gladden and Theresa Swearingen, and refer the issue to the Lois user group to determine which three system enhancements will benefit the most users.

2. Forms

A list of form enhancements was submitted to the committee. BCD will determine if all of the suggestions submitted can be accommodated. Adding the word “minor” as an owner type was suggested. The solution for this is to place a note on the issues tab in the system.

3. Data Entry Issues

Supplemental information - BCD reminded everyone that supplemental information must be entered. If you do not have the information, contact the owners for the correct information before placing it in the system. This may take an extra phone call, but we are required by statute to provide this information. BCD will send out another email to remind users.

Mailing addresses – BCD also discussed mailing addresses. Mail is returned daily to Building Codes because of data entry issues with addresses. BCD reminded users to pay close attention when entering mailing addresses in the system and where possible, to keep the street address to one line.

Owners – Some LOIS users are adding two owners on a single line. Lois treats owners equally. BCD staff requested that users separate the owners out on two separate lines. Example: Bob and Betty Jones should be on separate lines.

Space numbers - Concerns have come up regarding how users are entering space numbers. It was suggested that users use the “#” sign instead of typing out space, unit, etc. The issue will go to the users group for consensus on how all the users should enter the information.

Coleen Hanson reminded users that the first seven boxes on the current site tab are for informational purposes only and do not carry down to the lower portion of the screen. The above portion does have a place for the space number, but it will not print on the document unless it is placed in the lower portion of the current site tab.

4. Duplicate Homes

Dealers should not be placing new homes into the system, unless the home is coming in from out of state. This causes problems with duplicate homes. Dealers need to wait for the manufacturer to enter the home into the system. If dealers need to get the system set up for trip permits, they should contact the manufacturer to enter the home into the system.

A handout was provided to the committee with steps on how to delete a home if a user were to find a duplicate entry. Users were deleting the serial number when removing a home and therefore, it would not allow users to view previous transactions. By placing the words “duplicate home” where the serial number is, users will then be able to view previous transactions on the home. Users should also cross-reference on the issues tab for both records the correct home identification number and the deleted home identification number.

5. Liens on Dealer Inventory

Dealers are taking liens out against their dealer inventory when the flooring lenders have already been paid off. BCD has created a document, Manufactured Structure Lien Acknowledgement, to provide to the lenders as proof that they have an interest in the home. Only BCD will be adding

and removing these lenders and will require proof that the lender has filed a UCC Filing with the Secretary of State in order to add them on as a lender in the system.

6. DCBSONline.net – FOBS

Users who upgraded to Vista/ Explorer 7 or were having other problems accessing the system were given a device called a FOB in order to log into the LOIS System. In June, BCD's IT department implemented a new way to access the system without having to use the FOB. No complaints have been received regarding the switch over and almost all of the FOBS have been returned. If you upgrade your system or have problems getting logged into LOIS, please contact Coleen Hanson or Amanda Hauth for assistance.

7. Trip Permits

Information was provided to the committee regarding trip permits. This document can be obtained through the help button on the LOIS system.

It was requested that when issuing trip permits, the completion portion on the bottom of the page could be highlighted. This would stand out to transporters and owners so they will remember to return the permits for completion. Some counties are having great success with this and it should help in lowering the number of uncompleted trip permits.

A handout providing steps on how to complete permits was provided to the committee. Most users (BCD, Counties, dealers, and transporters) can complete trip permits themselves and do not always need to contact BCD to complete them.

Bryan Peck asked if a home is moved, do the lenders get notified of the move. The statute does not require security interest holders be notified before the home moves. Lenders should be getting a new ownership document with the new site address on it.

8. Ownership Documents

Starting in October, the ownership document will change in an effort to make it look more official. Many owners didn't recognize the ownership document as an official document. To help eliminate this confusion, the document will be printed on heavier, colored paper. BCD presented an example to the committee. Status documents will continue to look the same.

9. Committee Members

BCD discussed committee participation. The committee has been in place for several years with the same members and it is now time to allow others the opportunity to serve on the committee. The different stakeholders that are represented on this committee are: County Assessor, Manufacturer, Dealer, Title/Escrow, Lender, Flooring Lender, Transporter, Park Owner, Owners Representative, and Department of Revenue. Those that are interested in devoting time to serve on the committee should email Coleen Hanson. Committee members will be decided by the end of the year and the new committee will begin their service at the next advisory committee meeting in April 2009.

Additional items

Coleen Hansen provided examples of unnecessary documents that are submitted to BCD when users have processed a home. It is requested that users review the document retention letter and do not mail any documents that are not necessary to process a home. This will help cut mailing costs and the time.

Theresa Swearingen brought up an ongoing concern counties have regarding pending sites on a home in the system as of December 31. This poses an issue regarding taxes if they are not to be transported to the new site until after the new year. To date, there does not seem to be a suitable solution for this problem.

BCD brought up a suggestion regarding ownership documents and the possibility of holding off on issuing them until after a trip permit is completed. The committee discussed the possibility of this and decided that lenders and owners may have problems if the document is not in their hands before the home is sited.

Bryan Peck asked the committee if users were changing ownership without acknowledgement of Lender. There is no pop up or block in the system that prevents a user from transferring ownership. Users need to double-check all tabs before transferring ownership to see if there is a security interest holder on the home. If there is a security interest holder, the lender must either release their ownership in the home or acknowledge the sale.

The counties have suggested that the future September meetings be a week or more earlier in the month to avoid conflicts with their tax schedule. BCD will look into scheduling the meeting at another time during the month.

Conclusion of Meeting

Meeting concluded at 10:45 a.m.