

**Director of the Manufactured Housing and
Modular Units Program of the Public Service Commission,
Complainant,**

v.

**America's Home Brokers, Inc.
Respondent.**

FILED³

MAR 28 2005

**Missouri Public
Service Commission**

Case No. MC-2005-0028

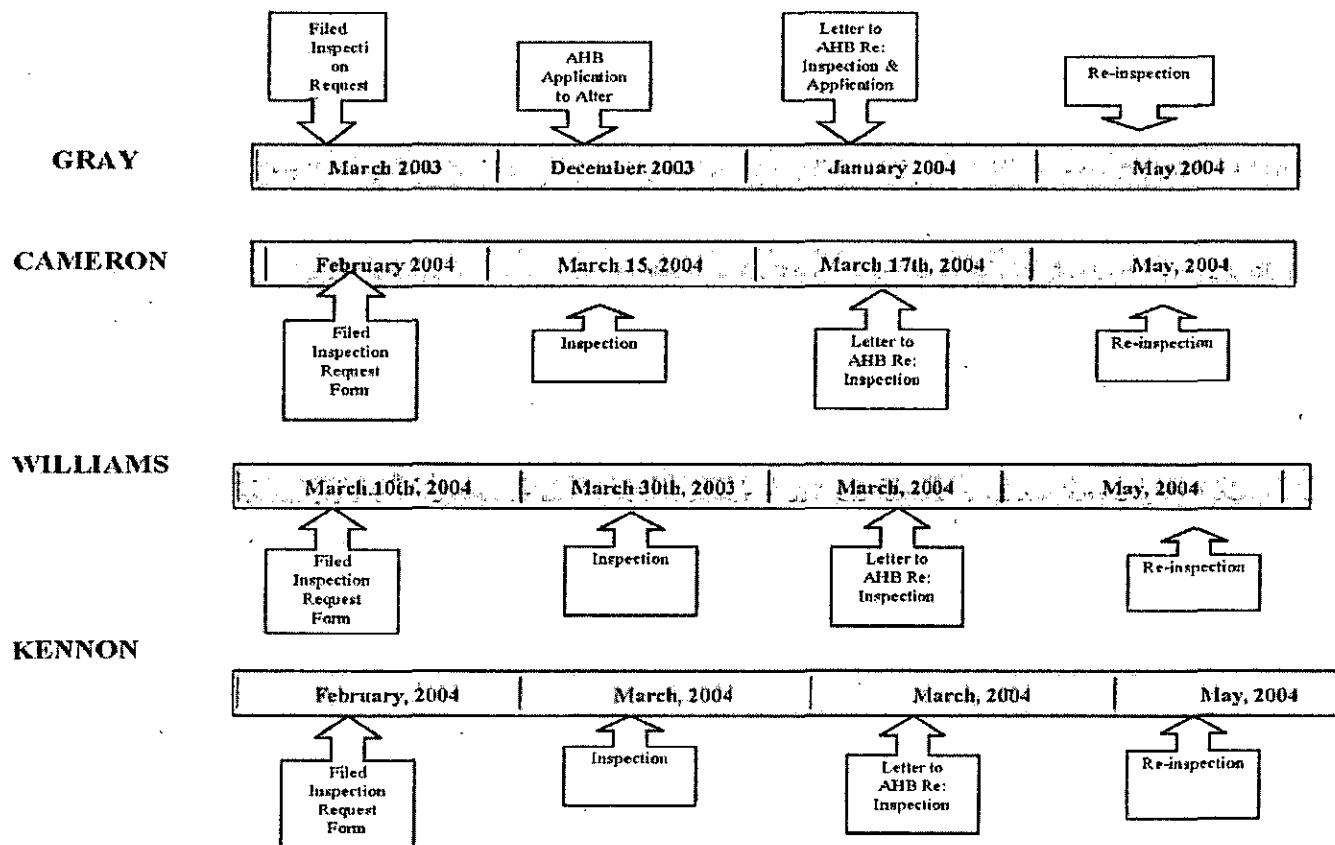
Exhibit No. 5

Case No(s) MC-2005-0028

Date 03-02-05 Rptr XF

Consumer Complaint Time Line

COMPLAINTS FILED 07/22/2004





Regulations and Standards

- Chapter 700 and rules
 - Manufactured Homes
- 24 CFR Sections 3282.403 through 3282.417
 - Manufactured Home Procedural and Enforcement Regulations
- 24 CFR Part 3280
 - Manufactured Home Construction and Safety Standards
- Installation Manual

Gray Home

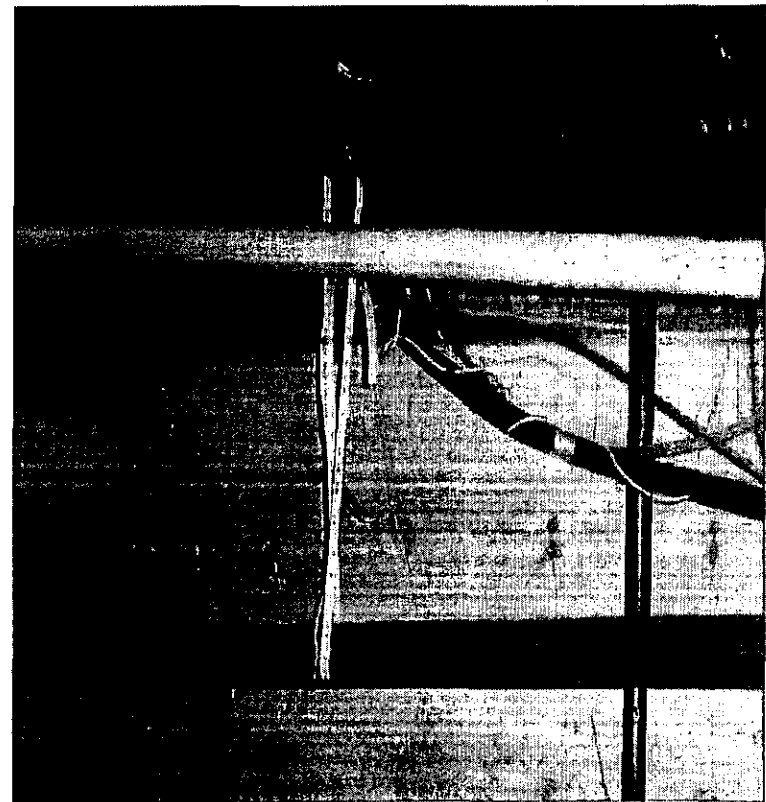
Gray Home - 1/11/05 Inspection Results

- 3. d) Master bathroom tub alteration. Electric cable is not installed properly. The cable must either run in the floor of the home and be secured every 4 ½' and within 12" of the outlet box, or installed in conduit under the home.
- HUD 3280.808(k)
- IM, page 1



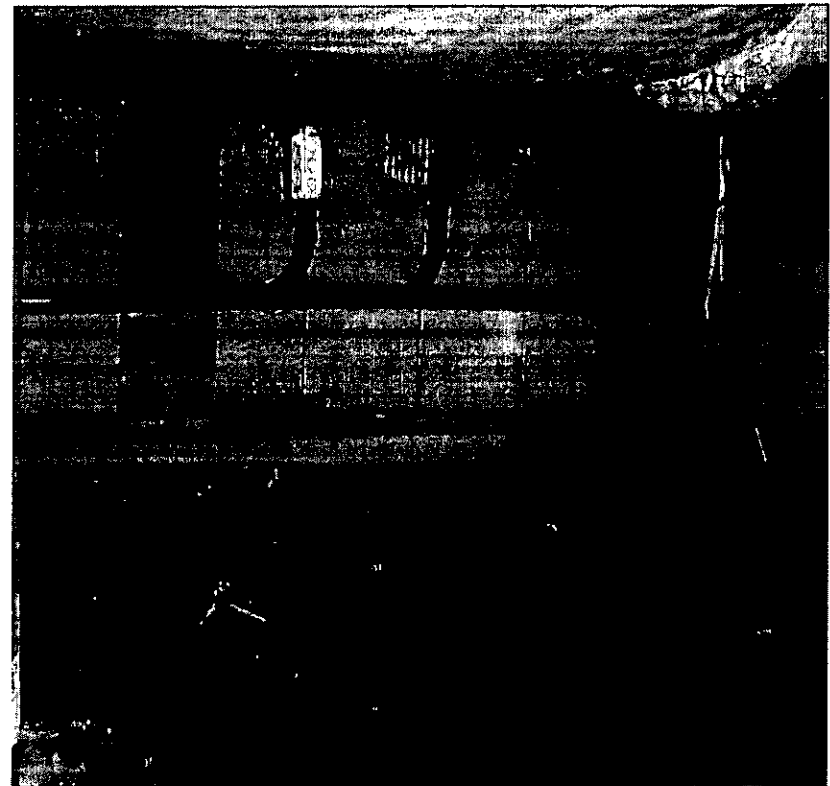
Gray Home - 1/11/05 Inspection Results

- 4. a) Electric cable installed under the home for the central air conditioner circuit is not protected in conduit from moisture and damage.
- HUD 3280.808(k)



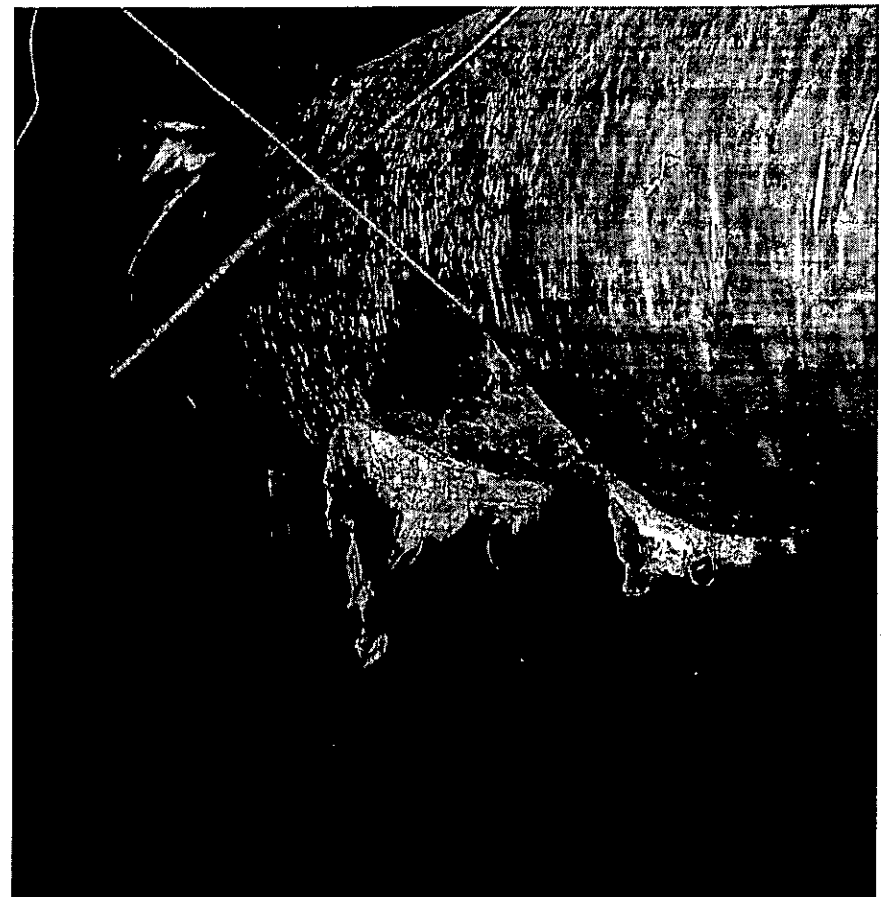
Gray Home - 1/11/05 Inspection Results

- 4. b) The drain line installed under the home is not supported as required, it should be supported every 4" minimum.
- HUD 3280.608(b)
- IM, pages 34 and 40



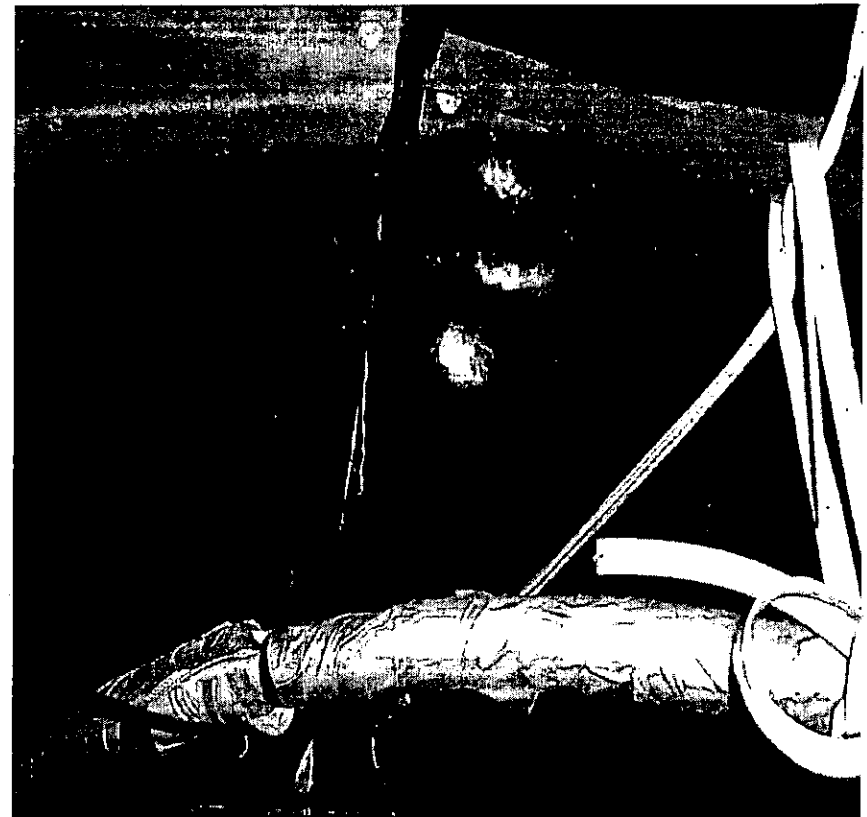
Gray Home - 1/11/05 Inspection Results

- 4. c) Portions of the crossover heat duct are supported with metal wire and the wire is damaging the heat duct. The heat duct should be supported using corrosive resistant straps.
- HUD 3280.303(b)
- IM, pages 15 and 19



Gray Home - 1/11/05 Inspection Results

- 4. d) The bolt holes in the bottom board along the centerline of the home need to be resealed.
- HUD 3280.307 (d)
- IM, page 45



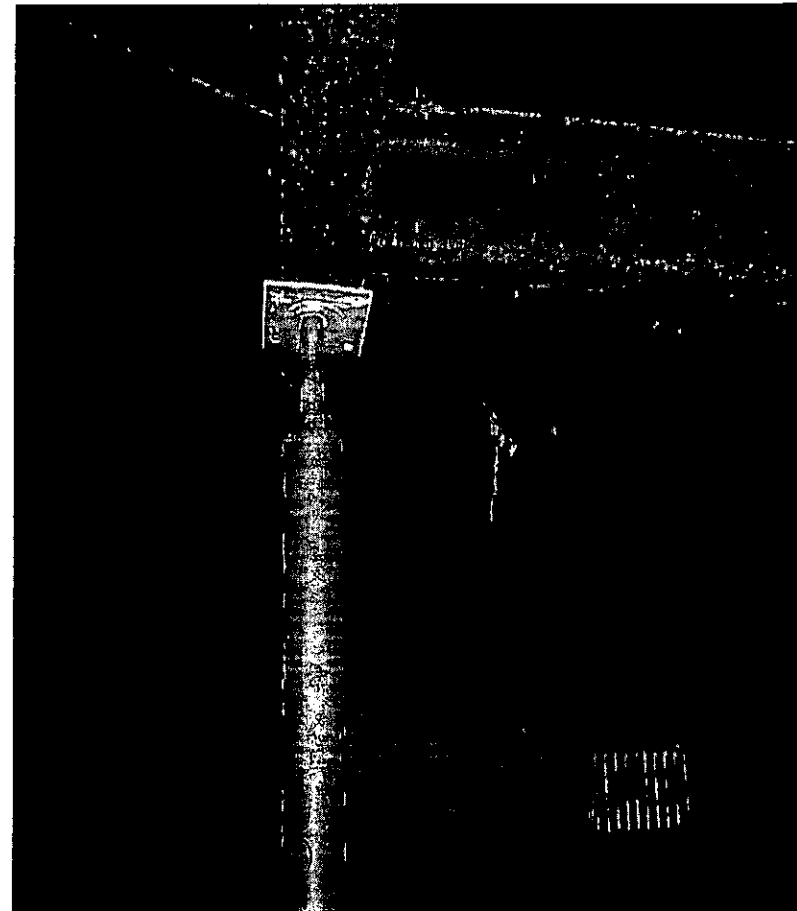
Gray Home - 1/11/05 Inspection Results

- 4. e) The jack post installed and secured to the transverse support beams must be secured to the concrete footer.
- IM, AI-2.4.1, page 4



Gray Home - 1/11/05 Inspection Results

- 4. f) The jack post installed under the main frame of the home between the transverse beams must also be secured in place.
- IM, AI-2.4.1, page 4



Gray Home - 1/11/05 Inspection Results

- 4. e) and f) Continued from previous page.



Cameron and Sassmann Home

Cameron and Sassmann Home

1/14/05 Inspection Results

- 10. a) The centerline floors are uneven in the doorway to the master bathroom. The floors are now uneven in the marriage line openings of the family room and living room.
- IM, page 11

Cameron and Sassmann Home

1/14/05 Inspection Results

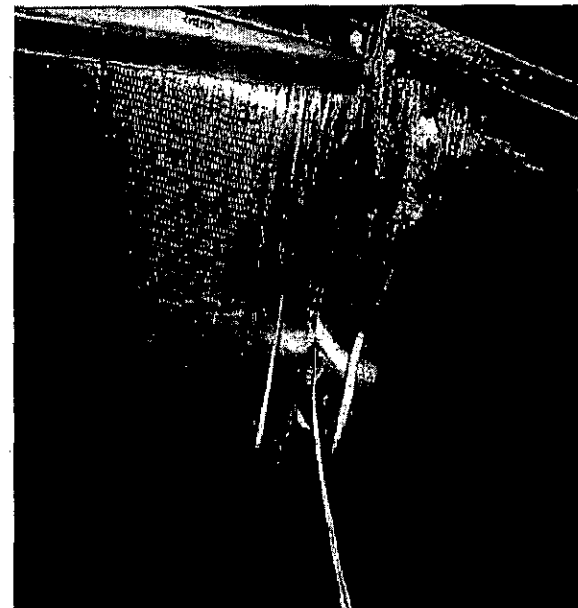
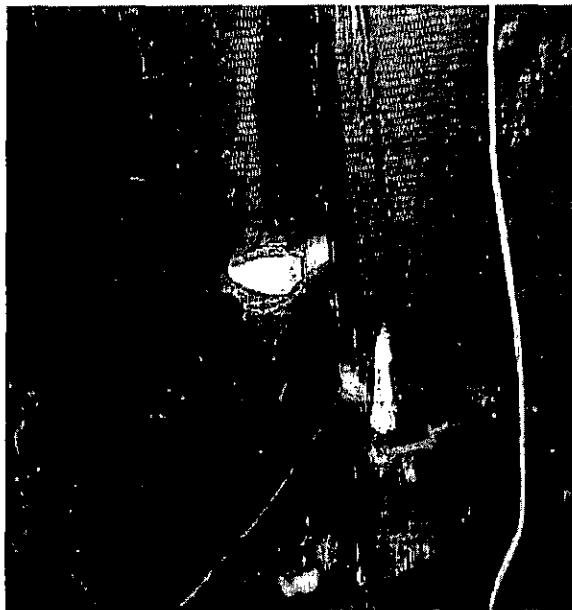
- 10. b) The required centerline column supports have not been installed correctly.
- IM, Page 11



Cameron and Sassmann Home

1/14/05 Inspection Results

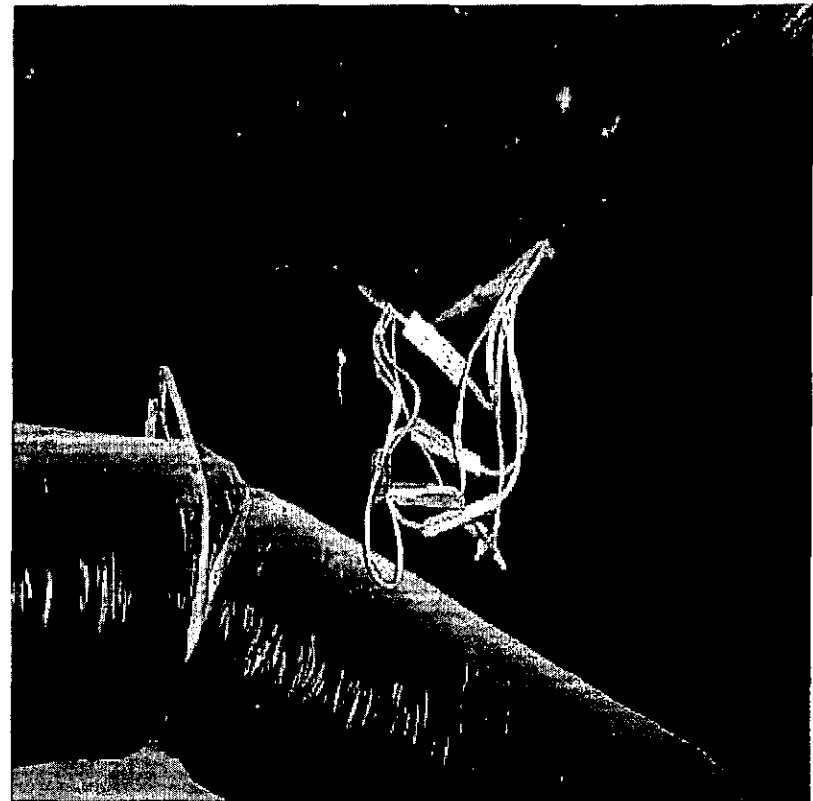
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Cameron and Sassmann Home

1/14/05 Inspection Results

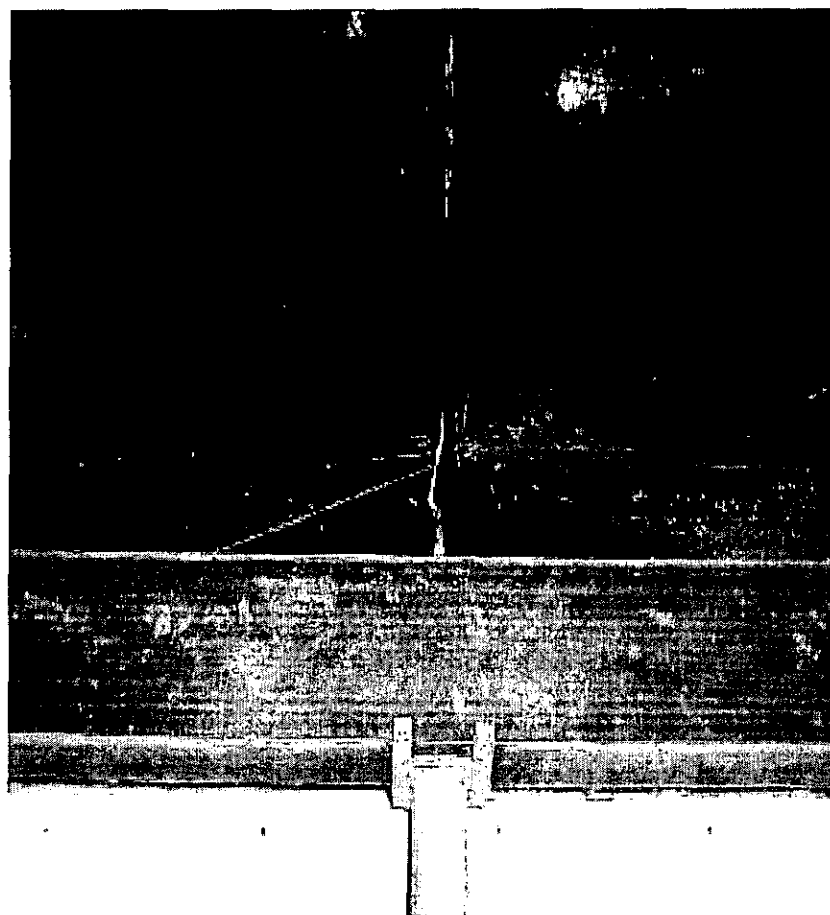
- ❑ 10. c) The crossover electric cables have not been protected in the floor of the home.
- ❑ IM, pages 37 and 41



Cameron and Sassmann Home

1/14/05 Inspection Results

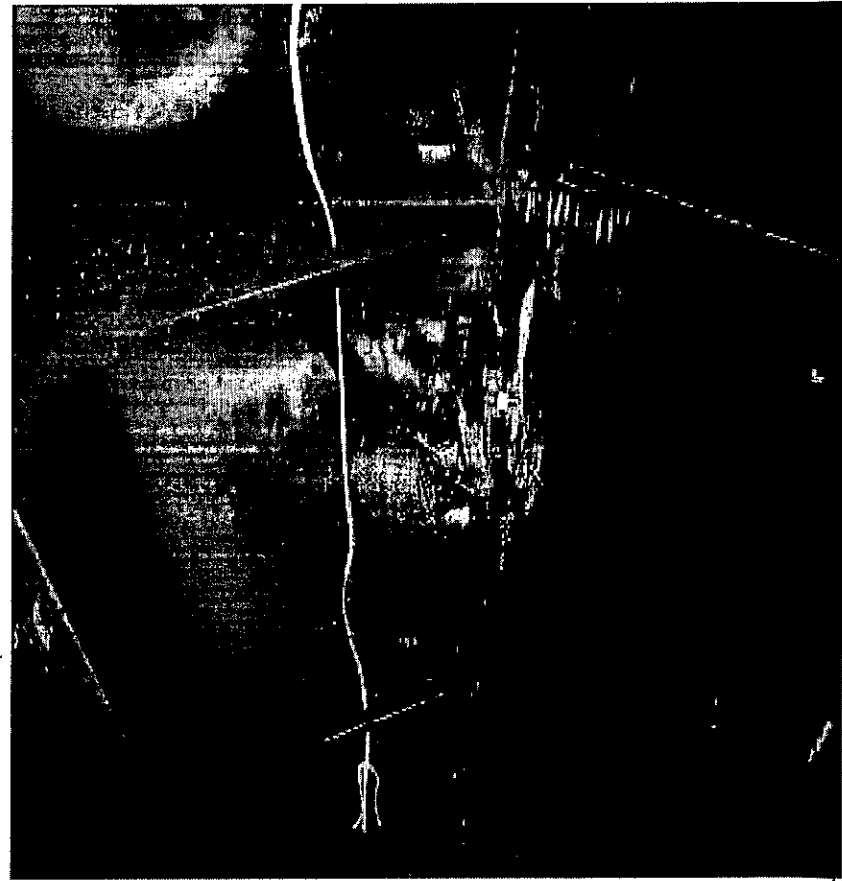
- 10. d) The frame ground crossover ground wire has not been installed.
- IM, pages 36 and 41



Cameron and Sassmann Home

1/14/05 Inspection Results

- 10. f) The bottom board needs to be patched along the centerline at the lag bolt locations.
- HUD 3280.307(d)
- IM, page 45



Cameron and Sassmann Home

1/14/05 Inspection Results

- ❑ 10. g) The combustion air inlet for the fireplace must be properly vented to the exterior of the basement foundation.
- ❑ HUD 3280.710(b)(3)
- ❑ IM, page 29



Cameron and Sassmann Home

1/14/05 Inspection Results

- 10. h) The manufacturer requires the ends of the two sections to be fastened together per the installation manual.
- IM, page 15

Cameron and Sassmann Home

1/14/05 Inspection Results

- ❑ 11. The dealer has altered this home by installing a whirlpool in the master bathtub. The dealer must submit an application for permission to alter along with the required documents to the Director for approval and all alterations must be inspected and approved prior to the sale of the altered manufactured home.
- ❑ IM, page 1

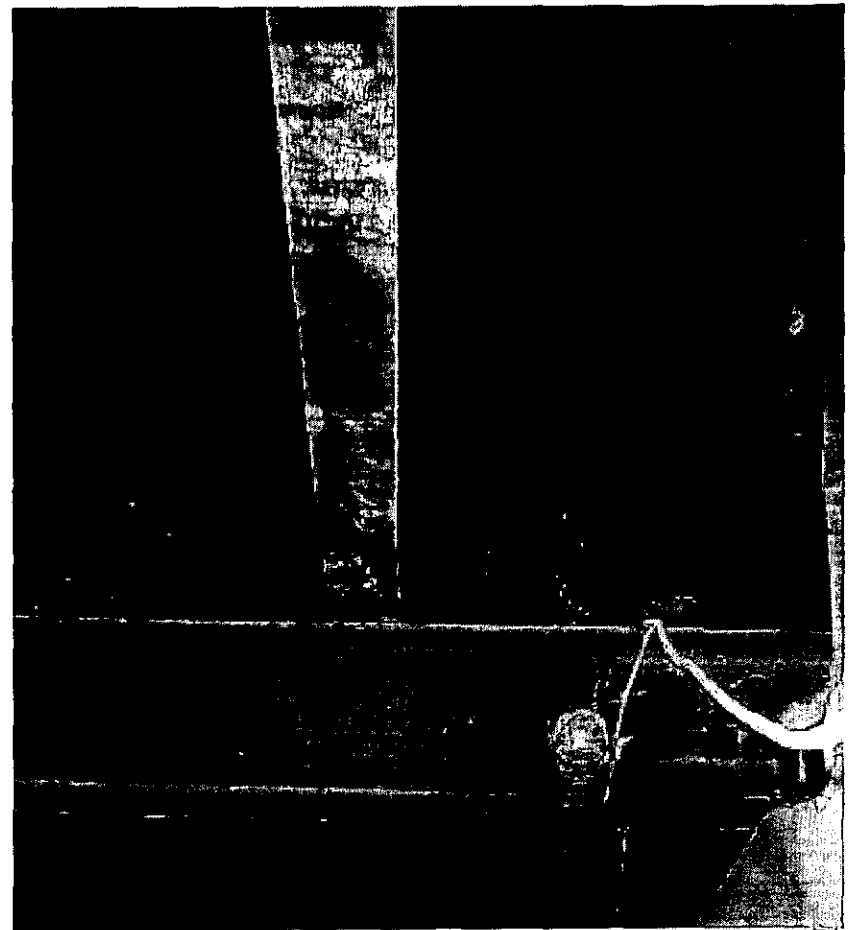
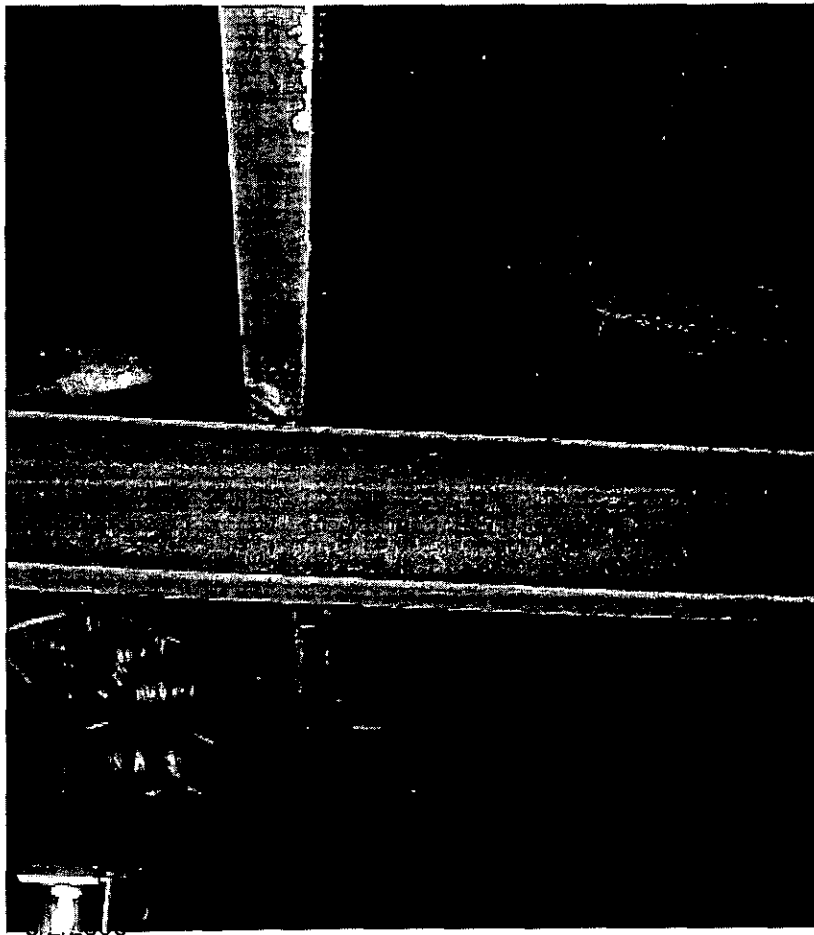
Cameron and Sassmann Home

1/14/05 Inspection Results

- 12. Both of the main I-beams under the front section have been damaged. The I-beams are damaged just behind the axle area of the home. Approximately 5 feet of the beams are bent in the flange and web of the beams and the beams are laying over. The frame repairs must be made according to the manufacturers approved design.
- HUD 3280.902(c)
- HUD 3280.904 (a)

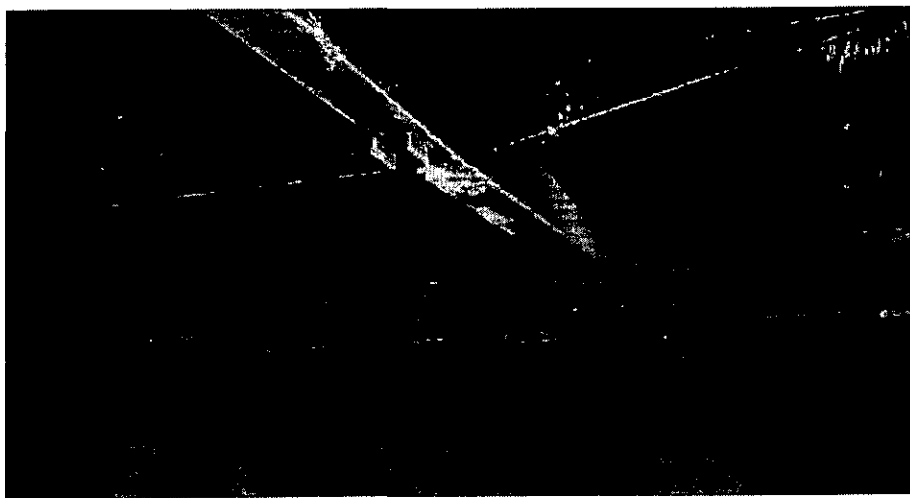
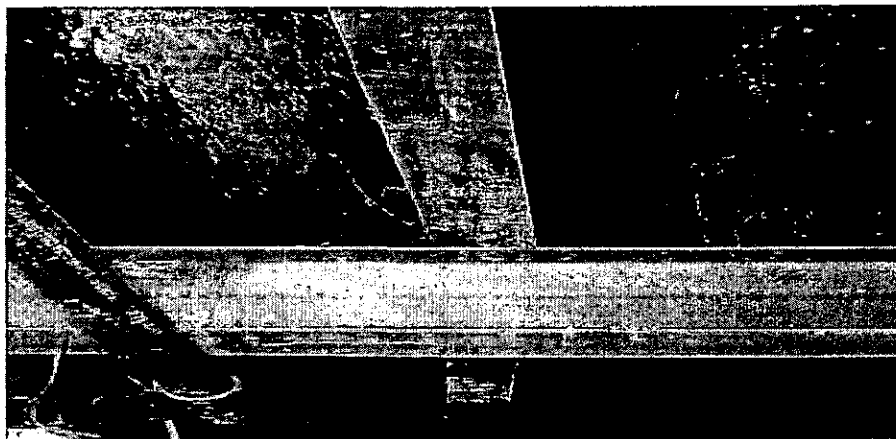
Cameron and Sassmann Home

1/14/05 Inspection Results



Cameron and Sassmann Home

1/14/05 Inspection Results

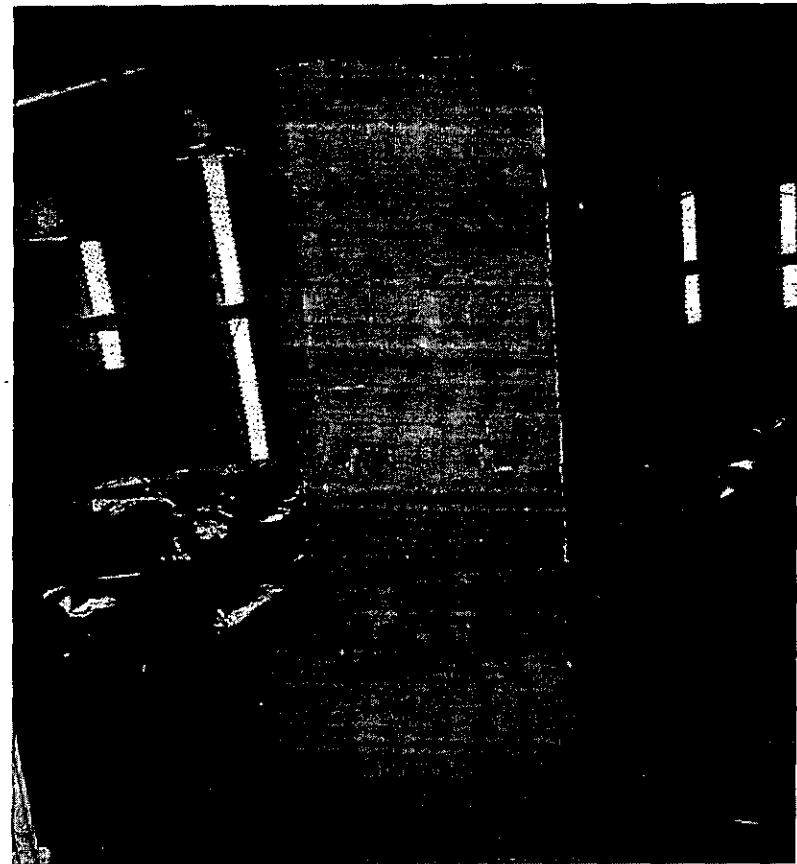


Williams Home

Williams Home

1/14/05 Inspection Results

- 2. e) The manufacturer requires piers over 36" in height to be double stacked, the piers are single stacked.
- IM, pages 6 and 8



Williams Home

1/14/05 Inspection Results

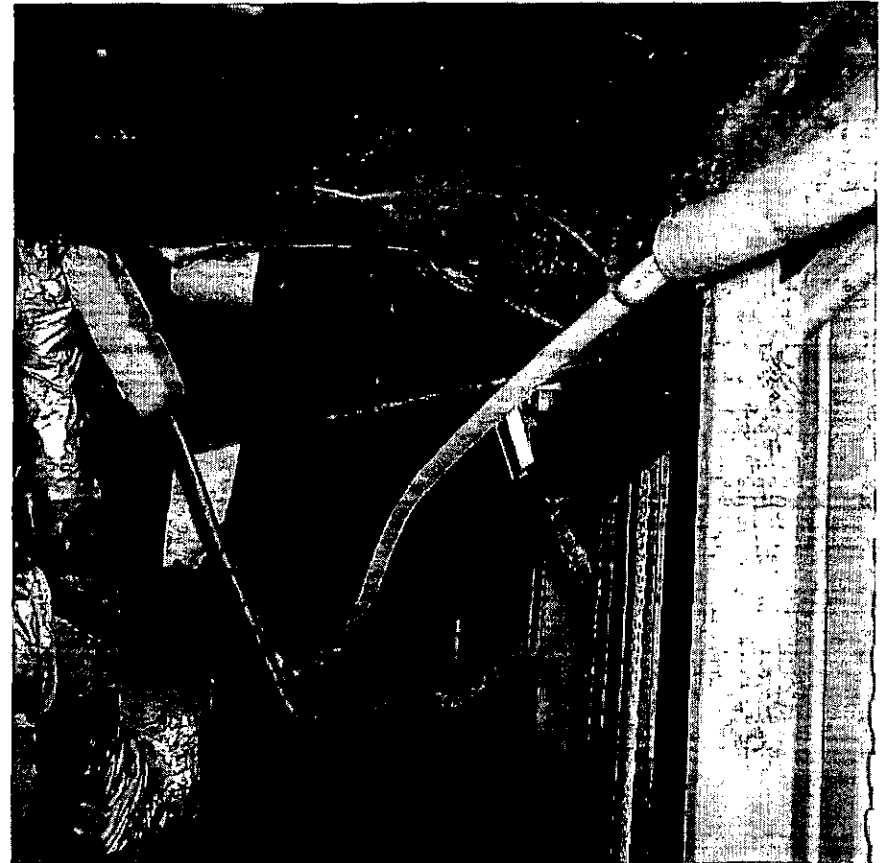
- 10. g) The drain line installed under the home is not strapped every 4' minimum, as required.
- HUD 3280.608(b)



Williams Home

1/14/05 Inspection Results

- ❑ 10. h) The electric cable installed under the home for the central air conditioner circuit is not protected in conduit from moisture and damage as required.
- ❑ HUD 3280.808(k)



Williams Home

1/14/05 Inspection Results

- 10. i) There are no perimeter piers installed under the exterior doors as required by the manufacturer.
- IM, pages 9 and 10



Williams Home

1/14/05 Inspection Results

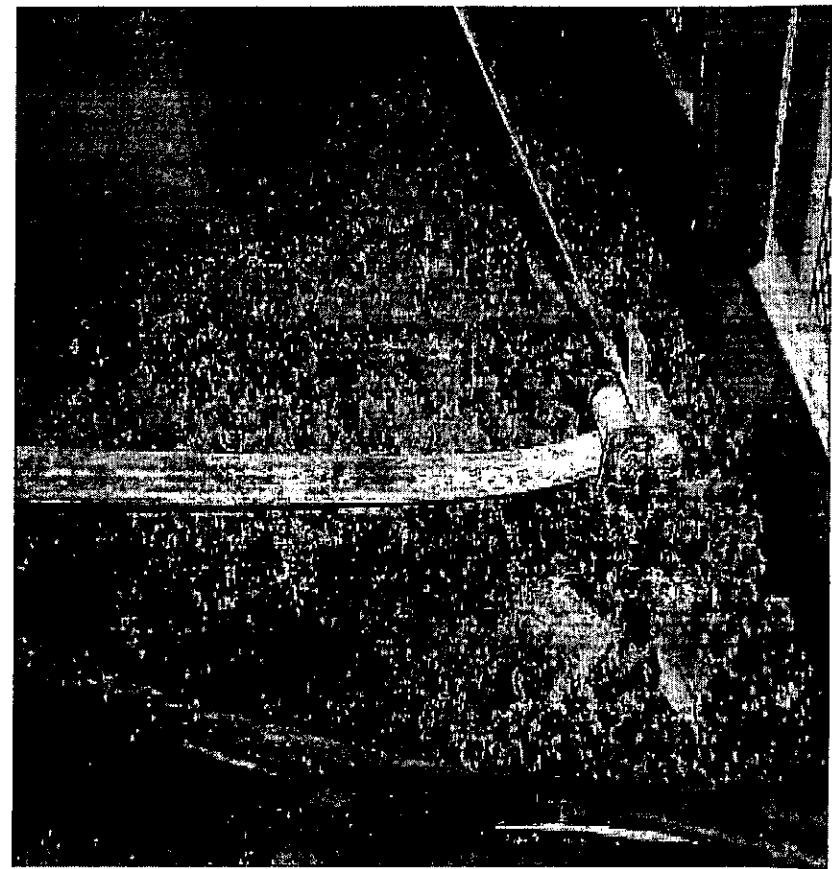
- 3. a) and b) The home is not properly anchored according to state standards. The anchors are class 4 approved anchors, but are missing stabilizer devices and some anchors are not installed to their full depth.
- IM, Anchoring Section, page 4



Williams Home

1/14/05 Inspection Results

- ❑ 10. c) The frame straps must be installed tight.
- ❑ IM, Anchoring Section, page 2

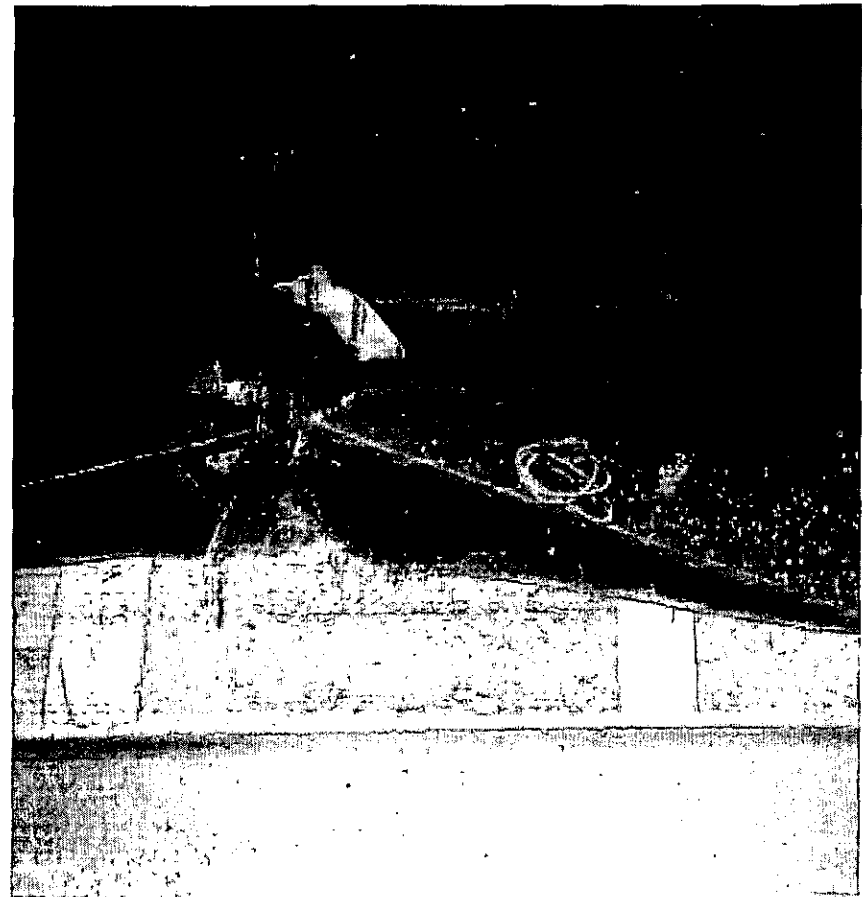


Kennon Home

Kennon Home

1/14/05 Inspection Results

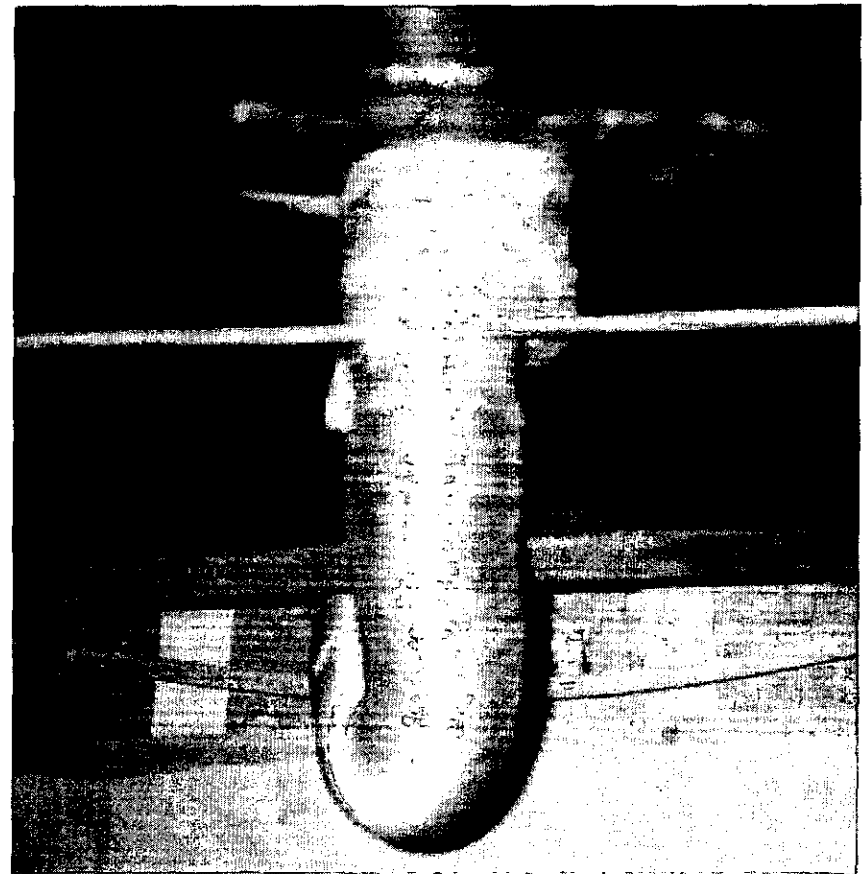
- 7. c) The frame ground crossover wire has not been installed.
- IM, pages 37 and 41.1
Method B



Kennon Home

1/14/05 Inspection Results

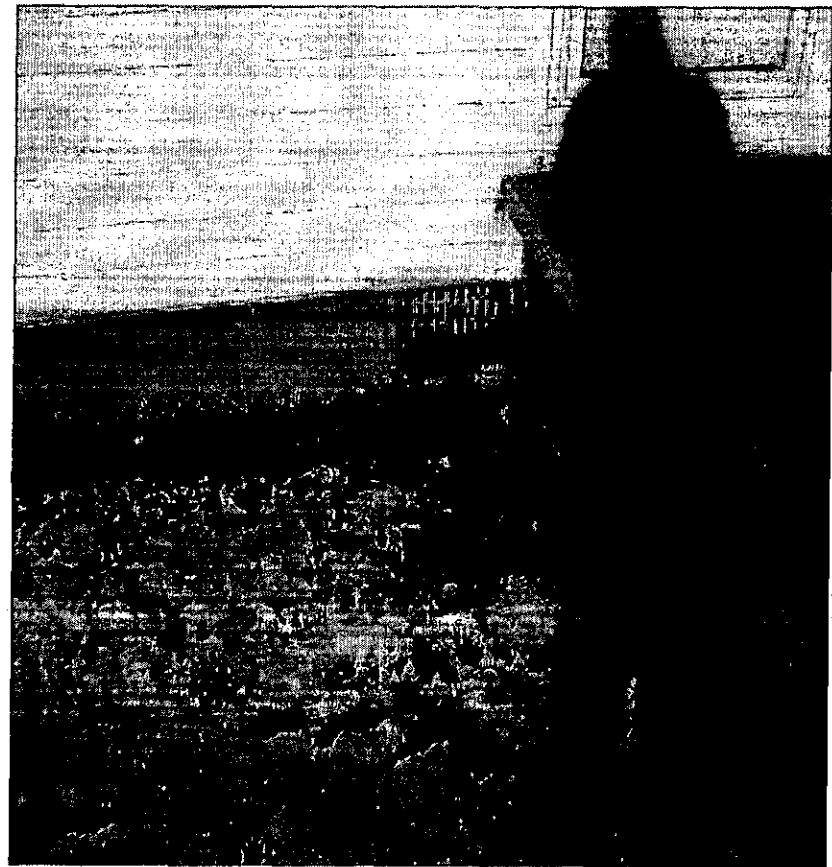
- ❑ 7. d) The combustion air inlet for the fireplace must be properly vented to the exterior of the home.
- ❑ HUD 3280.710(b)(3)
- ❑ IM, page 29



Kennon Home

1/14/05 Inspection Results

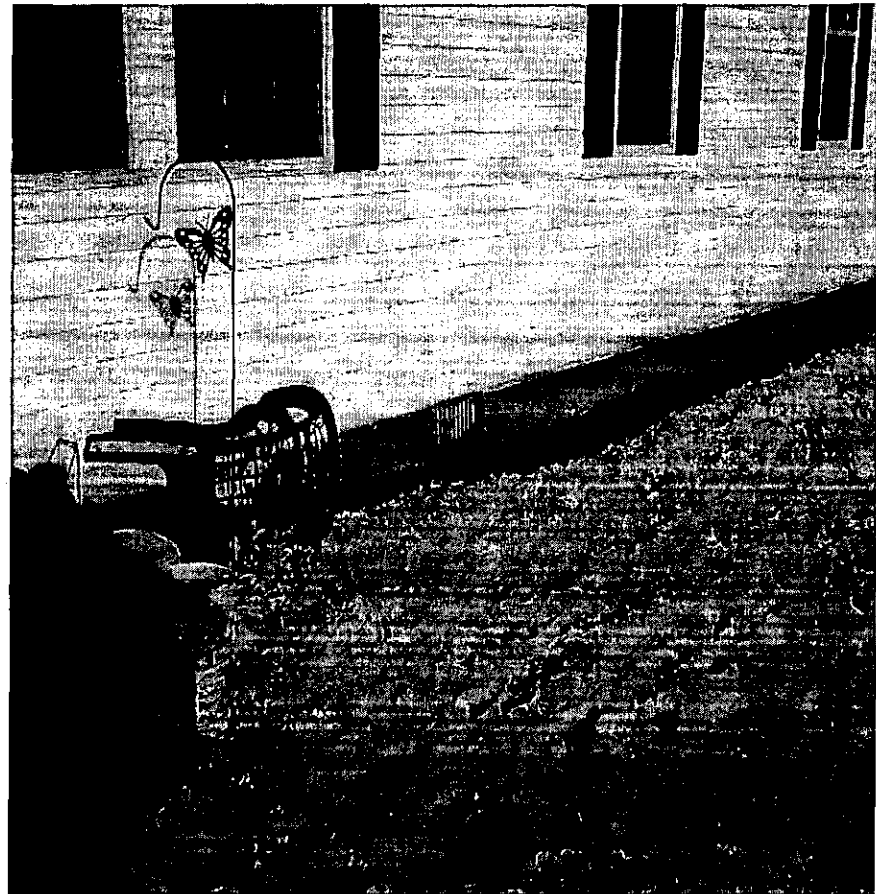
- 7. j) The foundation wall is not properly vented. The manufacturer requires a minimum of 1 square foot of ventilation for every 150 square feet of enclosed area.
- IM, page 20



Kennon Home

1/14/05 Inspection Results

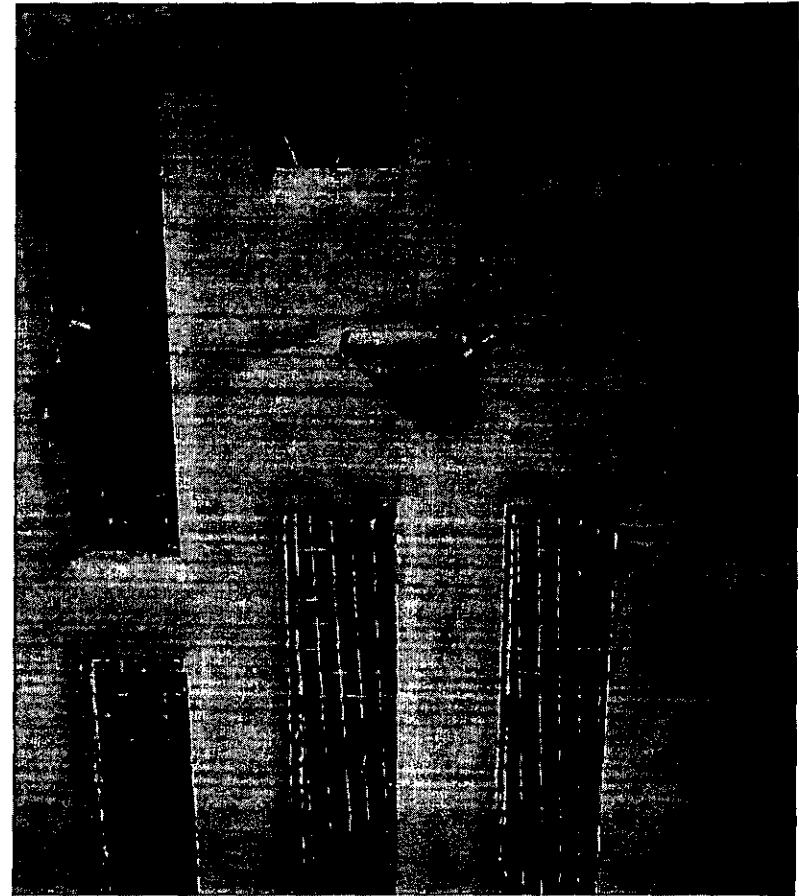
- 7. j) Continued from previous page
- IM, Page 20



Kennon Home

1/14/05 Inspection Results

- 7. j) Continued from previous page
- IM, Page 20
- 2027 sq. ft. requires 13.51 sq. ft of net ventilation.
- Home has 3.83 sq. ft of net ventilation.



Kennon Home

1/14/05 Inspection Results

- 7. j) Continued from previous page
- IM, Page 20

