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### **MHC Consultants LLC**

#### **Course Information**

This course has been developed MHC Consultants and approved by the Department of State for training credit as follows:

3 hours, Manufactured Housing

Course number: mfg0009500

Course provider: MHC Consultants LLC

Course location: Online

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### **MHC Consultants LLC**

#### **Course Attendance Issues**

The Division of Building Standards and Codes will not give course attendees credit for a course without the meeting the required milestones:

Arriving more than 15 minutes after training start time,  
leaving before the training end time,  
missing more than 15 minutes of training time(out of room,  
ie:phone call),  
or failing to successfully complete a required quiz, if applicable.

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### **MHC Consultants LLC**

#### **Course Development**

Utilized Installation Instruction Manual for



[www.titanhomesny.com](http://www.titanhomesny.com)



Thank you to: Ed Ostrander, General Manager; Mike Perri, Service Manager; Jacob Nelson, Quality Control;  
Champion Home Builders, Titan Homes Division - Sangerfield, NY

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Course Development



[www.blevinsinc.com](http://www.blevinsinc.com)

Thank you to: Fred Smith and Tiffany Lawrence for providing manuals, tech specs and demonstration equipment

15

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Course Development



[www.skylinehomes.com](http://www.skylinehomes.com)

Thank you to: John Jacon for providing images and technical assistance

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Course Development



**Department of State**  
**Building Standards & Codes**

Thank you to: Christopher Therrian for providing images and technical assistance

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**MHC Consultants LLC**

**Course Development**

  
William Sherman  
Administrator – Manufactured Housing  
Division of Building Standards and Codes

 **Department of State**  
Building Standards & Codes

Special thank you to: William Sherman for his invaluable assistance in the creation of this program, and for asking me a question one time at a meeting.

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**MHC Consultants LLC**

**THIS COURSE IS CONTENT HEAVY!**

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**MHC Consultants LLC**

- Manufactured Home
- Mobile Home
- Factory Manufactured Home
- Park Model Home
- Trailer

It's only a name, right?

18

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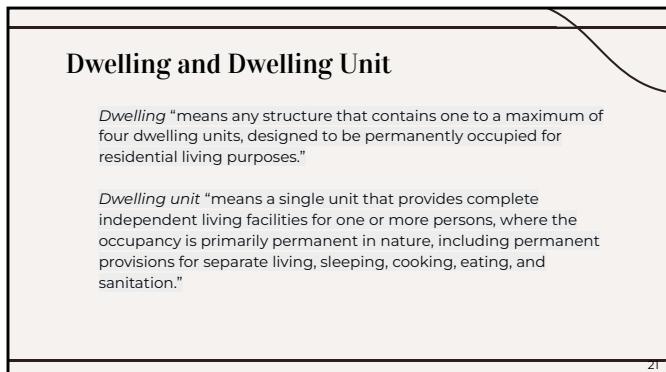
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**MHC Consultants LLC**

**What is a Manufactured Home ?**

- A structure designed as a dwelling
- Transportable in one or more sections
- 8 feet wide (or more) or
- 40 feet long (or more) in the traveling mode
- 320 square feet or larger
- Built on a permanent chassis
- With or without a permanent foundation
- Pre-installed plumbing, heating, hvac
- Built after June 15, 1976

And...

22

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**MHC Consultants LLC**

**★ Bearing a seal signifying conformance to the design and construction requirements of the Department of Housing and Urban Development, Manufactured Home Construction and Safety Standards, 24 CFR Part 3280 (HUD Code)**



23

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**MHC Consultants LLC**



**TITAN<sup>®</sup>  
HOMES**

24

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★ **MHC Consultants LLC**

**What is an attached Manufactured Home?**

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★ **MHC Consultants LLC**

**What is an attached Manufactured Home?**

An attached manufactured home is two or more adjacent manufactured homes that are structurally independent from foundation to roof and with open space on at least two sides, but which have the appearance of a physical connection (i.e. zero lot line)

**Appendix BA 103**

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★ **MHC Consultants LLC**

**What is a Manufactured Home?**



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**MHC Consultants LLC**

**What is a Manufactured Home?**



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**MHC Consultants LLC**

**What is a Manufactured Home?**



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**MHC Consultants LLC**

**What is a Manufactured Home?**



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**MHC Consultants LLC**

**What is a Manufactured Home?**



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**MHC Consultants LLC**

***“A manufactured home is not a motorhome or trailer, and although it is often called a “mobile home,” it is not that either.”***

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### MHC Consultants LLC

#### What is a **Mobile Home** ?

- A structure designed as a dwelling
- Transportable in one or more sections
- Built on a permanent chassis
- With or without a permanent foundation
- Pre-installed plumbing, heating, hvac
- Built before June 15, 1976

And...

34

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### MHC Consultants LLC

#### May or may not contain a label certifying compliance with NFPA, ANSI or a specific state standard

For the purpose of these provisions, a mobile home shall be considered a manufactured home.



35

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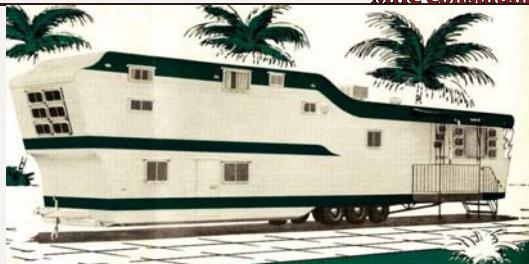
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### MHC Consultants LLC



CHECK THIS LIST OF STANDARD EQUIPMENT FOUND IN EVERY SMOKER MOBILE HOME

THEMOPANE PICTURE WINDOWS  
LARGE ELECTRIC WATER HEATER  
SECURE BRAKES AND BRAKING SYSTEM  
ALUMINUM SCREEN DOORS

VARIETY OF INTERIOR AND EXTERIOR COLOR SCHOOLS, PLANNED WITH YOU

DOUBLE BOTTLE GAS TANKS AND RACK

APARTMENT SIZE DESK GAS RANGE

ADequate Storage Space

POWER FRESH AIR VENTS

APARTMENT SIZE DESK GAS RANGE

POWER FRESH AIR VENTS

ADequate Storage Space

POWER FRESH AIR VENTS

MADE FROM SOLID WOOD

POWER FRESH AIR VENTS

### MHC Consultants LLC

#### What is a **Factory Manufactured Home** ?

- AKA: Modular Home
- A structure designed as a dwelling
- Transportable in sections
- Intended for permanent foundation
- Constructed in a manufacturing facility
- Frame on modular

And...

37

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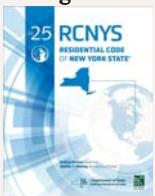
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### MHC Consultants LLC

- Bearing a NYS Insignia of Approval signifying conformance to design and construction requirements of the NYS Uniform Fire Prevention and Building Code



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### MHC Consultants LLC

Image courtesy of Skyline Champion



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## What is a CrossMod®?

A CrossMod® is a marketing term for a HUD code home that meets the requirements of the Fannie Mae and Freddie Mac MH Advantage program.

- Multi-Section, not single
- No metal siding
- Eaves 6" or greater
- One of the following:
  - Dormer and covered porch (Min 72 sq. Ft.)
  - Dormer and attached garage or carport
  - Covered porch (Min 72 sq. Ft. And attached garage or carport)
- Low profile finished floor set not to exceed 30" from bottom of floor joist to exterior grade for front or other entry elevation barring site topography

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## What is a CrossMod®?

Definition continued:

- One of the Following Energy Standards
  - U-Value of 0.076 or less
  - 2009 International Energy Conservation Code
  - Energy STAR
- Finished Drywall throughout including closets
- All cabinets must be solid wood or veneered
- No plastic features in bathrooms

41

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## MHC Consultants LLC

### What is a Park Model Home?

- A structure designed as a **temporary** dwelling  
Seasonal Use
- Transportable by LD truck
- Built on a single chassis
- 400 Sq. Ft. or less

And...

45

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## MHC Consultants LLC

### What is a Park Model Home?

- A structure designed as a **temporary** dwelling  
Seasonal Use
- Transportable by LD truck
- Built on a single chassis
- 400 Sq. Ft. or less

And...

**May or may not contain a label certifying  
compliance with ANSI A119.5  
"Recreational Vehicle" standard.**



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## MHC Consultants LLC

### What is a Park Model Home?

- A structure designed as a **temporary** dwelling  
Seasonal Use
- Transportable by LD truck
- Built on a single chassis

ANSI A119.5, Standard for Park Model Recreational Vehicles, is developed by the Recreational Vehicle Industry Association (RVIA) and defines a Park Model Recreational Vehicle as, "A single living recreational vehicle that is primarily designed and completed in a single chassis, mounted on wheels, to provide temporary living quarters for recreational, camping or seasonal use, [and] is certified by the manufacturer as complying with all applicable requirements of ANSI A119.5. ."

**May or may not contain a label certifying  
compliance with ANSI A119.5  
"Recreational Vehicle" standard.**



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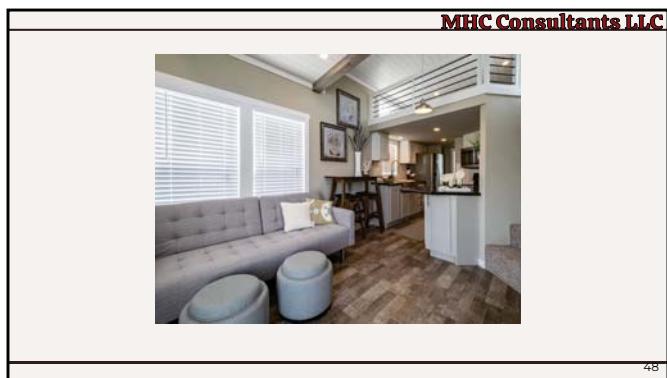
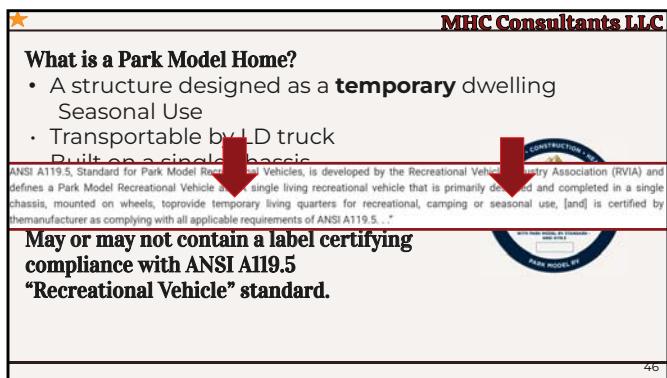
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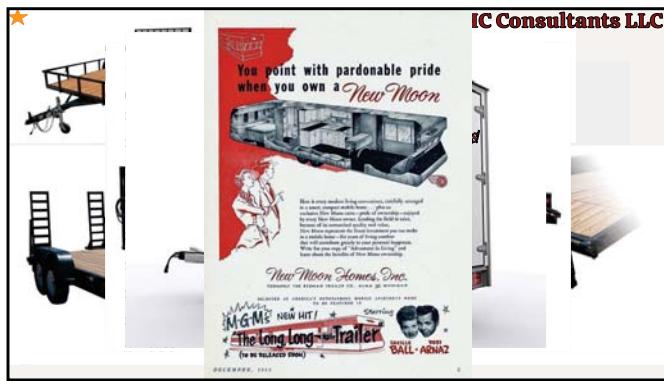
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**IC Consultants LLC**



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**MHC Consultants LLC**



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**IC Consultants LLC**



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<input type="checkbox"/> Fire <input type="checkbox"/> Tow <input type="checkbox"/> Utility <input type="checkbox"/> Other (type of Vehicle or Truck)		<b>APPLICATION FOR TITLE</b> <small>Check here if you are applying for a title or a license plate. If you are applying for a title or a license plate, you must pay the appropriate title or license plate tax.</small>	
STATE: <b>Florida</b> CITY: <b>Tampa</b> ZIP: <b>33607</b> <small>Check here if you are applying for a title or a license plate. If you are applying for a title or a license plate, you must pay the appropriate title or license plate tax.</small>		<small>Florida Department of Motor Vehicles 1000 N. MacArthur Blvd., Suite 1000, Tampa, FL 33602 813-222-4400</small>	
<b>UNLADEN WEIGHT</b> <small>Enter the weight of the vehicle when empty. If the vehicle is a truck, enter the weight of the truck when empty.</small>		<b>MAXIMUM GROSS WEIGHT (FOR TRUCKS)</b> <small>Enter the maximum gross weight of the vehicle when fully loaded. If the vehicle is a truck, enter the maximum gross weight of the truck when fully loaded.</small>	
ADULT SEATING CAPACITY <small>(including Driver)</small>		<small>Is the vehicle currently registered in new owner's name?</small> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>C MANUFACTURED HOMES ONLY</b>		<small>How was the manufactured home obtained?</small> <input type="checkbox"/> New <input type="checkbox"/> Used	
<b>SERIAL NUMBER</b> <small>Enter the serial number of the vehicle.</small>		<b>YEAR   MAKE   COLOR   UNLADEN WEIGHT</b> <small>Enter the year, make, color, and unladen weight of the vehicle.</small>	
<b>YEAR   MAKE   COLOR   SIZE</b> <small>Width   Length</small>		<small>Is the trailer currently registered in new owner's name?</small> <input type="checkbox"/> Yes <input type="checkbox"/> No <small>If Yes, Plate Number:</small>	
<b>TYPE</b> <input type="checkbox"/> House Trailer <input type="checkbox"/> Boat Trailer <input type="checkbox"/> Semi Trailer <input type="checkbox"/> Refrigerator Trailer <input type="checkbox"/> Other		<small>Florida Department of Motor Vehicles 1000 N. MacArthur Blvd., Suite 1000, Tampa, FL 33602 813-222-4400</small>	

<input checked="" type="checkbox"/> Fire <input type="checkbox"/> Tow <input type="checkbox"/> Utility <input type="checkbox"/> Other (type of Vehicle or Truck (seating))		<b>APPLICATION FOR TITLE</b> <small>Check either box A or box B below</small> <b>IMPORTANT:</b> If you are not sure which box to check, call the DMV at 1-800-322-7010. <b>Box A:</b> I am the owner of the vehicle or truck listed above and I am applying for a title in my name. <b>Box B:</b> I am not the owner of the vehicle or truck listed above. I am applying for a title in the name of the owner. <b>NOTICE:</b> It is illegal to give false information on this application. Any false information will result in a fine of up to \$1,000.00 and/or imprisonment for up to 1 year.	
<b>UNLADEN WEIGHT</b> <b>MAXIMUM GROSS WEIGHT (FOR TRUCKS)</b> <input type="checkbox"/> Less than 16,000 lbs. <input type="checkbox"/> 16,000 lbs. or more			
<b>ADULT SEATING CAPACITY (including Driver)</b> Is the vehicle currently registered in new owner's name? <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>How was the trailer obtained?</b> <input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Leased <input type="checkbox"/> Salvaged	
<b>C MANUFACTURED HOMES ONLY</b> <b>SERIAL NUMBER</b>  <b>YEAR</b> <b>MAKE</b> <b>COLOR</b> <b>SIZE</b> (Width Length)		<b>VEHICLE IDENTIFICATION NUMBER</b>  <b>YEAR</b> <b>MAKE</b> <b>COLOR</b> <b>UNLADEN WEIGHT</b>  Is the trailer currently registered in new owner's name? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, Plate Number: _____	
<b>TYPE</b> <input type="checkbox"/> House Trailer <input type="checkbox"/> Boat Trailer <input type="checkbox"/> Semi Trailer <input type="checkbox"/> Refrigerator Trailer <input type="checkbox"/> Other _____			

**MHC Consultants LLC**

## **Federal Legislation - MH Improvement Act 2000**

Signed by President William Clinton 12/27/2000

Amended Manufactured Housing Construction and Safety Standards Act 1974

Appoint Manufactured Housing Consensus Committee (MHCC)

- Equivalent of NYS Codes Council

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**MHC Consultants LLC**

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**MHC Consultants LLC**

Amended Manufactured Housing Construction and Safety Standards Act 1974

- Appoint MHCC
- Modernized Construction Requirements

Creating new mandates including

- MH Installation Program
- Dispute Resolution Program

61

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**MHC Consultants LLC**

Installation program shall include

- An installation standard
- Training and licensing of installers
- Inspection program of homes

62

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**MHC Consultants LLC**

Installation program shall include

Dispute program shall include

- Avenue to resolve disputes between Man/Ret/Inst
- Correction or repair of defects in MH
- Timeframe to file compliant (1yr from Installation)
- Notification to consumer

63

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**MHC Consultants LLC**

Installation program shall include

Dispute program shall include

- Avenue to resolve disputes between Man/Ret/Inst
- Correction or repair of defects in MH
- Timeframe to file compliant (1yr from Installation)
- Notification to consumer

Each state must adopt legislation establishing respective program by December 27, 2005

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**MHC Consultants LLC****State Legislation – NY Manufactured Housing Advancement Act 2005**

Signed by Governor George Pataki 10/11/2005  
Implement provisions of Federal MHIA 2000

**Article 21-B of Executive Law of NY  
"Manufactured Homes"**

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**MHC Consultants LLC****Article 21-B of Executive Law of NY**

Established requirements for:

- Certifications
- Warranty Seals & Quarterly Reporting
- Dispute Resolution
- Training & Continuing Education
- NYS DOS Responsibilities

66

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**MHC Consultants LLC****§602 Certification**

*On and after July 1, 2006, no person or business entity shall... Manufacture, Sell, Install or Service unless*

67

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**MHC Consultants LLC****§602 Certification**

*On and after July 1, 2006, no person or business entity shall... Manufacture, Sell, Install or Service unless*

- The person or business is certified **and**

68

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**MHC Consultants LLC****§602 Certification**

*On and after July 1, 2006, no person or business entity shall... Manufacture, Sell, Install or Service unless*

- The person or business is certified **and**
- At least 1 certified person is on-site

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**MHC Consultants LLC****Certification Types**

**Manufacturer:** Any person or business entity engaged in manufacturing or producing manufactured homes

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**MHC Consultants LLC****Manufacturer**

**Installer:** Any person or business entity, including, but not limited to, a retailer or mechanic, who installs or sets up a manufactured home for a buyer

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**MHC Consultants LLC****Manufacturer****Installer**

**Retailer:** Any person or business entity engaged in the in the Retail selling or offering for sale, brokering or distribution of manufactured homes

72

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**MHC Consultants LLC**

Manufacturer

Installer

Retailer

**Mechanic:** Any person or business entity engaged in the business of performing **service** on manufactured housing

**Service: The modification, alteration or repair of the structural systems of a manufactured home**

75

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**MHC Consultants LLC****§604 Powers of the Department**

Establish program Rules & Regulations

- **19 NYCRR Part 1210**

Issue/Deny Certifications

Receive complaints, conduct investigations

Maintain an Online Registry

- List certified parties
- Record of violations & fines

State Administrative Agency

74

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**MHC Consultants LLC****§609 State Administrative Agency Requirements**

Carry out the state plan and enforce the National Manufactured Housing Construction and Safety Standards Act

Manufacturers and Retailers are subject to Federal requirements

Authorized to enter at reasonable times... Any factory, warehouse, or establishment where manufactured housing is stored or held for sale

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**MHC Consultants LLC**

As a condition of receiving and retaining any certification...the certified party agrees to submit to the jurisdiction copies of records, reports or certifications in connection with any disputes or resolution of disputes.

To accept service of any notice, complaint, or other paper provided by the Dept. of State

To be bound by any consent order, decision, or final decision and order made by the Dept. of State

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**MHC Consultants LLC****Definition: Installation**

- Affixation of a manufactured home to a foundation or supports at a building site

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**MHC Consultants LLC****Definition: Installation**

- Affixation of a manufactured home to a foundation or supports at a building site
- Assembly and fastening of structural components...including the completed roof system; and

79

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**MHC Consultants LLC****Definition: Installation**

- Affixation of a manufactured home to a foundation or supports at a building site
- Assembly and fastening of structural components...including the completed roof system; and
- The connection to electric, oil, water, gas, sewage and any necessary systems for the use of the manufactured home for dwelling purposes.

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**MHC Consultants LLC****Promulgated Regulation: 19 New York Codes Rules and Regulations Part 1210 "Manufactured Homes Regulations"**

Implements the provisions of Article 21-B

Applies to... Manufacturers, Retailers, Installers &amp; Mechanics

## \*Factory manufactured homes

A4112-2013 (3/25/2014) Recommitted: Assembly Government Operations  
S3223-2013 (3/25/2014) Amended & Recommitted: Senate Housing, Construction & Community Development

81

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**MHC Consultants LLC****Established rules and regulations for**

Training & Continuing Education  
Certification & the standards for  
Application Fees  
Resolution of disputes  
And More...

82

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**MHC Consultants LLC****Application Fees**

Entity	Initial	Renewal
Manufacturer	<b>\$200</b>	<b>\$200</b>
Retailer	<b>\$200</b>	<b>\$200</b>
Installer	<b>\$200</b>	<b>\$200</b>
Mechanic	<b>\$100</b>	<b>\$100</b>
Limited	<b>\$25</b>	<b>\$25</b>
Owner Occupant	<b>\$25</b>	<b>N/A</b>

85

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**MHC Consultants LLC****Corporations, LLC's, LP's**

- These business entities applying for certification must employ...
  - (1) at least one certified person
    - That employee must apply for limited certification & meet the experience and education requirements
- Provide appropriate Financial Security
- Fee: \$200 + \$25 for each employee

84

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**MHC Consultants LLC****Individuals/DBA's**

- Individuals applying for certification must...
  - Meet the experience and education requirements
  - Provide appropriate Financial Security
- Fee \$200, + \$25 for each additional employee

85

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### **MHC Consultants LLC**

#### **Multiple Categories**

Such as:

Manufacturer & Retailer

Retailer & Installer

A limited certification must be assigned to each category

Installer with a Limited Mechanic

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### **MHC Consultants LLC**

#### **Multiple Locations (manufacturers/retailers)**

Operating more than one plant or sales location

- Such as Skyline Champion Corporation
  - 36 manufacturing facilities throughout US
  - 9 currently certified for NY
- Skyline Homes, Champion Homes, Redman Homes, Titan Homes, Atlantic Homes and others
- or CMH Homes, Inc.
  - Multiple retail sales centers in NY

87

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### **MHC Consultants LLC**

- Each location shall be certified
- A limited certification must be assigned to each site.**
- One representative can be assigned to more than one site.

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**MHC Consultants LLC****Owner Occupant Certification**

- Complete 21-b and Installer Course
- Identify the home and location
- Valid until completion or 1yr, whichever is earlier
  - not renewable
- Owner/occupant or co-owner/co-occupant
- Not authorized to act as Mechanic
- Not authorized to complete another installation

89

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**MHC Consultants LLC****Qualifications**

- **Manufacturer**
  - HUD Approval
  - Provide Financial Security
  - Completion this course

90

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**MHC Consultants LLC****Retailer**

- Provide Financial Security
- 1yr. full time employment in MH industry or substantially similar
- High school graduate or equivalent
- Completion this course

91

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**MHC Consultants LLC****• Installer**

- Provide Financial Security
- 2 yrs. full time employment installing MH or substantially similar  
Or have Substantial involvement in 20 MH installations
- High school graduate or equivalent
- Completion of this course & 13 additional hrs
- Examination

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**MHC Consultants LLC****• Installer**

- Provide Financial Security
- 2 yrs. full time employment installing MH or substantially similar  
Or have Substantial involvement in 20 MH installations
- High school graduate or equivalent
- Completion of this course & 13 additional hrs
- Examination

**You must apply within 6  
months of passing the  
examination**

95

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**MHC Consultants LLC****• Mechanic**

- Provide Financial Security
- 1 yr. full time employment servicing MH or substantially similar
- High school graduate or equivalent
- Completion this course & 3 additional hrs
- Examination

94

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### **MHC Consultants LLC**

#### **• Mechanic**

- Provide Financial Security
- 1 yr. full time employment servicing MH or substantially similar
- High school graduate or equivalent
- Completion this course & 3 additional hrs
- Examination

**You must apply within 6 months of passing the examination**

95

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### **MHC Consultants LLC**

#### **Limited Certification**

- Individuals applying for limited certification must...
- Meet the experience and education requirements
  - Have appropriate Financial Security provided by **EMPLOYER**
- Fee \$25 for each employee

96

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### **MHC Consultants LLC**

#### **Limited Certification**

- Individuals applying for limited certification must...

- Meet the following requirements:

Individual Limited Certification as ...	Employer Certified as ...
Manufacturer	Manufacturer
Retailer	Retailer
Installer	Installer
Mechanic	Installer or Mechanic
- Fee \$25

97

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**MHC Consultants LLC**

**Financial Security**

*"A person or business entity certified...*

*must maintain an acceptable deposit account, letter of credit or surety bond in full force and effect...*

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**MHC Consultants LLC**

*"must maintain an acceptable \_\_\_\_\_ in full force and effect...*

*1. At all times while certification is in effect;*

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**MHC Consultants LLC**

*"must maintain an acceptable \_\_\_\_\_ in full force and effect...*

*1. At all times while certification is in effect;  
2. At all times while certification is suspended; and*

100

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**MHC Consultants LLC**

"must maintain an acceptable \_\_\_\_\_ in full force and effect..."

1. At all times while certification is in effect;
2. At all times while certification is suspended; and
3. At all times following the expiration or revocation of certification until the expiration of timeframe under which a homeowner can file a complaint...

101

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**MHC Consultants LLC**

"must maintain an acceptable \_\_\_\_\_ in full force and effect..."

If a complaint has been filed, until such time as the complaint is resolved.

1. 21-b order satisfied;
2. 21-b judgement satisfied;
3. Appeal timeframe has expired.

102

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**MHC Consultants LLC****Surety Bond, Deposit Account Control Agreement or Letter of Credit**

in amount of:

- \$50,000 – Manufacturer
- \$25,000 – Retailer
- \$10,000 – Installer
- \$5,000 – Mechanic

103

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### MHC Consultants LLC

#### Duration

**Certification valid 2 years**

- Renewal
  - Continuing Education 3 hrs prior
  - Complete Application process



104

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### MHC Consultants LLC

#### Manufacturer's Reporting

- Quarterly or monthly
- DOS form
- Home information
- Retailer shipped to
- Authorized Signature
  - Name & Address

105

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### MHC Consultants LLC

#### Manufacturer's Warranty Seals

#### Guarantee from the Manufacturer

- Approved by HUD
- Construction per HUD codes
- Certified by DOS



106

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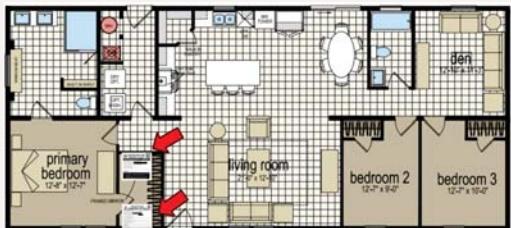
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**MHC Consultants LLC**

- Permanently attached
  - Largest closet in the largest bedroom



107

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**MHC Consultants LLC****Manufacturer Responsibilities****CFR 3282 Procedural and Enforcement Regulations**

- Remedial Actions to Consumer Complaints
  - Must INVESTIGATE within 30 days
  - Is it a MANUFACTURING PROBLEM and does it require action
- In addition, RESEARCH factory records
  - Is there a "CLASS" of homes
  - If so, PLAN of notification and correction

108

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**MHC Consultants LLC****Retailer Responsibilities**

- The structure must be suitable for the climate zones of the project site.
- Retailers cannot alter a home in any manner that would disqualify it as complying with the HUD code. This is through installation or when it is given over for delivery.

109

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**MHC Consultants LLC**

- The structure must be suitable for the climate zones of the project site.
- Retailers cannot install a handrail that would disqualify it as code compliant. This is a code for delivery.



110

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**MHC Consultants LLC**

- The structure must be suitable for the climate zones of the project site.
- Retailers cannot install a handrail that would disqualify it as code compliant. This is a code for delivery.



111

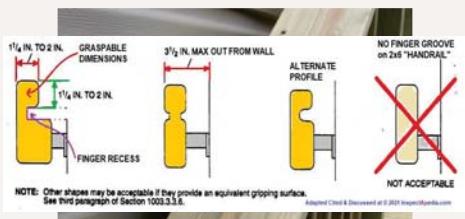
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**MHC Consultants LLC****HUD Retailer Responsibilities**

112

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**MHC Consultants LLC**

• Manufacturer's Warranty Seal 

- To notify the manufacturer of any defects or non-compliances
- Retailer must notify the manufacturer of any consumer complaint on any non-complying defect.
- Provide and complete information cards

115

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**MHC Consultants LLC**

PLEASE DETACH AND RETURN  
WARRANTY REGISTRATION

OWNER/PURCHASER STREET ADDRESS	STATE	ZIP	PHONE
RETAILER/SELLER STREET ADDRESS			DATE SOLD
ADDRESS OF HOME STREET ADDRESS	STATE	ZIP	PHONE
DATE OF MFG. / /	SERIAL NO.		
MODEL NO.	DESIGN WIND ZONE	DESIGN ROOF LOAD	THERMAL ZONE
<input type="checkbox"/> OTHER	<input type="checkbox"/> WIND ZONE I: 10 MPH	<input type="checkbox"/> SOUTH 30 MPH	<input type="checkbox"/> ZONE I
<input type="checkbox"/> OTHER	<input type="checkbox"/> WIND ZONE II: 100 MPH	<input type="checkbox"/> MODELS 30 MPH	<input type="checkbox"/> ZONE II
<input type="checkbox"/> OTHER	<input type="checkbox"/> WIND ZONE III: 110 MPH	<input type="checkbox"/> NORTH 40 MPH	<input type="checkbox"/> ZONE III
<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> OTHER	<input type="checkbox"/> ZONE IV

TO BE COMPLETED  
AFTER FIRST SALE

TO BE COMPLETED  
AFTER SECOND SALE

TO BE COMPLETED  
AFTER THIRD SALE

Complete and attach to the back of the information card and return to the manufacturer.

114

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**MHC Consultants LLC**

**Dispute Resolution Notice**

- Federal Requirement
- Obtain Consumer Acknowledgement
- Maintain copy for Retailer records

**U.S. DEPARTMENT OF STATE**

**Information** February 2016

**RETAILER DISPUTE RESOLUTION NOTIFICATION**

This form is used to provide manufacturers, retailers, or installers (hereinafter referred to as "Retailers") with notice of the availability of the Consumer Dispute Resolution Program. The U.S. Department of State, Division of Trading Standards and Credit, Consumer Protection Division, is responsible for the administration of the Consumer Dispute Resolution Program. The Consumer Dispute Resolution Program is a mandatory arbitration program that is designed to resolve disputes between manufacturers and consumers. The Consumer Dispute Resolution Program is not designed to resolve disputes between manufacturers and retailers, or any other persons, warranty programs.

In New York State, companies for the resolution of disputes should be referred to the New York State Office of General Counsel, Consumer Protection Bureau, Division of Trading Standards and Credit, Consumer Protection Division, Telephone 518-473-4071, Fax 518-473-4087.

U.S. DEPARTMENT OF STATE  
Division of Trading Standards and Credit  
Consumer Protection Division  
www.state.ny.us

115

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**MHC Consultants LLC**

## **HUD Retailer Responsibilities**

## Installation Disclosure Notice

- Federal Requirement

homes (new or pre-owned) are required to be installed in compliance with all New York State installation requirements. All manufactured homes constructed prior to July 12, 2021, are required to have carbon monoxide alarms installed in accordance with the Uniform Code in effect at the time of its construction; homes constructed on or after this date shall have carbon monoxide alarms in accordance with the HUD Code. Building permits from the local jurisdiction are



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**MHC Consultants LLC**

## HUD Retailer Responsibilities

## Installation Disclosure Notice

#### • Federal Requirement

inspected by the local Code Enforcement Official. Any "Alternative Tie-Down and/or Foundation Systems" that deviate from the manufacturer's installation manual must be designed by a NYS Design Professional (pre-owned and new homes) and approved by the manufacturer and Design Approval Primary Inspection Agency (DAPIA) (new homes only). All manufactured homes must be

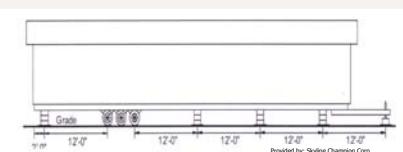


120

MHC Consultants LLC

## Display of homes

- Provide temporary blocking per manufacturer's instructions



12

**MHC Consultants LLC****Display of homes**

- Provide temporary blocking per manufacturer's instructions



122

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**MHC Consultants LLC****Retailer Responsibilities**

- Provide temporary blocking per manufacturer's instructions



123

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**MHC Consultants LLC****Retailer Responsibilities**

- Provide temporary blocking per manufacturer's instructions



124

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**MHC Consultants LLC****Retailer Responsibilities**

- Provide temporary blocking per manufacturer's instructions



125

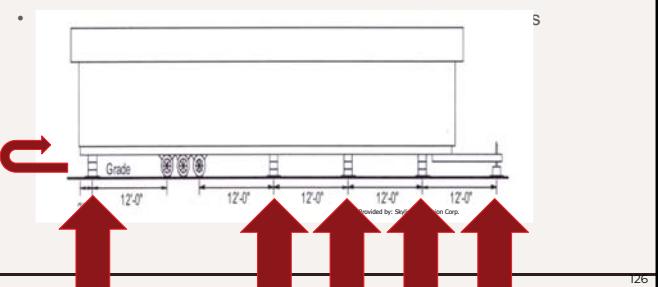
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**MHC Consultants LLC****Display of homes**

126

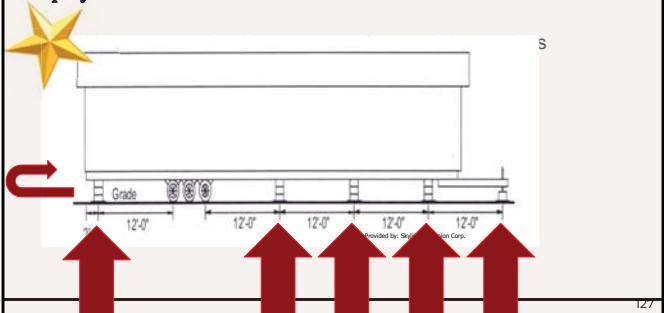
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**MHC Consultants LLC****Display of homes**

127

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**MHC Consultants LLC****Preemption**

No state or local authority may establish any standard regarding construction or safety which is not identical to...



128

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**MHC Consultants LLC****Preemption**

No state or local authority may establish any standard regarding construction or safety which is not identical to...



129

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**MHC Consultants LLC****Preemption**

No state or local authority may establish any standard regarding construction or safety which is not identical to...



130

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**MHC Consultants LLC****Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

135

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**MHC Consultants LLC****Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

134

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**MHC Consultants LLC****Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

50 psf roof snow load

135

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**MHC Consultants LLC**

**Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

50 psf roof snow load

136

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**MHC Consultants LLC**

**Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

50 psf roof snow load

#6 copper wire to bond chassis of a multi-section home

137

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**MHC Consultants LLC**

**Preemption Exercise**

The LAHJ requires:

Shipped loose assembled drain lines insulated

50 psf roof snow load

#6 copper wire to bond chassis of a multi-section home

138

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**MHC Consultants LLC****Preemption Exercise**

The LAHJ requires:

~~Shipped loose assembled drain lines insulated~~

~~50 psf roof snow load~~

~~#6 copper wire to bond chassis of a multi-section home~~

Carbon monoxide alarm in the home

139

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**MHC Consultants LLC****Preemption Exercise**

The LAHJ requires:

~~Shipped loose assembled drain lines insulated~~

~~50 psf roof snow load~~

~~#6 copper wire to bond chassis of a multi-section home~~

Carbon monoxide alarm in the home

**What year was the home built?**

140

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**MHC Consultants LLC****HUD Code Changes**

- **Changes to 24 CFR 3280, 3282, and 3285 went into effect September 15th, 2025.**
- The following are some highlights of those changes, and do not include all changes to the Code.

151

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**HUD Code Changes continued**

- **Up to four unit manufactured homes:** Changes to regulatory language allow single family manufactured homes to offer up to four dwelling units while ensuring comprehensive fire safety to occupants by adding benchmarks and guidelines that meet Manufactured Housing Construction and Safety standards.
- **Open floor plans, truss designs, and specifications for attics:** The updated requirements for exterior door separation and structural design enable open floorplans that maintain fire safety, clarify unclear provisions, and enable optimization of truss design. In addition, the final rule includes more clarity regarding structural design requirements for attics.
- **Ridge roof designs:** Revised definitions and regulatory language allow certain specified roof ridge designs (peak cap and peak-flip roof assembly) without a requirement for specific on-site inspections by a HUD-approved agency, except for certain exclusions. This type of roof installation is common through the industry and uses technology that is time-tested. This update is beneficial for manufacturers and consumers by incorporating more recent design practices into the regulations and eliminating unnecessary inspections and associated costs.
- **Materials that facilitate modern design approaches and improve quality:** Updates to reference standards for materials (wood, steel, piping) and products align with other building standards, allowing the use of more modern design approaches and installations of alternative materials that improve the quality and safety of homes for consumers.
- **Accessibility improvements:** Modifications to standards for accessible showers comply with national disability standards for roll in showers. This eliminates the need for HUD alternative construction approval and reduce cost and burdens for manufacturers and consumers.
- **Modern and energy-saving appliances:** Updated and newly added standards allow for the use of more modern and energy efficient appliances, including gas-fired tankless water heaters, eliminating the need for HUD alternative construction approvals for use of such appliances.
- **Additional process efficiencies that save time and reduce costs:** Improved language stipulating prerequisites for the process of obtaining installation licenses increase flexibility for installers; updates to water system piping testing procedures decrease on-site testing time; and utilization of appliance QR codes for manuals and information will reduce paperwork and bookkeeping.

**HUD Code Changes continued**

- **Up to four unit manufactured homes:** Changes to regulatory language allow single family manufactured homes to offer up to four dwelling units while ensuring comprehensive fire safety to occupants by adding benchmarks and guidelines that meet Manufactured Housing Construction and Safety standards.
- **Open floor plans, truss designs, and specifications for attics:** The updated requirements for exterior door separation and structural design enable open floorplans that maintain fire safety, clarify unclear provisions, and enable optimization of truss design. In addition, the final rule includes more clarity regarding structural design requirements for attics.
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**HUD Code Changes continued**

- **Up to four unit manufactured homes:** Changes to regulatory language allow single family manufactured homes to offer up to four dwelling units while ensuring comprehensive fire safety to occupants by adding benchmarks and guidelines that meet Manufactured Housing Construction and Safety standards.
- **Open floor plans, truss designs, and specifications for attics:** The updated requirements for exterior door separation and structural design enable open floorplans that maintain fire safety, clarify unclear provisions, and enable optimization of truss design. In addition, the final rule includes more clarity regarding structural design requirements for attics.
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- **Additional process efficiencies that save time and reduce costs:** Improved language stipulating prerequisites for the process of obtaining installation licenses increase flexibility for installers; updates to water system piping testing procedures decrease on-site testing time; and utilization of appliance QR codes for manuals and information will reduce paperwork and bookkeeping.

## **HUD Code Changes continued**

- Up to four manufactured homes:** Changes to regulatory language allow single family manufactured homes to offer up to four dwelling units while ensuring comprehensive fire safety to occupants by adding benchmarks and guidelines that meet Manufactured Housing Construction and Safety Code.
- Open floor plans, trust designs, and specifications for attics:** The updated requirements for exterior door separation and structural design create open floorplans that are more accessible, create underfloor access, and enable optimized use of truss design. In addition, the final rule makes changes to existing structural design requirements for attics.
- Ridge roof design:** Additional design and regulatory language allow certain specific roof ridge designs (peak cap and peak flip roof assemblies) without a requirement for specific on-site inspections by a HUD-approved agency, except for certain exclusions. This type of roof installation is common through the industry and uses technology that is time-tested. This update is beneficial for manufacturers and consumers by incorporating more recent design practices into the regulations and eliminating unnecessary inspections and associated costs.
- Materials that facilitate modern design approaches and improved quality:** Updates to reference standards for materials (wood, steel, concrete, and glass) as well as other industry standards, allow the use of more modern design approaches and installation of alternative materials, and improve the quality and safety of homes for consumers.
- Accessibility improvements:** Modifications to standards for accessible showers comply with national disability standards for roll in showers. This eliminates the need for HUD alternative construction approval and reduce cost and burdens for manufacturers and consumers.
- Modern and energy-saving appliances:** Updated and newly added standards allow for the use of more modern and energy efficient appliances, including gas-fired tankless water heaters, eliminating the need for HUD alternative construction approvals for use of such appliances.
- Administrative process efficiencies that save time and reduce costs:** Improved language stipulates prerequisites for the process of obtaining installation licenses increase flexibility for installers, updates to water system piping testing procedures decrease on-site testing time, and utilization of application QR codes for manuals and information will reduce paperwork and bookkeeping.

## Installer Responsibilities

- **Foundation inspected & approved by LAHJ**
  - **1210.16(e)(2)** "include, without limitation, a warranty that the foundation or supports...were inspected and approved by the governmental agency...responsible for enforcing the uniform code in the jurisdiction in which the manufactured home was installed..."

- **Installation meets UFPBC**
  - BA113.1 “New Manufactured Homes shall be installed on a foundation system constructed in accordance with this appendix (Appendix BA) and the *installation instructions*.”
  - Including connections to utilities



	<b>MHC Consultants LLC</b>
<ul style="list-style-type: none"> <li>• <b>Installation meets UFPBC</b> <ul style="list-style-type: none"> <li>– BA13.1 "New Manufactured Homes shall be installed on a foundation system constructed in accordance with this appendix (Appendix BA) and the <i>installation instructions</i>."</li> </ul> </li> <li>• Alternative Construction Inspections – notify Manufacturer</li> <li>• Covering the work of others (subcontractors) <ul style="list-style-type: none"> <li>– Oversight</li> <li>– Documentation</li> </ul> </li> </ul>	
158	

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	<b>MHC Consultants LLC</b>
<b>Installer Important Do NOTs</b> <ul style="list-style-type: none"> <li>• Do not place a warranty seal if you cannot warrant the work of others.</li> <li>• Do not place a warranty seal if you cannot do the work correctly. Find someone who can!</li> <li>• The Installer of Record cannot select or omit any part of the work required to make the home suitable for use as a dwelling.</li> </ul>	
159	

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	<b>MHC Consultants LLC</b>
<ul style="list-style-type: none"> <li>• Do not place a warranty seal if the installation</li> </ul>	
<b>IS NOT COMPLETE</b>	
<p>ie: deck, stairs, handrails, etc.      "You just bought the noncompliance"</p>	
160	

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**MHC Consultants LLC**

**Installer's Warranty Seals**

**Guarantee from the Installer**

- Installed per code
- Installer Certified by DOS
- Foundation approved

Also req. for "Owner-occupant"

**STATE OF NEW YORK  
DEPARTMENT OF STATE  
INSTALLER'S  
WARRANTY SEAL**

Printed name of dealer  
VOID IF REMOVED: This SEAL certifies installer's compliance with the  
Regulations for Manufactured Homes in accordance with Title 10 New  
York Codes, Rules and Regulations Part 1210

161

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**MHC Consultants LLC**

- Permanently attached
- Largest closet in the largest bedroom



162

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**MHC Consultants LLC**

**Installer's Warranty Seals**

**No CO shall be issued !!!**

- After January 1, 2006
- UNLESS:
  - Manufacturer's seal is attached

**AND**



163

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**MHC Consultants LLC**

**Installer's Warranty Seals**

**No CO shall be issued !!!**

- After January 1, 2006

- UNLESS
  - Manufactured home has been attached to such manufactured home;

AND



164

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**MHC Consultants LLC**

**The government entity shall NOT RELY on the Installer's Seal**

Independent inspection of the installation must be made



165

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**C Consultants LLC**

**The government entity shall NOT RELY on the Installer's Seal**

Independent inspection of the installation must be made



166

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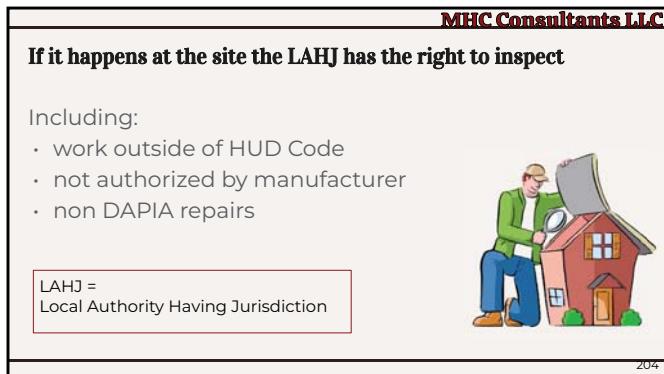
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### MHC Consultants LLC



- If an owner contracts work themselves, they are still required to hire a certified entity to oversee the work and affix a warranty seal.

205

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### MHC Consultants LLC

#### Application for Warranty Seal

<https://dos.ny.gov/code/manufactured-homes>

206

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### MHC Consultants LLC

#### Warranty Seal Fees

	Purchase price from DOS	Maximum Allowed Attachment Fee
Manufacturer's Seal	\$125	\$150
Installer Seal**	1 - 5: \$35 6 or more: \$25	\$50

\*\* Not for sale to "Limited Certificate" installer, and only one for "Owner-occupant" installer

207

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## MHC Consultants LLC

### Installer's Quarterly Reporting

- Quarterly
- General Stuff
  - Authorized signature
  - Name and address
  - Reporting period
- Home details
  - Warranty Seal No.
  - Owner
  - Certification that installation meets UFPBC

208

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## MHC Consultants LLC

### Installer's Quarterly Reporting

- Quarterly
- General Stuff
  - Authorized signature
  - Name and address
  - Reporting period
- Home details
  - Warranty Seal No.
  - Owner
  - Certification that installation meets UFPBC

209

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## MHC Consultants LLC

### Installer's Quarterly Reporting

- Quarterly
- General Stuff

No Homes Installed this Quarter?	If you have not installed any homes in the State of New York for this reporting period mark an <b>X</b> in the box and mark <b>NONE</b> in Schedule of Installed Units section and then mail this report.
Has your address or business information changed?	If so, call the Dept. of State at (518) 474-4073 or mark an <b>X</b> in the box and enter new information above.
Final Report?	If so, mark an <b>X</b> in the box if you are discontinuing your business operations and this is your final report. Attach your <b>Certification and unused warranty seals</b> to this report.

**Accountability for Unused Warranty Seals**  
Physical count of unused warranty seals remaining:

210

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**MHC Consultants LLC**

**Installer's Reporting**

**Authorized signature**  
**Certification that installation meets NYSUFPBC**

Accountability for Unused Warranty Seals	Physical count of unused warranty seals remaining: <b>12</b>
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The undersigned Installer certifies that it is certified as an installer by the New York State Department of State pursuant to Article 21-b of Executive Law, that the information contain herein is correct to the best of its knowledge, information and belief and this report is filed pursuant to 19 NYCRR 1210, Manufactured Homes. The undersigned further certifies that all manufactured home installations set forth herein meet the standards of the New York State Uniform Fire Prevention and Building Code.

 Signature of Installer or Authorized Representative <b>John Hancock</b>	<b>Title</b> <b>Managing Member</b> <b>Daytime Telephone</b> <b>(518) 474-4073</b>
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Page 2 of 2

**MHC Consultants LLC**

**Where to mail reports and attachments**

New York State Department of State  
 Division of Building Standards and Codes  
 One Commerce Plaza, Suite 1160  
 99 Washington Avenue  
 Albany, NY 12231  
 Or via email to: [quarterlyinstallerreports@dos.ny.gov](mailto:quarterlyinstallerreports@dos.ny.gov)

**PERIODS**

The quarter reported  
 March 31  
 April 30<sup>th</sup>  
 July 30<sup>th</sup>  
 October 30<sup>th</sup>

**DOS 1836-f (Rev. 07/22)** 

**Installer's Certificate**

Name (as it appears on the DOS 1836-f)  
 DBA (doing business as)  
 Number and Street

Postmarked by: October 30<sup>th</sup>  
 4<sup>th</sup> Quarter: October 1 – December 31

**For Manufacturers and Installers**

**Installer's Report**

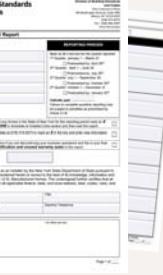
- Updated form 
- General Stuff
  - DOS form 
  - Name and address
  - Quarterly reports

**C Consultants LLC**

**Manufacturers are required to file a Manufacturer's Warranty Seal for every home it builds for sale or manufacture. Installers are required to file an Installer's Warranty Seal for each home it installs in New York State. Order from the Installer's Warranty Seal for each form it installs in New York State.**

**Manufacturers are required to file the quarterly reports to the Department of State identifying homes installed in New York State. Order from the Manufacturer's Warranty Seal Reports may be submitted online or by mail or submitted electronically utilizing the DOS system.**

**Installers are required to file the quarterly reports to the Department of State identifying homes installed in New York State. Order from the Installer's Warranty Seal Reports may be submitted online or by mail or submitted electronically utilizing the DOS system.**

<a href="#">Order Form: Manufacturer's Warranty Seal</a> <a href="#">Order Form: Installer's Warranty Seal</a> <a href="#">Installer's Quarterly Warranty Seal Report</a> <a href="#">Installer's Quarterly Warranty Seal Report - additional series</a> <a href="#">Manufacturer's Quarterly Warranty Seal Report</a> <a href="#">Manufacturer's Quarterly Warranty Seal Report - additional series</a> <a href="#">Manufacturer's Monthly Warranty Seal Report</a> <a href="#">Manufacturer's Monthly Warranty Seal Report - additional series</a>	
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**For Manufacturers and Installers**

**C Consultants LLC**

**Installer's Report**

- Updated form of
- General Stuff
  - DOS form
  - Name and add
  - Quarterly report

Manufacturers are required to file a Manufacturer's Warranty Seal for each home or building for sale or lease in New York State. Order from the Installer's Warranty Seal for each home or building. Download the manufacturer's seal.

Manufacturers are required to file the reports to the Department of State identifying homes or buildings for sale or lease in New York State during the reporting period. Manufacturers' Warranty Seal Reports may be submitted before or after a quarterly or monthly basis.

Installers are required to file quarterly reports to the Department of State identifying homes installed in New York State during the reporting period. Installer's Quarterly Warranty Seal Reports may be submitted before or submitted electronically, utilizing the site below.

[Order Form: Manufacturer's Warranty Seal](#) Download

[Order Form: Installer's Warranty Seal](#) Download

[Installer's Quarterly Warranty Seal Report](#) This form can be submitted online Download This form can be submitted online Download

[Manufacturer's Quarterly Warranty Seal Report](#) This form can be submitted online Download

[Manufacturer's Monthly Warranty Seal Report](#) This form can be submitted online Download

**For Manufacturers and Installers**

**C Consultants LLC**

**Installer's Warranty Seal Report Form**

Please select the type of warranty report to be submitted.\*

Installer's Quarterly Warranty Seal Report

Manufacturer's Quarterly Warranty Seal Report

Manufacturer's Monthly Warranty Seal Report

**Submit**

Powered by ArcGIS Survey123

**For Manufacturers and Installers**

**C Consultants LLC**

**Installer's Quarterly Warranty Seal Report**

Please select the type of warranty report to be submitted.\*

Manufacturer's Quarterly Warranty Seal Report

Manufacturer's Monthly Warranty Seal Report

**Manufacturer's Quarterly Warranty Seal Report**

Use this form to electronically submit the application of the Manufacturer's Quarterly Warranty Seal Report. For direction about how to file, or how to file the report, see [http://www.dos.ny.gov/submitting\\_your\\_report](http://www.dos.ny.gov/submitting_your_report). You must receive an acknowledgement of your submission and a follow-up message from the DOS before you can file a report. Failure to either confirming acceptance or returning for issues. Failure to complete quarterly reporting may be subject to penalties as prescribed by Article 21-B.

Manufacturer's Certification Number\*

Name (as it appears on the Certification)\*

DBA (doing business as) Name

Number and Street\*

**Manufacturer's Monthly Warranty Seal Report**

Use this form to electronically submit the application of the Manufacturer's Monthly Warranty Seal Report. For direction about how to file, or how to file the report, see [http://www.dos.ny.gov/submitting\\_your\\_report](http://www.dos.ny.gov/submitting_your_report). You must receive an acknowledgement of your submission and a follow-up message from the DOS before you can file a report. Failure to either confirming acceptance or returning for issues. Failure to complete quarterly reporting may be subject to penalties as prescribed by Article 21-B.

Manufacturer's Certification Number\*

Name (as it appears on the Certification)\*

DBA (doing business as) Name

Number and Street\*



Accomplishing the Unusual Warranty Seal™  
Physical transfer of covered warranty with ownership

**MHC Consultants LLC**

**Warranty Seal Report Form**



Great! Your data was sent successfully. Thanks.

Powered by ArcGIS Survey123



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Accomplishing the Unusual Warranty Seal™  
Physical transfer of covered warranty with ownership

**MHC Consultants LLC**

**Installer Quarterly Warranty Seal Report for Manufactured Housing Community**

Consultants LLC [\(internal\)](#) [Inbox](#) 

dos.mQuarterlyInstallerReports <QuarterlyInstallerReports@dos.ny.gov>  3:59 PM (0 minutes ago)

to me 

Dear Manufactured Housing Community Consultants LLC,

This email confirms your electronic submission of the Installer Quarterly Warranty Seal Report for Manufactured Housing Community Consultants LLC on Thursday, November 6, 2025 3:59 PM. A transcript of your submission is attached for your records.

If you have any questions, please contact the Division office by replying to this email or using contact information provided below.

Manufactured Housing Unit

Division of Building Standards and Codes  
New York Department of State  
99 Washington Avenue, Suite 1160  
Albany, NY 12231  
(518) 474-4073  
[www.dos.ny.gov](http://www.dos.ny.gov)



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Accomplishing the Unusual Warranty Seal™  
Physical transfer of covered warranty with ownership

**MHC Consultants LLC**

- Postmarked by date indicated
- USPS
  - Priority Mail
  - Certified Mail



Tracking # 

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### MHC Consultants LLC

#### Enforcement Actions

Failure to file Quarterly Report

- Violation Article 21-B

Plea Agreement Settlement Letter

- Fine amount \$100
- Returned by indicated date – case closed

*Failure or request for hearing then*

Referred to Office of Administrative Hearings

- Fine Increased!!!
- OAH moves ahead this hearing process



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### MHC Consultants LLC

#### Regulation: 19 NYCRR Part 1210

#### Warranties and Article 35 of General Business Law

§1210.16 (d)(3) "The warranties set forth in this subdivision shall be in addition to, and not in limitation of or substitution for, the warranty provided for in Article 35 of the General Business Law and any and all warranties, express or implied, given or made by the manufacturer, whether contractually or by operation of law."

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### MHC Consultants LLC

All new homes shall be covered by a warranty

- Protection from substantial defects in materials and workmanship
- Defect identified within One Year from Date of Delivery
- Consumer must give notice within 1 year and 10 days from Date of Delivery
- Manufacturer and Retailer to take appropriate corrective action within sixty days

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**MHC Consultants LLC****Resolution of Disputes**

§1210.18 (a) "Any homeowner, retailer, manufacturer, installer, mechanic, or lending entity may file a complaint with the Department of State seeking resolution of an allegation that a substantial defect exists in the delivered condition, installation, service or construction of a manufactured home."



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**MHC Consultants LLC**

**Substantial defect** shall mean "a defect or a number of defects or other conditions in the delivered condition, installation, service, or construction of a manufactured home which collectively can reasonably be expected to cost five hundred dollars or more to cure."

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**MHC Consultants LLC****Dispute Resolution Complaint Filing Timeframe**

**§1210.18(b)** "A complaint relating to the delivered condition, installation, service or construction of a manufactured home shall be filed with the Department of State within 1 year & 10 days after the date of service, installation, issuance of a certificate of occupancy, or the expiration of a warranty, whichever is later."

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**MHC Consultants LLC**

- **Installation: May 15, 2024**

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**MHC Consultants LLC**

- **Installation: May 15, 2024**
  - May 25, 2025

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**MHC Consultants LLC**

- Installation: May 15, 2024
- **Date of CO: July 29, 2024**
  - May 25, 2025

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**MHC Consultants LLC**

- Installation: May 15, 2024
- Date of CO: July 29, 2024

- May 25, 2025
- **August 8, 2025**

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**MHC Consultants LLC**

- Installation: May 15, 2024
- Date of CO: July 29, 2024

**• Warranty Expiration: August 1, 2025**

- May 25, 2025
- August 8, 2025

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**MHC Consultants LLC**

- Installation: May 15, 2024
- Date of CO: July 29, 2024

- Warranty Expiration: August 1, 2025

- May 25, 2025
- August 8, 2025

*“...whichever is later.”*

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**MHC Consultants LLC**

- Installation: May 15, 2024
- Date of CO: July 29, 2024
- Warranty Expiration: August 1, 2025
  - May 25, 2025 "whichever is later"
  - August 8, 2025"
  - **August 11, 2026**



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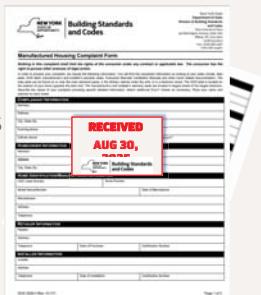
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**MHC Consultants LLC**

- Installation: May 15, 2024
- Date of CO:
- Warranty Expiration: August 1, 2025
  - May 25, 2025 "whichever is later"
  - **August 11, 2026**



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**MHC Consultants LLC**

**Dispute Resolution Process**

**Department of State Review**

- Complaint valid or not
- Notification to parties involved
- Parties have 30 days to respond to DOS notification (1210.18(e))

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**MHC Consultants LLC****Informal Resolution**

- The Codes Div. shall be permitted, but not required, to attempt to resolve any complaint informally
- Process may be commenced at any time after complaint filed

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**MHC Consultants LLC****Informal Resolution**

- If Codes Division elects out or attempts are unsuccessful, referred to Office of Administrative Hearings

**Department of State**  
Administrative Hearings

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**MHC Consultants LLC****Formal Resolution in front of a Law Judge**

- Complainant v. Respondent



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**MHC Consultants LLC****Formal Resolution in front of a Law Judge**

- Complainant v. Respondent



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**MHC Consultants LLC****Formal Resolution in front of a Law Judge**

- Complainant v. Respondent
- Order compensation
- Apportion liability between multiple parties, where appropriate.

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**MHC Consultants LLC****Formal Resolution in front of a Law Judge**

- Complainant v. Respondent
- Order compensation
- Apportion liability between multiple parties, where appropriate.
- ***Compensation shall not be limited to financial security amounts***

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## MHC Consultants LLC

Appeal to the Secretary of State, Walter T. Mosley



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## MHC Consultants LLC

### Judicial Review

- Article 78 of Civil Practice Law and Rules
- New York Supreme Court
- Review agency actions
- Make determination



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## MHC Consultants LLC

### Enforcement Actions

#### Civil Penalties

- Violations of Executive Law 21-B
- Violations of 24 CFR (As of July 14, 2025)
  - Up to **\$3,650** per single violation
  - Up to **\$4,562,282** for a series of related violations



or

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**MHC Consultants LLC****Additional Enforcement Actions**

- Sale of units to Uncert'd Retailer
- Business during Lapse of Cert
- Business while not Certified period
  - "Nothing...shall excuse any person or business entity required to be certified from the obligation of obtaining such certification."

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**MHC Consultants LLC****Violations found during Retail Lot Audit**

- Temporary Storage
- Dispute Notices
- Purchaser Cards
- Delivery Inspections
- Notifications to Manufacturer of complaints or non conformances

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**MHC Consultants LLC****Violations found during Dispute Resolution**

Additional action will be brought by DOS against the responsible party for any non-compliance concerning Manufacture, Sale, Installation or Service, not related to original complaint.

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