

Manufactured Home Update

Oregon Department of Consumer & Business Services ■ Building Codes Division

December 2001

Federal loans gain appeal to homebuyers

by Mark Campion

In my visits to retailers throughout Oregon, I've found that several retailers are steering clients toward FHA loans. Previously, FHA loans were not commonly used because of the extra paperwork and foundation engineering required. Industry lenders were easier to work with and payed commissions to salespeople. However, since the recent well-documented financing problems in the industry, many retailers tell me that the FHA loans now appear much more attractive for both buyers and themselves.

The U.S. Department of Housing and Urban Development was established in 1965 to develop national policies and programs to address housing needs. HUD administers a variety of programs that develop and support affordable housing. Specifically, HUD plays a role in homeownership by making loans available for lower- and moderate-income families through its FHA mortgage-insurance program.

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Code-change year means compulsory class time

by Albert Endres

If you read all of this issue, you will be aware that the 1997 Oregon Manufactured Dwelling Standard is being replaced by the Manufactured Dwelling and Park Code. This change will take effect April 1, 2002. That will make 2002 a code-change year, which means that classes are required for you to maintain your inspection certification and your license.

The training schedule is in this issue, so please review it and select and register for the class that best suits your needs. Make sure you register early, as some of the classes will fill early. Remember that installers and inspectors are required to attend the continuing-edu-

cation classes. Failure to attend will mean you can't renew your license and may allow for suspension or revocation of your license or certification by the administrator of BCD.

Another downside of failure to attend a continuing-education class is that if you lose your license or certification, you will need to attend the full two-day class on the entire code.

If you have questions about the classes or registration, please call Al Rust, (503) 378-8053, or Albert Endres, (503) 378-5975. ■

Lack of facts leads us down long, rough roads

by Albert Endres

Most of you know that providing requested information to the Building Codes Division is a requirement of Oregon law. There are times when information is not required by law, but it sure could prevent a lot of wasted hours, legal wrangling, expensive settlements, and damaged reputations and egos.

Please read the following, and you can see how information and communication are critical to a satisfactory outcome.

A lengthy case

I had been involved in a consumer complaint that has dragged on and on — there did not seem to be an end to it. Time and again, the homeowners in the case found new problems, or old problems returned. The owners had lost confidence in their home, in the manufacturer, and in my ability to properly identify the cause of the problems.

The investigation took three years and involved four BCD inspectors, three installers, an OSU installation inspector, and many manufacturer representatives. Each time we found and eliminated what we thought were the causes of problems, those problems recurred, or new ones reared their heads.

During the next-to-last inspection of the home, I was satisfied that the installation was nearly perfect.

The home was on a concrete three-pad system, bolted beyond requirements at the floors, ridge, and endwalls. It was perimeter-supported on masonry block with closer spacing than required. The blocks were not cracked; the pad was stable. The factory had re-bolted the ridgebeam, endwalls, and floors, and we had checked the perimeters, column supports, and beam piers. Everything was tuned and proper.

This home was as solid as they get. No cracks were evident at the marriage lines.

About four months after my last inspection, the owners called me and said they had some bad cracks at the marriage line.

I could not believe it! I re-inspected the home and saw the cracks for myself. They should *not* have been there — the home was stable.

At that point, I had to believe the home must have some built-in internal stress, perhaps related to the manufacturing process or a hidden installation problem.

I told the homeowner that the only thing left to do was to open the marriage line in the affected area and confirm that every hidden joint was properly done. Because there were no known noncompliances, I could do no more.

Legal solutions

Well, the homeowners continued their pursuit legally and ended up going through mediation. I was unable to shed light on the possible cause, and the manufacturer ended up settling financially for a substantial amount.

After the settlement, some pertinent facts came out.

It turns out that shortly after the factory had re-bolted the home, it reacted to the re-bolting and tuning and cracked along the marriage line. The factory sent a repairmen to repair those cracks.

Apparently, mud was applied incorrectly, and shortly after the repair, it cracked again.

Although this was merely a mud crack, I had not been told of this latest repair, and could only surmise that the crack was due to something more serious, even though everything possible had been done to ensure that the home was stable.

The upshot of this was that during mediation, my testimony was of little help, and the manufacturer (who logically would have had to make *some* remuneration) probably paid the homeowners more than it would have had to had *all* the facts been out in the open.

The moral here should be obvious: Help us help you by providing **all** the information that might pertain to the case at hand.

We will do better the next time. ■

BCD can replace HUD labels

by Tom Nicolai

At BCD, we get calls all year about missing HUD labels. Homeowners, those buying manufactured homes, refinancing manufactured homes, or moving existing manufactured homes are asked to show proof the home was built to HUD standards. The easiest way to do this is by producing the labels that were installed on the home when it was produced.

Every manufactured home built to HUD standards for sale or lease in the United States has a permanent HUD label affixed to each transportable section to show the that home meets the requirements set forth by HUD. The labels are at the taillight end of each transportable section of the manufactured home, approximately one foot up from the floor and a foot from the road side on a permanent part of the exterior of the manufactured home.

From time to time, these labels are removed or covered. Sometimes labels are removed by painting contractors or homeowners before repainting, then not reinstalled. Sometimes the home is resided with siding that covers the label. Sometimes the siding is replaced and labels are discarded with the old siding. There are also instances in which homeowners do not like the labels' appearance, so they remove them — only to misplace or lose them.

Today, with interest rates dropping, many homeowners attempt to refinance manufactured homes and find they need a HUD label or at least the

HUD-label numbers that were assigned to the home. If only the *numbers* are required by the lending institution, the first step is to contact the manufacturer. In many cases, manufacturers supply this information when given the serial number of the home.

For a long time, only the manufacturer of the home could issue replacement HUD labels for their homes — even though they are not required to do so. Because of the paperwork involved, they rarely issued new labels. Instead, manufacturers often referred homeowners to the state. States were not allowed by HUD to issue new HUD labels, though, only Oregon insignias of compliance. But things have changed.

HUD gave states permission to replace HUD labels for homes built in the state. This is done on a case-by-case basis. When information about label numbers or labels replacements is needed, homeowners can contact BCD. We'll send a form to the homeowner to be returned with correct fees. Once BCD receives and reviews the forms, labels are sent to an authorized party (representing the state) for installation on the home. Please contact Tom Nicolai, (503) 373-7243 for more information or for forms.

Each HUD replacement label is \$76 plus an additional fee for shipping if labels are sent by means other than regular U.S. postal mail. Questions? Please call Tom Nicolai. ■

What's happening in the installation training program

by Al Rust, SAA Inspector

Here is a compilation from class records of how many have gone through the installation training program in the last few years.

Year	Number of students	Students per class
1997	416	60
1998	290	73
1999	388	56
2000	259	37
2001	154	31*

*One more class will be held.

Classes tended to include contractors and inspectors.

Oregon now has 978 people licensed as limited installers, limited skirting installers, and manufactured-dwelling installers, plus 874 people certified as manufactured-home installation inspectors.

In 2002, there will be a code change, and all licensed installers and certified inspectors will have to take the code-change class to keep their licenses and certifications active; update classes will start in January. See Page 7 for more information. ■

Where *is* that serial number?

by Irene Lickiss, *Insignia Specialist*

The data plate is an 8.5-by-11-inch sheet of paper glued to a wall or cabinet inside the home. It contains the name of the manufacturer, date the home was built, serial number, and more recently, the HUD label numbers of the home.

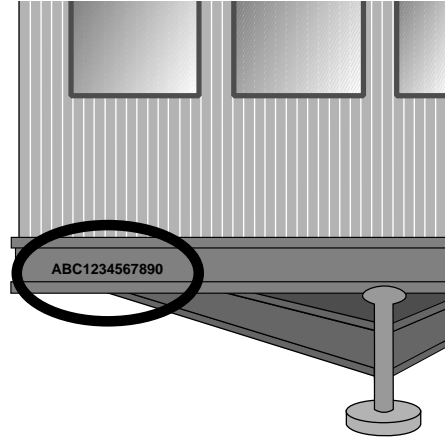
Probably the best way to get the serial number is to ask for it when the job is first received. The dealer, contractor, or a private owner should have this information as a part of the sale.

On newer homes, the data plate may be affixed to a wall in the kitchen, either in an overhead or base-board cabinet, under the kitchen sink, or in a pantry. You might also look in the entryway closet or any bedroom closet.

You can also check the utility room. The data plate may be in a cabinet or even in the electrical circuit-breaker panel.

Skirting installers, who are not able to get into the home, can find the serial number stamped into the front cross-member or headboard at the hitch end of

Look on the hitch end of each unit of the home to find the home's serial number. It's usually stamped into the front cross-member on the left side. It may be hidden by paint, but it's there.



the home. It is generally stamped at the left-hand corner of each unit or section. Sometimes, the paint will have to be scratched off, but you should be able to find it.

Please note the location of the serial number in the illustration. ■

Display, document health notices

by Mark Campion

One requirement of the HUD standards is that a health notice regarding formaldehyde emissions and indoor-air quality be temporarily displayed in the kitchen of each manufactured home. This notice is to remain in the home at the dealership until the sales transaction has been completed.

The same notice is required to be printed in each owners manual provided by the manufacturer. Aside from HUD requirements, there is a more practical reason for the notice to remain on display as required: it's for everyone's protection.

The Consumer Assistance Program receives a call almost every month from owners concerned about air quality in their homes. The first question we ask is "Were you aware of the health-warning notice displayed in the home?"

If they say "yes," we recommend that they confer with their physician and inquire about a testing laboratory to determine the alleged pollutant and the source.

BCD does not have testing equipment to determine indoor air quality. Testing can easily cost \$500 — and it's the responsibility of the homeowner unless the factory or dealer agrees there may be a problem and arranges for the testing.

When homeowners have been irritated by substances in their homes, carpets have often been the culprits. We have not yet encountered a case of the floor decking or cabinets producing emissions that exceed the standards.

If homeowners say they weren't notified, the issues become more complicated, and Building Codes gets involved as necessary to help resolve the problem.

Our Consumer Assistance Program recommends that each dealership have a policy requiring purchasers to acknowledge that they have read and understood the notice by signing or initialing a document dated on or before the day of the commitment to buy.

If you have questions, contact Mark Campion, (503) 378-4530. ■

Take a few steps to avoid meter-base location troubles _____

by Tom Nicolai

A dealer recently asked me about meter-base location on the exterior of a manufactured home ordered by the dealer with the meter base option.

The home was built (with the meter base located where the blueprint showed it), shipped to the dealer, and placed on the homeowner's lot.

The jurisdictional inspector indicated that the meter base needed to be moved to the opposite end of the home before power could be hooked up.

The homeowner passed this information to the dealer, who contacted the manufacturer of the home and told the manufacturer it had installed the meter base in the wrong place and would have to move it. But, as the blueprint showed, the meter base had been installed correctly.

However, with the customer in mind, the manufacturer, in conjunction with the dealer, made the changes, moving the meter base where it was needed. This, of course, was done in accordance with codes and rules.

How can these situations be avoided?

Electrical service to homes is usually provided through underground cables. Occasionally, the homeowner requests a meter base and masthead be installed on the home, and then it's up to the dealer to question it.

In some instances, homes are in areas where underground service is not available, and, in others, a meter base and masthead are homeowner's preference.

The dealer is responsible for ensuring the meter base is located on the home at the correct location. The dealer should get a plot plan that shows how the home will be installed on the lot, then contact the local power authority to review the plan so the power authority can guide meter-base installation. Attention should be paid to the height of the main disconnect from the ground.

Once these steps have been accomplished, the dealer can order the home and indicate to the manufacturer where the meter base needs to be. This will save all those involved a lot of time, money, and grief. ■

Irene's Quizzin' Corner _____

by Irene Lickiss

This game has been modified a little since the July 2001 issue in which it first appeared, and it should be a little more fun to play.

Feel free to use your 1997 Oregon Manufactured Dwelling Standard manual to look up answers if you need to.

These questions and answers were drawn from problems found in the field.

To play, draw a line from the question on the left, to the answer on the right. The letters of the answers spell out the answer to this question:

What is the most important thing for an installer to strive for?

The answers to the questions can be found on Page 12. ■

Questions	Answers
1. DWV not supported	Y ...approved materials for water systems... 503 (Table 503)
2. Certification tag missing	L ...shall be installed and secured at required intervals per NEC... 402(f)
3. Exterior close-up not sealed	I ...long wood wedges fitted perpendicular with and driven tight to... 303(d)(9)
4. Electrical conduit not secured	U ...who installed MFD Home shall install Certification Tag... 206(g)
5. Loose piers	Q ...shall be supported or anchored at 4 feet intervals and... 505(2)(c)
6. No frame bonding	A ...multi-sectioned MFD Homes shall be sealed at the centerlines... (301)(l)
7. Water supply line wrong material	T ...each chassis shall be bonded to the adjacent chassis with... 404(b)

The top 10 service complaints

by Albert Endres

During the course of our activity as the State Administrative Agency, we routinely monitor manufacturers' service records to ensure that manufacturers comply with HUD record-keeping requirements.

As a part of this review, we also poll service managers to find their most-common repairs on homes in the field. Listed below are the top 10, as reported to us:

Most-common field repairs

Repair	Number reported
Tape and texture finish	8
Passage door operation	7
Cabinet construction or doors	5
Interior trim	4
Countertop and back-splash	3
Marriage line misalignment	3
Floor vinyl	3
Interior paint	2
Roof shingle application	2
Floor squeaks	2

During our 78 consumer-assistance inspections in the field this year, the top complaints we have dealt with are as follows:

Most-common complaints

Complaint	Number reported
Pier placement	26
Tape and texture	24
Bottom board repair	21
Installation certificate missing	20
Exterior-door adjustment	12
Decking squeaks	10
Site drainage	8
Floor vinyl	7
Electric crossovers	5
Dryer ventilation	5
Heat duct crossover	5
Countertops	5
Carpet	5

One can make many comparisons or evaluations relative to these statistics. In the course of Building Codes Division's duties, we must evaluate and take action based on our findings. Education, training, and increased monitoring are the most common actions we take. Make your own evaluation and, if you see an area that you might improve on, please do so. If you have questions about these statistics, please call (503) 378-5975. ■

Manufacturers: Where do you stand?

by Albert Endres

As a former service manager for one of our manufacturers, I often wondered how I stood in comparison to other Oregon manufacturers. We had national corporate information that told me how my program compared *within* our company, but I never knew how I compared locally. At times, I would have preferred to have known, and I'm sure there were times I'd have preferred not to. The point is I just did not know.

The article above, "The Top 10 Service Complaints," lists the types of service work required in the field. This article shows the service backlogs of Oregon manufacturers, not identified by name.

There are many factors that contribute to service backlogs, e.g., production rates, a manufacturer's policy and procedures, and how many service trucks or contractors are available.

The state of Oregon has a requirement that noncompliances noted on inspection reports be corrected within 30 days of notice. If you have a 400-service-order backlog, two contractors, and three service trucks, you may have a problem.

The numbers have been reduced recently at several manufacturers, which can be attributed to slowing production and more-efficient operations. At any rate, here are backlogs as reported by the service managers as of October:

A	B	C	D	E	F	G	H	I	J	K
30	420	12	7	169	24	35	30	265	65	200

If you have questions about this article, please call me, (503) 378-5975. ■

In this business, it's not *all* complaints

by Albert Endres

The following letter was written by a home buyer who was so moved by the professionalism of the installer/contractor that he felt the need to write a letter to the installer about the work done. Please read it and use it as an example of the value of doing a job right:

The process of purchasing and having a manufactured home set up has been an interesting one, to say the least. Sometimes it was very frustrating (no fault on your part), and at other times it was very satisfying. Through the whole process, I have been impressed with your total dedication to doing a good job.

It all started when I was given your name as a potential contractor to build my garage and do the site work necessary to complete the home installation. I contacted the Oregon Builders' Board and the Better Business Bureau in Salem. There were absolutely no negative reports about your work. When I checked on two other contractors who specialized in manufactured-home setup, the difference was amazing. They each had several negative reports and no positive comments at all.

When I received your quote for the work to be done, I found it to be complete and easy to understand. I especially liked the fact that the bid included everything and the options were to delete items. Since I work in the construction industry as a manufacturer's representative, I appreciate your approach. There were no questions as to what was included. I would make any exclusions when I returned your bid. This eliminated the confusion that occurs in the hurry to complete paperwork.

The next pleasant surprise was the quality of the site work. The site was always neat and clean. The concrete slab was level and smooth. The access to the foundation was graded so that there was little or no possibility of damage to the home when it was placed on the slab.

The garage was built with attention to detail that surpassed my wildest expectations. The stem wall and construction of the walls was excellent and won the praise of many of the neighbors. Everybody that I talked to during the construction was amazed at the quality of the garage door and door opener. The slab you poured for the garage floor is actually graded, so that any water will drain out. My experience on construction projects I am involved with is that most slabs either drain the wrong way, or have low spots that catch water.

The block foundation for the home is straight, level and neat. The rain gutters are very well done and the downspouts are alike and not held on the wall with wide straps. The underground work was done very well. The gutter drains are routed directly to the sidewalk drains and do not make long runs around the house. I look forward to many years of trouble-free operation of the roof drains.

Your attention to detail (to my amazement) even demanded that the utility connections to the house were done so that they looked neat and orderly.

When I insulated and sheeted the north interior wall of the garage, I was impressed with the fact that the walls were square and true. The sheeting went in with no need to trim the edges to compensate for out-of-square walls.

When I compared your concrete work on the garage floor and sidewalks to the work done by another contractor a few homes away, it was obvious that you, again, took great pride in your work. The walks were well-finished and level, and there were no low spots to hold water. The front-porch sidewalks were "broom" finished and edged. The garage floor and the sidewalks were sealed to make them easy to clean and shed water and more difficult to stain with spills.

The additions you made to your original bid at my request were fairly priced and the work was done well. The changes to remove the two windows and the slider and to install two outside doors were accomplished without any problems.

The backfill and leveling of the yard were done with attention to drainage and future landscaping. I only wish I had the money at this time to have you do the landscaping, too. I am sure your attention to detail would make the yard another area to recommend your work.

Please feel free to have any potential customers contact me for a recommendation. I would be glad to show them your work and would recommend you without hesitation.

I have no problem with you bringing potential customers by the house to show them the quality of your work.

Where warranties end, maintenance begins

by Dwight West

There is a distinct difference between a “warranty” and “maintenance.” In terms of a manufactured home, warranty repair work is something that the manufacturer of the home will provide when defective products have been used or when workmanship is substandard. Bowed walls, floor humps, and uneven paint are examples of defects the factory would repair under warranty. The standard warranty period is usually one year from the time of set-up, although some manufacturers offer longer warranty periods.

In addition to the factory service warranty, some products are warranted by the product manufacturer. This may include the home’s appliances, siding, roof shingles, and windows. Product warranties are included in the homeowner’s packet provided with each home. The factory will usually help coordinate specific product-warranty problems, but it does not accept responsibility for actual repair or replacement of these sorts of items.

Maintenance is solely the responsibility of homeowners. Homeowner maintenance includes normal upkeep, such as periodic painting, caulking, and roof cleaning. Maintenance will be needed throughout the life of the home, whereas a warranty only lasts for a specific period. A manufactured home is no different than a site-built home when it comes to maintenance. It would be unfair to expect a manufacturer or dealer to maintain it after the warranty period. Manufactured housing may be more affordable and more available for speedy move-in, but is not designed to be self-sufficient.

Perhaps arguments over who is responsible for repairs could be avoided if salespeople educated buyers about what warranties do and do not cover, when factory and dealer responsibilities end, and when homeowner responsibilities begin. ■

Consumer disclosure form text must be included in all sales

by Mark Campion

In 1997, the Oregon Legislative Assembly passed Senate Bill 82, commonly referred to as the “disclosure law” (see OAR 918-500-0040). The bill required dealers in new manufactured homes to present potential buyers with a disclosure statement for review and signature prior to the sale.

This state-required disclosure must address three topics: permitted uses, wind and flood protection, and snow and ice protection.

Dealers have the options of copying the BCD’s disclosure forms, printing the disclosure statement on their own letterhead, or incorporating it into the sales contract.

Please note that the content of dealer’s disclosure statement, however it is presented, must be identical to the State of Oregon text, and the text must be no smaller than 11-point type.

The dealer is required to complete the disclosure form prior to any sale, indicating the date, dealer’s name, address, and Department of Motor Vehicles license number.

The dealer is required to give a signed copy of the disclosure to the buyer and retain one signed copy in his or her records for not less than five years from the date of sale.

Copies of the signed disclosures must be available to BCD upon request. Failure to have the forms could result in a fine of up to \$1,000 per case.

You can see the complete text of the required disclosure on the Web site: www.orgenbcd.org. Select Manufactured Home In Plant Inspection from the pull-down menu, then click on the link to the State of Oregon Manufactured Home Buyer’s Disclosure Form. You can copy the text to paste into your own document, or you can print out the form to use in its present format.

During our retailer inspections, we check for the disclosure statements. If you have questions, please call Mark Campion, (503) 378-4530. ■

FHA ... continued from Page 1

Now an agency within HUD, the Federal Housing Administration was established in 1934 to advance opportunities for Americans to own homes. By providing private lenders with mortgage insurance, the FHA gives them the security they need to lend to buyers who might not be able to qualify for conventional loans.

FHA-insured and Department-of-Veterans-Affairs-guaranteed loans are available to manufactured home buyers. These loans, called FHA or VA loans, may offer lower interest rates or lower down-payment requirements. They do require more paperwork during the credit-application-and-approval process and, therefore, may take longer for approval than a conventional loan.

FHA loans have lower down-payment requirements and a more liberal qualifying formula than conventional loans, and they are more lenient on older properties or properties in less-desirable neighborhoods. VA loans have lower down-payment requirements than FHA loans.

FHA-insured loans may be applied for by anyone who meets the credit requirements, can afford the mortgage payments and cash investment, and who plans to use the mortgaged property as a primary residence.

FHA loan limits vary from \$115,200 in low-cost areas to \$208,800 in high-cost areas. FHA-insured mortgages on single-family homes in many major metropolitan areas are \$151,725. Because these maximums are linked to the conforming loan limit and average area home prices, FHA loan limits are subject to change.

Allow for time

Loan processing is often slower than for conventional financing, and appraisals on used homes may contain more repair requirements than conventional loans would. However, with the exception of a few additional forms, the FHA loan-application process is similar to that of a conventional bank loan. FHA has new automation measures that may help speed loans.

There is no minimum income requirement, but buyers must prove steady income for at least three years, and demonstrate that they have consistently

paid their bills on time. Seasonal pay, child support, retirement pension payments, unemployment compensation, VA benefits, military pay, Social Security income, alimony, and rent paid by family all qualify as income. Part-time pay, overtime, and bonus pay also count, as long as they are steady. Special savings plans — such as those set up by a church or community association — qualify, too. Income type is not as important as income steadiness with the FHA.

Qualifying for an FHA loan

The FHA allows you to use 29 percent of income towards housing costs and 41 percent towards housing expenses and other long-term debt. With a conventional loan, this qualifying ratio allows only 28 percent toward housing and 36 percent toward housing and other debt.

Buyers may qualify to exceed these limits with one of the following:

- A large down payment.
- A demonstrated ability to pay more toward your housing expenses.
- Substantial cash reserves.
- Net worth enough to repay the mortgage regardless of income.
- Evidence of acceptable credit history or limited credit use.
- Less-than-maximum mortgage terms.
- Funds provided by an organization.
- A decrease in monthly housing expenses.

The buyer has to have a down payment of at least 3 percent of the purchase price. Most affordable loan programs offered by private lenders require between 3 and 5 percent down, with a minimum of three percent coming directly from the borrower's own funds.

Besides the buyer's own funds, they may use cash gifts or money from a private savings club. If buyers can do certain repairs and improvements themselves, their labor may be part of the down payment (called "sweat equity").

FHA ... continued on Page 11

Credit issues

The FHA is generally more flexible than conventional lenders in its qualifying guidelines. With the FHA, the buyer doesn't need perfect credit or a high-paying job to qualify for a loan. In fact, the FHA allows the buyer to re-establish credit if the following are true:

- Two years have passed since a bankruptcy has been discharged.
- All judgements have been paid.
- Any outstanding tax liens have been satisfied or appropriate arrangements have been made to establish a repayment plan with the IRS or state Department of Revenue.
- Three years have passed since a foreclosure or a deed-in-lieu has been resolved.

It is possible to qualify for an FHA loan even without a credit history. For buyers who prefer to pay debts in cash or are too young to have established credit, there are other ways to prove eligibility.

Closing costs

Except for the addition of an FHA mortgage insurance premium, FHA closing costs are similar to those of a conventional loan. The FHA requires a single up-front mortgage insurance premium equal to 2.25 percent of the mortgage to be paid at closing.

This initial premium may be partially refunded if the loan is paid in full during the first seven years of the loan term. After closing, the buyer is responsible for an annual premium — paid monthly — if the mortgage is more than 15 years or if he or she has a 15-year loan with an LTV greater than 90 percent. The FHA mortgage insurance premium can be financed.

Loan programs

There are a number of FHA loan programs available:

203(b) Loan — This is the most commonly used FHA program. It offers a low down payment, flexible qualifying guidelines, limited lender's fees, and a maximum loan amount.

Energy Efficient Mortgage — The EEM allows a homebuyer to save future money on utility bills. This is done by financing the cost of adding energy-efficient features to a new or existing home as part of an FHA-insured home purchase. The EEM can be used with the 203(b). Basic guidelines for EEMs are as follows: The cost of improvements must be determined by a Home Energy Rating System or by an energy consultant. This cost must be less than the anticipated savings from the improvements. The improvements financed may be five percent of property value or \$4,000, whichever is greater. The total must fall within the FHA loan limit.

Bridal Registry Program — Just as you might register at a department store for wedding gifts, the Bridal Registry Program allows couples to register with a lender and open up an interest-bearing account. Family and friends can deposit wedding gifts of cash into this account. These gifts then can be applied toward a down payment on a home.

Other FHA Loans — The FHA also insures loans for the rehabilitation of manufactured housing; it has special loans for urban areas; and for members of the armed forces, who pay nothing down on the first \$25,000 of sale price and only 5 percent down on the amount over \$25,000. This program is called the FHA Vet Program. The FHA also offers a number of alternative finance plans for permanent and temporary buy-downs, growing equity mortgages, 15-30-year loans, and graduated payment mortgages. Adjustable mortgages also are available from the FHA.

To look into FHA loans, contact an FHA-approved lender such as a participating mortgage company, bank, savings and loan association, or thrift. For more information on the FHA, visit the HUD Web site at www.hud.gov, or call a HUD-approved counseling agency at (800) 569-4287. ■

Good installations recognized

On behalf of the manufactured housing industry in Oregon, Building Codes Division recognizes the following installers and their crews for having installed homes during the past quarter without nonconformances:

- Robert McHargue, The Dalles
- Tony Keller, Irrigon
- Philip A. Bond, Donald
- Marvin Turner, Chehalis, Wash.
- Steven L. McKinley, Siletz
- Harold J. Holcomb, Terrebonne
- Matthew Chaney, Coos Bay
- Guy A. Rogers, Bandon

Your work gives the industry a good name. Thank you for your efforts.

Ilrene's Quizzin' Corner answers
Question: 1 2 3 4 5 6 7
Answer: Q U A L I T Y

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