



Manufactured Home Update

Oregon Department of Consumer & Business Services ■ Building Codes Division

October 2002

Code-change year means special requirements for license renewal

by Albert Endres

By the time you read this article, many of you will have about two months to renew your licenses. You will get a notice from the division — unless you have changed your address and not notified BCD. The burden of renewing your license is on you, not the division.

Check the expiration date, and start the renewal process if your license is about to expire.

This is also the year that, in order to get your license renewed, you may have to attend a continuing-education class, because 2002 was a code-change year. Code-change years generally require attendance at an update class.

If you have not attended the class, contact the Oregon Manufactured Housing Association, (503) 364-2470, and register so that you will be notified of class dates. This must occur before December 31, 2002.

You will not get your license renewed without proof of attendance at the class.

If you got your license after attending the regular installer/inspector class during 2002, you do not need to attend a continuing-education class, because your training included the newer code.

If you have questions about license renewals, please contact Marilyn Mohler, (503) 378-5975 or send e-mail to marilyn.a.mohler@state.or.us.

You can download the continuing education class schedule at www.cbs.state.or.us/external/bcd/pub/2515.pdf.



More information

- Oregon Manufactured Home Association, www.omha.com
- Oregon Building Codes Division, www.oregonbcd.org

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Get the right information on seismic bracing

by Albert Endres

Section 3-2.5, Seismic Zones, in the 2002 Oregon Manufactured Dwelling and Parks Specialty Codes, is missing some important information. In fact, there have been several calls to the division regarding this issue. Consequently, some inaccurate information may have been given to inspectors and contractors.

What the section should say is that as long as the maximum heights of the home are not exceeded, seismic bracing is not required. If the home is set higher than the maximum heights specified for each zone, seismic bracing is required.

The current language could imply that the home needs seismic bracing or anchoring in all cases.

See Seismic, Page 2

Top 10 Service Complaints

by Albert Endres

Each year we try to let the manufacturers know what the top 10 service complaints are when we consolidate the service managers' opinions of their top five complaints.

These compilations usually involve only manufacturing issues, but at times reflect field activity. This is what the 11 Oregon factories reported this year.

Factories

Repair	No.	Last year
1. Tape and texture finish	8	8
2. Cabinet issues	5	5
3. Interior door operation	5	7
4. Floor squeaks	4	2
5. Exterior door adjustment	4	0
6. Countertop and backsplash	4	3
7. Window installation	3	0
8. Floor vinyl	3	3
9. Exterior paint	3	2
10. Pressure line leaks	2	0
11. Interior trim	2	4

These were the most common issues we dealt with during field inspections concerning consumer complaints:

Consumers

Repair	No.	Last year
1. Installation certificate missing	12	20
2. Site drainage	10	8
3. Bottom board repair	7	21
4. Warped hardboard	7	0
5. Tape and texture	7	24
6. Floor uneven at marriage line	7	0
7. Skirting installation	6	0
8. Exterior door adjustment	6	12
9. Floor squeaks	6	10
10. Carpet	6	5

You can use these statistics to make many evaluations and comparisons.

These numbers are just some of those we looked at when we decided what training we should receive as well as what training we should provide in the coming year. If you have questions about this, please call me at (503) 378-5975, or send e-mail to albert.g.endres@state.or.us. ■

Don't let stored homes become winter's victims

By Albert Endres

Once again, it's time for everyone to prepare for the wet and cold winter season. Too many homes become victims of this environment when not properly prepared or cared for during transit and pre-delivery storage.

Don't forget the following as you run through your winter preparation checklist:

- Add antifreeze to toilet tanks and bowls.
- Blow water out of lines.
- Properly secure factory close-up.
- After delivery, check the close-up.
- Offer hand tabbing of shingles for high-wind areas.
- Installers may choose to hand tab the ridge cap.
- Offer storm doors options to ease door leaks.
- Store homes in stable areas and check them frequently.
- Pre-check delivery routes for site-delivered homes.

Do anything else you can think of to prevent damage to the homes while unoccupied. ■

Seismic *continued from Page 1*

Keep in mind that this is required only if the height exceeds the specified maximum heights for each zone. This applies to seismic zones 2b, 3, and 4. Additionally, any of the methods described in 3-2.5.4 can be used in any zone to satisfy the anchoring requirement.

You may still need to anchor the home for wind resistance in an area, so check the wind-anchoring requirements of the code for the installation location.

You might want to make a note of this in the margin of your code book to avoid further confusion.

If you have any questions about this, please call me at (503) 378-5975, or send e-mail to albert.g.endres@state.or.us. ■

Customer signatures on paper can prevent disputes

by Dwight West

Naturally enough, consumer complaints are a mixed bag: They cover code, cosmetic, and installation problems and concerns. Some of the harder complaints to deal with from BCD's standpoint are what I like to call "performance" issues.

Performance issues include phone calls not returned, service crews not showing up on the appointed day, options not received, oral promises apparently not honored, et cetera.

Getting those signatures

Although consumer complaints will never cease, many performance issues that deal with contracts and promises can be resolved if the following two points are kept in mind: Put it in writing and be specific. And have the customer sign and date the contract.

Most retailers do this; in fact, I would say that comprehensive and clear paperwork is the norm. But what I often find when I audit homeowner's files in the field or at the retailer's place of business is that paperwork lacks the customer's signature and date. And when contracts or orders have been altered, "change orders," which should also be signed and dated by the customer, are missing.

Especially frustrating to me are order option sheets not signed by customers. Not a month goes by in which I'm unable to help customers and retailers because contractual paperwork is not in order or is missing altogether. Many complaints could be resolved if I were able to show customers that they got exactly what they ordered and that the proof was their own signature and date on the dotted line.

The crucial question for manufacturers, retailers, and customers: If you find yourself in court, will your paper trail hold up in front of the judge?

Site preparation vs. final grading

Many homeowners don't know the difference between site preparation and final grading.

Site preparation typically includes excavation or scraping away the vegetation at the pad site, knocking back hillsides, removing trees, and other related items. Final grading is the last step before landscaping, after the home has been installed and additions, such as garages are finished.

Even homeowners with well-written bids and contracts are sometimes not clear on this difference. I recommend that any paperwork dealing with site preparation, even if final grading is not part of the package, state that final grading is not included in the bid or final price. This way there is no room for confusion.

The same holds true for drainage. Homeowners are surprised to find that the subcontractor's (or retailer's) contract for site preparation, concrete runners, and skirting usually doesn't cover drainage.

It's something many homeowners tell me they would have been happy to pay for if they had known the local jurisdiction required it; they could have included the cost of drainage in their financing package and had the drainage installed before their property was landscaped. ■

Get alterations permits from proper authorities

by Albert Endres

Building Codes Division inspectors continue to discover homes in the field that have been altered without a permit having been taken out. This applies to both homes on retailer sales centers as well as homes after the sale. What is exempt from an alteration permit is defined in the Manufactured Dwelling and Park Specialty Code (MD&P) in Chapter Seven, paragraph 7-1.4. The definitions are also included in Appendix A of the MD&P. If anyone has any questions about what constitutes an alteration, please call (503) 378-5975 for further discussion.

The intention of this article is not to define an alteration but to remind everyone that a permit may be necessary. Once you've done that, the basic rule is that if a new home has not yet been sold or if the alteration is a part of the original sales contract, the permit is to be requested through the Building Codes Division, (503) 378-5975. If the alteration is done after the sale of the home, the permit would be requested from the building department having authority in the area in which the home is sited. ■

Make sure storm doors meet local climate demands _____

With summer coming to a close, we hurry to finish those summer projects and begin looking towards the fall and winter months. We start preparing our homes for the change in weather.

Last winter, we experienced a very wet winter with plenty of rain and wind. Along with this came an increased number of consumer calls indicating they were having exterior door leaks.

When the door leaks, homeowners typically notify either the dealer or the manufacturer.

The homeowner often suspects that doors were not installed properly or are defective because they should withstand any kind of weather.

In some cases, the exterior door is completely installed and sealed at the factory and, in other cases, the exterior doors are temporarily set in the opening to be completed by the installer of the home when it is set.

Our investigations have revealed many reasons why exterior doors have leaked. Most of the leaks are found in homes in those areas of the state that have frequent high winds and rain. Add to that installing the home so the door faces into the wind.

Most exterior-door manufacturers supply a notice with their doors that they will not warrant the door when it is subjected to extreme weather conditions — including wind and rain — unless it is protected by a storm door or other adequate protection.

Can this situation be avoided?

Not always, but asking the right questions and providing the right information during the sale of the home would help.

The sales representative should ask where the home will be located.

If the home will be installed at the coast, along the Columbia Gorge, or in other high-wind, high-rain areas, the sales representative should discuss the advantages of storm doors.

Supplying this information to homeowners at the time of the sale and giving them the opportunity to decide whether or not they want a storm door can avoid a lot of frustration. ■

Keeping appointments an important part of service _____

by Tom Nicolai

Ever had someone tell you they would meet you at a certain place and time only to show up late, making you wait and wonder if you understood what they said correctly?

Some of the most annoying comments I've heard while conducting consumer-assistance inspections: "The servicemen did not show up or call and I waited all day," "The servicemen showed up three hours late, did one thing, then left and did not say when they would be back," and "The servicemen said they would be back and I haven't heard from them since. That was three months ago."

Granted, unforeseen circumstances can arise that may not allow an appointment to be kept, but the homeowner should always be notified.

Like most of us, homeowners have jobs and other responsibilities and activities that have to be scheduled so they can arrange to be at home when workers arrive.

When service appointments are not kept, workers are late, or all the work is not completed as scheduled, it may be some time before the homeowner can reschedule.

When this happens, the items not repaired remain visible to homeowners for an extended period and usually add to their frustration.

Customer service is a priority today. Missing an appointment should happen rarely.

If for any reason you or your crew will be late or have to reschedule, contact homeowners (your customers) in plenty of time to allow them to make their own schedule changes. They will appreciate the courtesy, and will usually understand your situation and be willing to cooperate.

Put yourself in their place: How would you react under the same circumstances? A good rule in life and business is to treat people the way you would like to be treated. ■

Control mold to avoid costly litigation

by Mark Campion

Mold litigation has spread since a \$32.1 million award in June 2001 to a family in Texas whose home had been contaminated by mold from water-related damage.

Insurance-claims experts say the costs countrywide could rise into the billions, rivaling the problems of asbestos and lead paint.

In California, the average claim has jumped from \$3,000 to \$36,000, and there is proposed state legislation that would mandate insurers to cover mold claims.

Premiums from one insurer of dealers in Oregon have reportedly risen three-fold, due in part to mold claims, along with the attacks of September 11 and the declining stock market.

Contractors in Oregon and Washington are also seeing their premiums increase significantly, and many are having problems getting liability insurance.

For insurers and builders dealing with mold, the biggest costs could come from health claims, if the respiratory problems, rashes, and headaches that homeowners maintain are mold-related prove to be just that.

Certainly not all molds are harmful to health; there are over 10,000 types of mold and only a few are believed to be toxic.

The Centers for Disease Control and Prevention report that a causal link between mold and unique or rare health conditions such as pulmonary hemorrhage or memory loss is not proved, although common health problems from molds do include hay-fever-like allergic symptoms.

However, juries may be sympathetic to claims attributed to mold, whether or not they are scientifically proved.

We at Building Codes have experienced an increase in homeowner inquiries regarding mold; however, we cannot test for toxic mold and can only offer the following guidelines and suggestions.

• Dry up

There is no practical way to eliminate all mold. The best way to control mold is to control moisture.

The first step is to fix water leaks (roof, water pipes, fittings, siding, windows, etc.) to prevent mold growth.

Then clean and dry damp or wet building materials and furnishings within 24 to 48 hours.

The Oregon Department of Health recommends using a solution of one part bleach to ten parts water to wipe down surfaces with mold.

• Cover up

There are also special paints and treatments formulated just for molds. All materials should be dry before they are covered (for example, wall and floor bays). Saturated insulation and drywall should probably be replaced.

For manufacturer and dealer service departments, the risk in delaying repairs of relatively minor water leak can turn into a giant mold problem, with expensive litigation and claims costs. ■

Good links



Rating:

★★★★

BCD's Manufactured Dwelling Program pages

www.oregonbcd.org

Click on the "Code Programs" option, then click on Manufactured Dwelling Program.

These pages and their links have lots of the information you need in the manufactured-home business. The Manufactured Dwelling pages contain various forms required by the division, plus information on codes, training, and other topics.

Links include the Oregon Manufactured Home Association (OMHA) and federal Housing and Urban Development (HUD) pages, plus sites on home construction standards and federal regulations. ■

Ratings key: ★★★★★ — Necessary for business, really useful ★★★★★ — Interesting ★★ — Fun ★ — Don't bother

Installers must rough-in dryer vents

by Albert Endres

Recently, we have gotten a few calls about who is responsible for extending the dryer vent from under the home to the skirting line. It seems no one can find the requirement in the new code book.

The reference for who is responsible is actually in the Oregon Administrative Rules. The paragraph number is 918-515-0150(2)(e). It says, "An installer shall, at a minimum: (e) Assure the underfloor dryer and range exhaust ducts are rouged in if the manufactured dwelling is equipped with or provides for the installation of such an appliance requiring exhaust ducts."

Once the home installer roughs in the vent duct, it should be at the skirting line ready for the skirting installer to complete the installation.

So, if a home is wired for a dryer, whether or not a dryer is installed, the home installer is to complete the rough-in duct from the floor inside the home to the outside wall line of the home. If you have any questions about this, please call me at (503) 378-5975 or send e-mail to Albert.G.Endres@state.or.us. ■

Learn serial number formats for tag reports

by Irene Lickiss, insignia specialist

Below is an outline of the format of the serial numbers and the portion that BCD and the manufactured-home industry recognize as the serial number.

This should help you recognize the portion of the serial number we need on the monthly certification-tag reports. This could be especially helpful for installers, LSIs and MDIs working on used homes.

As always, if you have any questions, please call me at the insignia desk, (503) 373-1257.

Insignia desk hours change

The hours of the insignia desk have changed. I will be at the desk 7-11 a.m. Monday through Friday. A member of the consumer assistance (SAA) staff will be available to help you 7 a.m.-3:30 p.m., Monday through Friday, as well. ■

Manufactured home serial number formats

Abbr.	Manufacturer	Serial no.	Abbr.	Manufacturer	Serial no.
AHI	American Homestar, Idaho (6/99 through 3/01)	AHBOID 34 00 12345	LB	Liberty, Oregon	09L 32615 XU
AHO	American Homestar, Oregon (6/99-3/01) S/N = 21740 MODEL & UNIT = 4100	21740 AHSTOR4100 B9-52439	MD	Moduline, Washington	1-12345
CH	Champion, Idaho Div=16, Yr=98, Plant=190	-16-98-190- 5793	ML	Marlette, Oregon	H- 014336 , H- 100003 , H- 1L02768
FWC	Fleetwood, California	CAFLW08A 12345	NA	Nashua, Idaho	NNID 39847 ABC or nothing if S/W
FWI	Fleetwood, Idaho	IDFLW04A 79111	PH	Palm Harbor	PH 20- 2496
FWO	Fleetwood, Oregon	ORFLW48A 25169 or 51234	RMI	Redman, Idaho (started 1/99) Plant no. 17	17-99-030- 00240 ABC
FWW	Fleetwood, Washington	WAFLW31A 16111	RMO	Redman, Oregon Champion Plant no. 118	118-25394
FQ	Fuqua, Oregon	16308	SCC	Silvercrest, California Plant no. 173	173-04460
GUI	Guerdon, Idaho (through 5/99)	GSTID <u>12 98</u> 12345 AB	SCO	Silvercrest, Oregon Plant no. 177	177-10621
GUO	Guerdon, Oregon (through 5/99)	GSTOR <u>26 01</u> 20992 AB	SLC	Skyline, California	(C1)-70- 0222-M
GWO	Goldenwest, Oregon	GWOR 23-N- 20037 or H- 1L0161	SLO	Skyline, Oregon	(21-23-22-67)-91- 0738-K AB
HB	Homebuilders NW, Oregon	1672	SU	Summit, Colorado Month=22, Year=02, Model #=123	22 02 <u>123</u> 01234
KAC	Karston, California	KC-CA-01-K 12345	VA	Valley Manufactured Homes, Inc., Washington	VMHI 2810 W 93064 AB
KAO	Karston, Oregon (since 4/01)	25100 TKCSTOR3401 KBT-60064	Other	Other manufacturers in the country	
KIT	Kit, Idaho	1234 L02 78B24	OOB	or manufacturers that have gone out of business	

Meetings help answer code queries

by Al Rust, SAA inspector

I have been asked by my lead worker, Albert Endres, and my manager, Larry Iverson, to meet with all of the building officials in the state to keep the lines of communication open and to work out any misunderstandings about the new code on manufactured-home installation.

The new MD&P code went into effect in April. Any time we have a code change, we always have lots of

questions. The meetings are designed to answer those questions and cover some material that we believe to be important.

I look forward to meeting with building officials. When you get the call asking for a meeting, please ask your inspectors for any questions they might have. The meetings are short and we cover a lot of information. See you soon. ■

Make sure installers have valid licenses

by Dwight West

In the state of Oregon, no person shall install a manufactured home or install skirting on a manufactured home without first having obtained a license from the Building Codes Division.

It is also a law in this state that no dealer or other entity shall employ, hire or contract any individual that

does not have an MDI or LSI license to install a manufactured home or skirting for a manufactured home.

It is your responsibility to ensure that when you hire someone to do this type of work for you that they have a valid license. ■

Check on site-drainage issues

by Mark Campion

The wet season is now upon us. Although proper preparation to deal with surface water runoff or high ground water levels is always important, regardless of the season, as we watch things get wetter we can better understand the reasons why.

Are provisions being made for the following?

- Drainage for the gutters — Tied into storm drainage systems, exiting at the street, or dumping well away from the perimeter of the home.
- Backfill sloped away from the home — three inches within 5 feet, and kept no closer than 6 inches vertically to any untreated wood or siding.
- Masonry block skirting — Coated or sealed below grade to stop water infiltration into the crawl space on a pit set.
- Curtain or French drains behind the home — On a cut-away hillside to capture water coming down the hillside.
- Concrete sidewalks, driveways, and patio slabs —

Sloped away from the perimeter of the home ¼-inch per foot.

- Site elevation — Top of the perimeter retaining 12 inches above the elevation of the street or driveway adjacent to the home to facilitate drainage line
- Low point drains — Between runners on a pit set.

Not all of the above are required on all sites. The specific site will determine what is appropriate, and the local building authority may allow alternate methods.

Sales staff should be asking appropriate questions of their customers and contractors, regardless of whether they are providing the improvements. For example, if a customer is going to install gutters himself, as a courtesy, the dealer could point out the importance of proper drainage for the gutters to tie into. If the dealer is contracting this work, then the dealer needs to take charge and ensure that things are done properly. ■

Good installations lauded

by Al Rust, SAA inspector

The manufactured-housing industry and Building Codes Division recognize the following installers and their crews who have installed homes in the past three months with no non-conformances:

- Michael Kammer, Turner
- Phillip Sterling, Dallas
- Gregory Theroux, Oregon City
- Harvey Thompson, Grants Pass
- Kevin Lee Allen, Chehalis, WA
- Dennis Shad, Coos Bay
- Richard E. Tenold, The Dalles
- Matthew Chaney, Coos Bay
- Guy A. Rogers, Bandon
- Brian Shimer, Myrtle Creek

The information for this article was taken from inspection reports sent into this division from jurisdictions around the state. Thanks to the installers and inspectors participating in this program.

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