

Manufactured Home Update

Oregon Department of Consumer & Business Services Building Codes Division

July 2000

New codes on the way _____

by Albert Endres

There are rumors of a new manufactured dwelling standard. The rumors are true. It is in the works and near completion. For the past two years, a collection of installers, building inspectors, retailers, manufacturers, park owners, associations, suppliers, and Building Codes staff have been working on a new standard. We anticipate the new code will become effective in April 2001.

The new code is a major overhaul of the 1997 Oregon Manufactured Dwelling Standard. There are numerous changes and additions in the new code. It will clear up some of the gray areas in the 1997 book. We are all looking forward to the effective date.

The year in which the new code becomes effective will be considered a code-change year. What this means is that mandatory training will be required for all installers and inspectors. We do not yet have the training schedule. The schedule will depend on final approval of the new code as well as the printing schedule for the code book. We expect training to occur in the early part of 2001. You will all be notified about requirements and the training schedule. If you have questions that you think are answerable at this point, please call Albert Endres, (503) 378-5975, or Al Rust, (503) 378-8053. ■

Surcharges affect fees _____

by Larry Iverson

The 1999 Legislature passed Senate Bill 587, which requires the state surcharge that covers state administrative and inspection costs to be applied to all hourly based permit inspection fees. The Building Codes Division started collecting these additional fees July 1, 2000. In the past, these additional fees had not been applied to hourly permit inspection fees. Now, all hourly permit fees will include surcharges totaling seven percent.

Surcharges... continued on page 7

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Watch for HUD labels

by *Albert Endres*

One of the most overlooked tasks during installations and inspections of new installations is confirming the presence of HUD labels. It's a minor — but important — task. Please read on to better understand its importance.

About 14 months ago, I found a home in storage that had been damaged by the elements while in a storage area. There were enough things wrong with the home that I believed I should remove the HUD labels to ensure that we could maintain some sort of control of the home. I eventually located and informed the retailer about the situation and issued a permit for repairing the home.

Time passed, during which I periodically contacted the retailer to determine the status of the home and the repair schedule. It was one of those long-term projects. At length, the retailer decided that the best place to repair the home would be at the eventual homesite. We allowed shipment of the home to the homesite. Our red tags were posted on the home, the HUD labels removed, and an alteration permit issued.

When I finally got the call to inspect the repair process, I asked the retailer if he had any problems transporting

the home, getting placement permits, or getting the installation inspection. He said that he had no problems at all. In fact, no one even asked him about the home. When I inspected the home, the repairs had been done satisfactorily, the HUD labels were still missing, and the installation inspections had occurred. The home was connected to utilities and ready to occupy. Again, no mention by anyone that this home had been decertified by the division.

But what could have happened if we had not issued a repair permit, the factory had declared the home salvage, and some do-it-yourselfer had fixed it up?

Our only real control of homes such as this one is through the HUD labels. When they are removed, the home is considered having been removed from the role of a single-family dwelling. Only the division can allow the relabeling of the home.

To maintain this control, we need everyone's help. Please set up some system of control to ensure that the home is properly labeled. If anyone has any questions about this, call Albert Endres, (503) 378-5975. ■

Understanding dealer and manufacturer responsibilities

by *Tom Nicolai*

When homeowners contact the Consumer Assistance Department, it is primarily because they are experiencing difficulty with a manufacturer or dealer in getting issues resolved. The homeowner doesn't know which items are the responsibility of the dealer and which items are covered under the manufacturer's warranty. Because they have dealt with the dealer since the home-buying process began, they feel it is the dealer's responsibility to fix their problems.

When dealers inform homeowners that not all issues are the dealer's responsibility and tell them to contact the manufacturer for help, they are not sure why. But following the dealer's directions, they contact the manufacturer. When the homeowners explain their concerns, the manufacturer informs them that for some of these issues they will need to contact the dealer. By now, the homeowners are confused and upset. All they really want is to have their homes repaired.

Communication at the beginning of the sales process is essential. The dealer needs to take the time necessary to explain to the potential homeowners what the dealer covers and what is the responsibility of the manufacturer, and what may be shared by both (e.g., the dealership will repair the home and the manufacturer will supply parts). Sometimes, the repair does not involve the dealer *or* the manufacturer. This is usually the case with major appliances. The homeowner should be made aware that owner's manuals for appliances are in the homeowner's packet and have phone numbers to call if appliances malfunction. In some of these cases, it may be the homeowners' responsibility.

Educating homeowners about the service process and clearly defining the roles and responsibilities of the dealer and the manufacturer will, in the long run, reduce the stress and problems for everyone. ■

Installation's top 10 problems

by John Collins

This month's top 10 installation problems as reported by the installation-monitoring program for May 2000:

1. **Holes, rips, and tears in the bottom board (belly fabric).** These need to be patched or repaired. Chapter 3, Section 306(g). This is highly important for energy conservation, rodent deterrence, and blown-in insulation in the floor cavity.
2. **Problems with heat crossover.** Main problem: R.4.2 was installed instead of R8. Second problem: Splice connections had no mechanical fasteners and weren't sealed to prevent heat loss. Third problem: failure to maintain a one-inch minimum. Chapter 6, Section 603.
3. **Electrical problems.** Main problem: conduit not secured according to Table 402 C. Second problem: loose frame bonding. Section 404(b). Third problem: exposed wiring. Section 405, General notes.
4. **Faulty water service installation.** Main problem: inadequate support or anchoring. When on the ground, water-service installation must be anchored to prevent accidental movement. Section 505(2) (a) through 2(e). Second problem: no access to the valve. Section 503(b).
5. **No installer certificate for installation of skirting.** Section 206(g). Earthquake-resistant bracing systems, if installed by other than the installer of the home, require a separate installer tag, as explained in Section 206(g). Also, installation instructions are to be left on site. Section 305(d).
6. **Not posting building permit or job card on site.** Section 206(b).
7. **Improper foundation construction.** The footings under center-line support columns are too small for the spacing. Refer to Table 304 for pier and footing size and spacing. The second problem is improper application of wedges. Section 303(d) (9).
8. **Site work not done properly,** including grading and backfilling for water diversion, concrete bases or pad construction, and ditches (not compacted under homes, causing settling and loose blocking). Section 302(a) through (f).
9. **Problems with temporary steps.** If included and left for the consumer, steps require proper installation: Footings, handrail, and height-to-threshold need to meet Section 309.
10. **Improper ventilation.** Required number of vents not met. See Table 803, Chapter 8.

Please look at these areas and see what changes can be made before the next update. ■



One of the common problems in installations: heat ducts not properly connected

Manufactured dwellings and parks Q&A

by Patrick Lewis, Policy and Technical Services Section

Question: When a manufactured-dwelling foundation system is designed by a registered engineer to elevate it above the base flood elevation, does the installation still have to be made by a licensed manufactured dwelling installer?

Answer: OAR 446.395 requires those who install manufactured dwellings to be licensed. Oregon Administrative Rule OAR 918-515-0010 lists 10 exemptions from the licensing requirements but does not include exemptions for manufactured dwellings installed on engineered foundations. However, ORS 446.003(22) allows Oregon-licensed architects or engineers to act as installers in performing or supervising the installation of a manufactured dwelling. While the architect or engineer does not have to be licensed, others assisting with the installation do have to be licensed as limited installers or temporary limited installers.

Question: Can recreational vehicles be placed in mobile home or manufactured dwelling parks?

Answer: ORS 446.003(27) defines a manufactured-dwelling park as “any place where four or more manufactured dwellings are located within 500 feet of one another on a lot, tract, or parcel of land under the same ownership...”. Because manufactured dwelling parks are limited to manufactured dwellings, recreational vehicles are not permitted. ORS 446.003(32) defines mobile home park as “any place where four or more manufactured structures are located within 500 feet of one another on a lot, tract, or parcel of land under the same ownership...”. Because the definition of

manufactured structure includes both recreational vehicles and manufactured dwellings, both would be permitted in a mobile home park. However, if two or more recreational vehicles were in the mobile home park, the park would have to be approved as a combination park.

Adjustable outriggers vs. perimeter piers

Question: Can an installer install adjustable outriggers in place of perimeter piers on a manufactured dwelling?

Answer: The Oregon Manufactured Dwelling Standard does not specifically address adjustable outriggers, but does not preclude them, either. Any product or system can be submitted to the local jurisdiction for approval as an alternative method or material. Because adjustable outriggers are designed to transfer the perimeter loads to the main frame (I-beams), the pier supports under the main frames would need to be increased in size, capacity, and/or spacing. If the adjustable outriggers do not align with existing chassis cross members, the main frame may have to be reinforced to withstand the side loads applied to the bottom of the I-beam by the adjustable outrigger. Because each manufactured dwelling manufacturer has a unique design and method of load distribution, the adjustable outriggers would need to be engineered for each specific manufactured dwelling by an Oregon registered professional engineer and submitted to the local jurisdiction for approval. ■

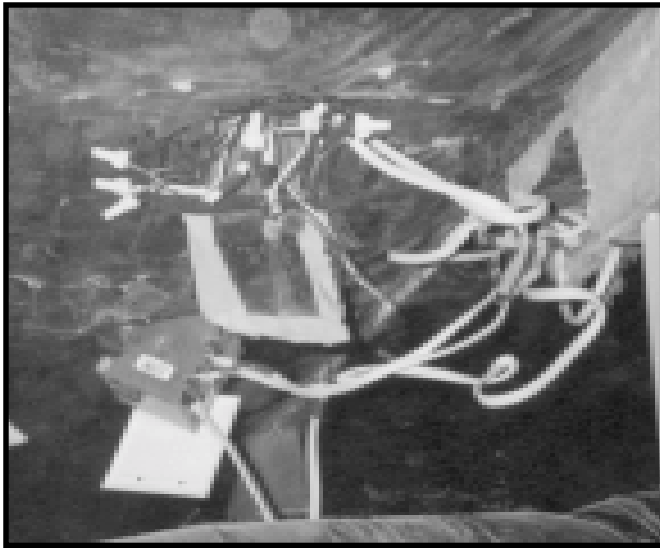
Get paperwork signed or initialed at every stage

by Mark Campion

Part of my job is to audit homeowner records when I visit a retailer in the field. I also come across contractual paperwork when I am out on a consumer complaint. The quality and quantity of the paper trail and documentation varies, as one would expect. However, I am always surprised when I run across an initial sales order or subsequent confirmation order sheet that has not been signed and dated by the homeowner. This has become an issue because homeowners are often confused about what they ordered and what they got. Without the paperwork with the homeowner's signature

and date, it is an uphill battle to convince the homeowner that he or she was not bamboozled by the retailer.

It is also wise to have the buyer initial any changes made between sales order and confirmation order and between confirmation order and updated confirmation order. This applies even when you sell a lot model. There is no reason *not* to have the homeowner's signature and date on the sales order or confirmation order. Complaints seem to disappear when the aggrieved party sees its own sign-off. ■



Electrical crossover wires not completed



Uninsulated plumbing pipes

Installation and inspection of marriage lines

by Albert Endres

As consumer-assistance inspectors, we are often involved in crawlspace inspections. In addition, our installation-monitoring program inspects about 50 homes each month. Between the two programs, we generally inspect about 70 homes a month. When I review inspection reports and recall my own inspections, I am still amazed at what we find.

Despite our licensing program, which has been in place for 10 years, and countless training sessions with installers and inspectors, our number-one area of noncompliance with installations continues to be in the crawlspace at the marriage line.

Typical findings are electric crossover wires connected improperly, crossover wires not enclosed in the junction boxes, access covers not reinstalled, insulation missing at the crossover areas, plumbing crossover lines not insulated, interior-column support locations misplaced or missing, and endwall column supports missing.

All of these directly affect the home and all are easy to detect during inspection. Completing these tasks correctly is crucial to performance and the safety of the home's occupants.

I realize that many licensed installers do not make electric and plumbing connections. They do, however place the column-support blocks. Please ensure proper placement, location, and quantity of these important blocks. Regarding electric and plumbing connections: because we know the licensed installer does not make these connections in many instances, it is prudent for the inspector to pay particular attention to the crossovers during an inspection. One of the most important things you can do is check the marriage line. If anyone has questions about marriage-line inspections, please call Albert Endres, (503) 378-5975. ■

Trivia

by Irene Lickiss

As of this writing, we have licensed 1,487 MDIs and 611 LSIs for a total of 2,098 installers. As of May 17, 2000, we had 933 active licensed installers (both LSIs and MDIs) throughout the state. These totals change weekly.

Not all installers order tags; some work for manufactured home installation companies where only one licensed installer is the responsible party who gets tags for all the work done by that crew.

Microwave ovens should get their own circuits _____

by Mark Campion

Cooking units, such as electric wall ovens, ranges, and cooktops have to be on their own circuit. However, a microwave does not necessarily have to be on its own circuit. This can be a confusing and potentially frustrating issue. Let's look at an example:

The National Electric Code, or the NEC, states that cord-connected portable appliances cannot draw more than 80 percent of the rated ampacity of the circuit. Most microwaves do not exceed this amount: thus the popularity and widespread use of portable countertop microwaves in homes. However, when the microwave is sold installed in a cabinet by the factory, that same microwave cannot use more than 50 percent of the rated ampacity of the circuit. Most microwaves draw more than 50 percent of the power available on a circuit. So in the majority of cases, you will find microwaves from the factory on their own circuits. Remember: This is the same appliance. The only difference is one is on the countertop, the other is in a cabinet.

Why the difference? The answer is lost in the mists of time. We know that the 50 percent and 80 percent rules do not meet tests of logic; however, factory-installed microwave having their own circuits is actually a good thing. Here's why:

Many prospective buyers already have a countertop microwave and, therefore, don't option a separate microwave circuit. Problems can happen when one microwave is put on the one of the general 20-amp kitchen circuits, along with the toaster, coffee maker, and waffle grill. The result is a chronically tripped breaker and a frustrated homeowner. Because average homeowners are not electricians, they call us and we have a consumer complaint that could easily have been avoided.

The factory-optional built-in microwave on its own circuit doesn't trip when other appliances — the toaster, the coffee maker, the waffle grill — are used. Therefore, no tripped breakers and a happier homeowner.

Because the code is of no help, sales staff at dealerships should consider optioning a dedicated microwave circuit on all new homes. This way, the homeowner's portable countertop microwave can be plugged into its own circuit, as would one from the factory. Even if the homeowner does not have a microwave, odds are that they'll have some sort of electric kitchen gadget that draws as much power as the Bonneville Dam can produce in a typical day. The extra circuit is typically a minor cost that goes a long way toward making new homeowners happy. ■

MDIs and LSIs help buyers get satisfactory homes _____

by Irene Lickiss, Insignia Specialist

Because I've been getting questions from newer installers, I've located some information that you "oldtimers" will already know.

The first installer licenses and tags became effective July 1, 1990. There were only manufactured dwelling installers (MDIs) at that time. In about November, 1995, the limited skirting installer (LSI) license was created.

The purpose of installer licensing and tag reports is to ensure consumer protection by setting some industry standards, ensure installer training, and make sure that homebuyers get homes set up according to industry standards.

The LSI license is for those who install skirting, under-floor access, and ventilation for the home. Although it may seem redundant to some, the specifications for a

manufactured home are quite different than those for a site-built home and require installers that are trained in those specifications.

Before training and licensing requirements, the work was done, but not to specifications that ensured the well-being of the home. For example, block-work may have been excellent, but the plumbing and electrical penetrations were incorrect. Or the number of vents and the spacing of vents might not have been right. Consequently, the homeowner suffered damage or loss. This reflected a need for consistency, which new requirements helped meet. With licensing and industry-specific training classes, there have been fewer misunderstandings and less work has to be redone. That means time and money saved. ■

Monitoring retail lot units

by Tony Clifton

In an average year, inspectors from the SAA section will monitor every retailer in the state of Oregon twice. Included in the monitoring process is the inspection of some houses on the sales lot. On occasion, older (two- to three-year-old) houses have obviously not been maintained: Close-up trim is not painted or sealed, and the sealant around the windows and doors of the lower horizontal trim has not been maintained.

Here are some questions that we ask ourselves and dealers should ask (and answer):

- Do retailers understand how important it is for the house to be appealing to the prospective homeowner? How positive an experience can it be for a customer to tour lot models that have not been maintained?
- Do retailers understand how important it is to the integrity of the house to maintain these areas?
- Are the retailers aware of the homeowner's manual supplied by the manufacturer? If so, do they know what it states regarding homeowner maintenance?
- Are they aware they are required by the BCD to maintain the house while it is in their possession?

If retailers are not aware of how much damage can occur to a house that is not maintained, they may wish to speak to the manufacturer or this office. The amount of damage can be amazing. The degree of damage varies with the house's (or lot's) location in the state.

Lot-model parts switching

Removal of parts (toilets, breakers, faucets, etc.) and appliances installed at the factory is dangerous: When this is done by a dealer, the house is technically out of compliance. When a house is not in compliance, it cannot be sold.

An example: A dealer needs a dishwasher, so he removes one installed in a lot unit. Eventually, another is installed in the lot model, but incorrectly, with poor plumbing and electrical connections. It's also a different model than the dishwasher installed at the factory. The house is eventually sold. But the installer does not notice the supply leak under the dishwasher; the dishwasher doesn't operate, because the electrical was incorrectly connected (reverse polarity, not grounded). The manufacturer of the replacement dishwasher, meanwhile, has issued a recall on that particular model. As part of the recall, the manufacturer will notify the owners who turned in their warranty cards. But the new homeowner has no paperwork for the dishwasher.

Scenarios like this happen, so please don't remove (or alter) a home without contacting the factory and BCD.

Forwarding information changes to dealers

From time to time during consumer-assistance investigations, we find a factory hasn't informed a dealer of changes it has made on the production line. These changes frustrate homeowners and give them negative feelings about their new homes. Changes include discontinuing using certain styles of cabinets, changing standard texture applications, and making optional what was considered standard floor covering. It's just good business for factories to forward change information to their retailers and for dealers to inform sales staff of the changes and to check paperwork on completed sales agreements to see if any changes will affect the house ordered. Don't forget to inform homeowners of the changes.

Any questions about this article? Call (503) 378-2620. ■

Surcharges continued from page 1

Many of you may have some concern about how these surcharges will affect the manufactured housing industry. The surcharge will be effective for all alteration permits as well as visual inspections performed to complete a phase of the permit process where a HUD label or state certification report will be issued.

Surcharges **will not** be assessed for field technical service inspections, visual inspections for code verification, consumer assistance inspections, manufacturer oversight

reviews, alternative construction letter inspections, or retailer audit inspections. Since many of these inspections are performed through the federal HUD program, the surcharge does not apply. The surcharge will be assessed only when a business or individual requests or requires an alteration permit or visual inspection for an Oregon insignia, or when Oregon issues a HUD replacement insignia on the home. For additional information about the surcharge, please contact Albert Endres, (503) 378-5975. ■

Proper site preparation

by Al Rust, SAA Inspector

When installing a manufactured home on a site, you have several things to consider. What type of site will the home be installed on? There are four basic and two optional types:

- **Sloping ground or hillside.** Check the fill area for proper soil compaction, ensure that any water drainage from springs or other sources is diverted from the stand, and install retaining walls to hold fill or cut bank areas.
- **Flat ground, well drained.** Ensure that the finished grade around the home allows rainwater to flow away from the stand.
- **Flat ground with high water table.** A drain system is needed under the stand before the home's foundation system is installed (French drains or a well under the home with sump pump, etc.).
- **Flood-hazard installations.** Always check with local jurisdictions to see if the home will be installed in a flood-hazard zone. The home must be installed to FEMA and local jurisdictional regulations. The home may need to be installed on an engineered foundation system.

The optional cases:

- **Special site development for parks and subdivisions.** Special considerations need to be made to ensure that street water run-off will not flow under the homes. Special drainage systems will need to be installed to carry away water run-off between homes installed close together as well as water from the roofs and gutter systems.
- **Special engineered installations.** Homes installed on basements, two-story stackable homes, and some homes installed in flood-hazard areas must be installed to the engineer's plans and local jurisdiction codes.

All sites have these basic considerations: The stand must be level, with all grass and other organic matter removed. Minimum soil compaction is needed. Check for frost lines for pier and skirting footers. Decide if tie-downs or earthquake bracing systems will be installed.

Proper site development helps all structures perform properly and satisfies the owners' desire for a low-maintenance home. ■

BCD installer training class schedule reminder

by Ken Cochran, SAA Inspector

Year 2000 classes are half over. To become a licensed manufactured dwelling installer, limited installer, limited skirting installer, or certified manufactured home installation inspector, you must first attend a training class sponsored by Oregon Manufactured Housing Association (OMHA) and Building Codes Division (BCD). Those interested in the manufactured dwelling installer (MDI) license or the inspector (MHI) certification must attend two days of instruction and pass a written examination. Limited installers (LI) and limited skirting installers (LSI) need only attend the first day of instruction and are not required to pass the written test. Limited installers (LI) must attend both days but don't test.

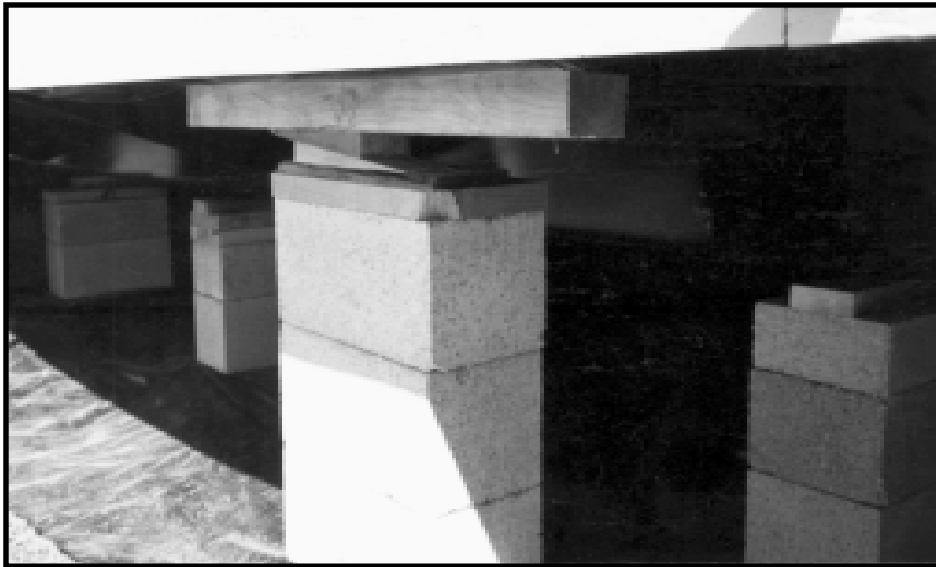
The course presents information from the Oregon Manufactured Dwelling Standard (OMDS), as well as

materials from Oregon Revised Statutes and Oregon Administrative Rules that pertain to manufactured home installation.

The class fee is \$75. Class registration forms are available from OMHA, 2255 State St., Salem, OR 97301, (503) 364-2470. To ensure adequate materials and facility arrangements, pre-registration is strongly encouraged, although walk-in registrations will be accepted. The fee includes class materials and lunch on both days.

In addition to the OMHA class, to become licensed or certified, you must submit an application form and license fee to BCD. Application forms are available from BCD, (503) 373-1268. Fees are listed on the applica-

Installer training schedule... continued on page 9



Improper installation of wedges

Installing wedges correctly

by Larry Giardina

One challenge installers face when constructing piers or perimeter block walls is getting the space between the pier and the frame or floor joists close enough for wedges to be installed correctly. This challenge often presents itself at centerline and perimeter piers.

The installation standard allows no more than two sets of $\frac{3}{4}$ -inch or one set of $1\frac{1}{2}$ inch-thick by $3\frac{1}{2}$ inch-wide by 8-inch to 16-inch-long wood wedges driven perpendicularly to and tightly to the bottom of the main frame or floor, transferring loads uniformly to the pier. The standard is found in Section 303(d)(9).

If the space between the pier and the frame or floor is too tight, wedges can't be driven together. An installer may incorrectly drive one wedge at each end of piers, where loads are transferred onto pier edges. This often results in cracked piers if wedges are driven too tight. If wedges, pier caps, and shims are green and installed in this manner, the wedges are likely to loosen as the wedges dry out.

To install wedges correctly, there must be $\frac{3}{4}$ -inch- to $2\frac{1}{4}$ -inch-space between the top of the pier and the rim joist or the frame. The $\frac{3}{4}$ -inch-thick or $1\frac{1}{2}$ -inch-thick wedges allowed by the standards can be installed to transfer loads uniformly to the pier in that space. ■

Installer training schedule *continued from page 8*

tion. The MDI fee is \$55; the inspector certification fee is \$22. Inspector certification application forms must be received at least two weeks before the selected class in order for applicants to be eligible to take the manufactured home inspector certification examination.

Classes not yet filled:

- August 9 & 10 — Red Lion Hotel, Pendleton. Registration cutoff is Aug. 2.

- October 11 & 12 — Red Lion Hotel, Medford. Registration cutoff is Oct. 4.
- December 13 & 14 — Mill Creek Inn Best Western, Salem. Registration cutoff is Dec. 6.

Please refer questions or requests for information regarding compliance requirements, applicable codes, or related issues to Albert Endres, (503) 378-5975, or Al Rust, (503) 378-8053. ■

“My lights always dim. Why?”

by Tom Nicolai

Complaints received by the Consumer Assistance Program concerning the electrical system of a home often deal with dimming, and sometimes flickering, lights. The homeowners usually indicate the operation of certain electrical appliances or equipment causes lights to dim or flicker. Because of this, homeowners may think there is something terribly wrong with the wiring in the home.

The first thing that should be checked is the power supply and the crossover wiring. A loose connection under the home could easily cause lights to flicker or dim. If connections are all right, the cause is probably circuit overload.

Remember, all manufactured homes are built to the HUD standards and the National Electrical Code. Home wiring follows approved drawings designed to meet or exceed these minimum codes. Most lighting and receptacle circuits in the home are 15-ampere circuits unless optioned for 20 amperes. However, areas where small appliances may be used, including kitchens, pantries, dining rooms, and breakfast rooms that have two or more 20-ampere-appliance branch circuits. Receptacle outlets supplied by at least two appliance circuits are required to be installed in the kitchen.

In bedrooms, or rooms designated as bedrooms, the circuit supplying the receptacles is usually 15 amperes. Although primarily a place to sleep, today's bedrooms may also have massive stereo systems, computers, and televisions. It's becoming more common that homeowners use such rooms as offices or computer rooms. Consider the amperage drawn by everything plugged into these circuits. Sudden surges (flickers) or continuous draws (dimming) are bound to happen if circuits are overloaded. And remember, the circuits supplying these rooms may also supply other rooms or receptacles on their way from the main panels.

Maybe dealers could be a little more inquisitive during the sale of the homes and find out how homeowners plan to use the home. Better yet, manufacturers should take a serious look at today's lifestyles and consider changing the circuit sizes of the homes to accommodate what has become the norm instead of the exception.

An ounce of prevention *is* worth a pound of cure. Approaching this issue from a new perspective will help eliminate the problem. ■

Alteration inspection and permit requirements discussed

by Ken Cochran, SAA Inspector

As defined in ORS 446.003 (2-a & b), “alteration” means any change, addition, repair, conversion, replacement modifications or removal of any equipment or installation which may affect the operation, construction or occupancy of a manufactured structure. Alteration does not mean minor repairs with approved component parts, conversion of listed fuel-burning appliances in accordance with the terms of their listing, adjustment and maintenance of equipment, or replacement of equipment or accessories in kind.

When to pull a state building codes permit is apparently a confusing issue for many dealers, including some manufacturers. Recent lot audits found home files providing evidence of alterations occurring with no documentation of permits or inspections for approval.

One example was the dealer who had a manufacturer's service department install a sliding glass door. It was installed in place of an already-installed dining-room sidewall window. The home had left the factory and records indicated the alteration was part of the contract to the first homeowner. The dealer didn't think a permit was required because the manufacturer did the work. The manufacturer said it didn't think it needed a permit for its service-department work. Neither party attempted to call BCD and ask about permit requirements. In this example, both the dealer and factory were at fault for not acquiring the permit and inspections.

Alterations... continued on page 11

Call for “letters to the editor”

by Albert Endres

Our publication has been in production since September 1995. As the editor of the newsletter, I have always wanted our articles to be down-to-earth, informative, and constructive. Most of our articles are written by staff with input from installers, manufacturers, retailers, suppliers, and anyone else in the industry. To make the newsletter even more interesting and informative, I feel it would be beneficial to open a new feature in the publication.

With your help, we'll kick this off with “Letters to the Editor” in the next issue of *Manufactured Home Update*, which comes out in October 2000. If you don't want your name published, tell me and I will omit it. I will also delete names of businesses or persons if derogatory remarks are used and will retain the right not to publish any letter or comment.

We get comments periodically over the phone or in the mail that point out some of the weaknesses of industry and regulation. We also get input on ways in which we could all do a better job. It would be nice to get more of such comments and to make them public by printing them in *Manufactured Home Update*. My feeling is that if the comments are merely comments, rather than in an article, we might get more input from those who have some knowledge to share.

As a sample, here are some comments we've received from surveys:

“Quit selling licenses like corndogs from a kiosk....”

“...we set homes all over the state, why aren't inspections consistent....”

“The installer programs are a waste of time and money... just mail us the new code books....”

“...without your help I would have let the home go back to the bank....”

“...the program being run by the division is probably the best in the nation.”

“...nothing has been resolved....”

“Thank you for your help....”

“...check on delays. Everything is done at the convenience of the... not the homeowner.”

“...I am no better off than before....”

“Your inspector did an outstanding job for us.”

“Consistency between inspectors should be the same across the state....”

“My home was never fixed! Very unhappy with this whole mess.”

“Thank you.”

I find these comments interesting and helpful. We can take steps to improve on some of your issues when we know what they are. Please consider adding to our knowledge by sending your comments to Albert Endres, Building Codes Division, PO Box 14470, Salem, OR 97309. You can also call me, (503) 378-5975 if you have questions. ■

Alterations *continued from page 10*

Permits are required from the state Building Codes Division for alterations performed prior to sale or as part of the sales agreement with the homeowner. If the alteration is not part of the original contract for sale and is completed after the sale, the jurisdiction having site authority must be contacted.

Any alteration to a manufactured home after it leaves the manufacturing facility needs to be permit-

ted and inspected. Any party unsure of permit requirements should contact state or local building officials to find out.

Questions regarding compliance requirements, applicable codes, or related concerns should be referred to Albert Endres, Building Codes Division, (503) 378-5975, or Ken Cochran, (503) 378-3731. ■

Good installations recognized

by Al Rust, SAA Inspector

It is time again to recognize the installers and their crews for having installed homes during the past quarter without nonconformances:

- Troy J. Bayless, Oregon City
- Philip A. Bond, Jr., Donald
- Larry R. Brown, Eugene
- Shawn Roy Brumbaugh, Oregon City
- Shawn D. Ebensteiner, Willamina
- Charley T. Harrison, Medford
- Roche A. Heisler, Monroe
- Guy P. Hurlbert, Bend
- Kenneth D. Kearney, Roseburg
- Gary Larsen, Bend
- Richard A. Parr, McMinnville
- Leslie E. Pointer, Baker City
- Carl A. Schaumburg, Albany
- Gregory V. Theroux, Oregon City
- Perry Allen Trammell, Scio
- Tracy N. Watson, Woodburn

You help give our industry a good name. Thanks for the good work! (Homes were selected at random and inspected by the OSU Installation Monitoring Project.) ■

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