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Missouri Public Service Commission

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573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

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February 01, 2010

5 STAR HOMES & DEV. CO, INC.
69 SCHAPER RD
FORISTELL, MO 63348

RE: MUGLER, MICHELLE & HANS

Dear Sir or Madam:

This is to inform you that the Department of Manufactured Housing and Modular Units has received a consumer complaint involving a manufactured home purchased from your dealership. The consumer's complaint form is enclosed.

Pursuant to Section 700.100.3(6) RSMo 1994, manufactured home dealers are responsible to arrange for the proper initial setup of any manufactured home or modular unit purchased from their dealership, unless the dealer receives a written waiver of that service from the purchaser or his authorized agent.

Please investigate this complaint and refer to any items on the complaint form that may indicate setup problems. You are required to correct any noted setup deficiencies you are responsible for and mail or fax the enclosed work order to this office within 20 days from receipt of this notification. The work order must be signed by the homeowner, and must list any setup deficiencies that have been corrected.

A Manufactured Housing Inspector will contact this homeowner after 20 days to see if their complaint has been resolved. If necessary, the Inspector will schedule a complete inspection of the home, including setup.

Please note that failure to correct setup deficiencies could result in a formal complaint being brought before the Public Service Commission for enforcement measures.

Thank you for your prompt attention to this matter. Should you have any questions, do not hesitate to contact the Manufactured Housing & Modular Unit Program at 800-819-3180.

Sincerely,

A handwritten signature in black ink that reads "Ron Pleus".

Ron Pleus, Director
Manufactured Housing & Modular Units Program

Enclosure

COPY

Staff Exhibit No. 8
Date 11/9/10 Reporter JnB
File No. MC-2010-0311



Missouri Public Service Commission
Manufactured Housing & Modular Unit Program
Inspection Request/Consumer Complaint Form

EXHIBIT
SCHEDULE

Please print legibly or type.

10-000014

CONSUMER INFORMATION (REQUIRED)		OFFICE USE ONLY	
Name	Michelle + HANS mugler	File Name	Mugler, Michelle & HANS
Address	131 College Ave	Inspector	H. Aden
City/State/Zip	Kirkwood, MO 63122	Received by:	P.B.
County	St. Louis	Date of Inquiry:	Date of Receipt: 2/1/10
Work Phone	314 984-8312	HOME INFORMATION (REQUIRED)	
Home Phone	314 909-0777	<input type="checkbox"/> New or <input type="checkbox"/> Used <input type="checkbox"/> Single or <input type="checkbox"/> Multi-Section Set Up <input type="checkbox"/> Basement <input type="checkbox"/> Foundation <input type="checkbox"/> Piers	
Other Phone	314 304-7854	Serial Number (REQUIRED)	
MANUFACTURER INFORMATION (REQUIRED)		HUD Label Number	
Name	Contempri Homes	Model	
Address	1000 West Water	Date of Manufacture: Date of Delivery:	
City/State/Zip	Pinckneyville, IL 62274	Has the home been moved from original location? <input type="checkbox"/> Yes <input type="checkbox"/> No	
DEALER INFORMATION (REQUIRED)		Are you the first owner of the home? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name	Five Star Homes	INSTALLER INFORMATION (IF KNOWN)	
Address	69 Schaper Rd	Name:	
City/State/Zip	Foristell, MO 63348	Decal #:	
REASON FOR REQUEST (REQUIRED)			
List each concern separately. Do not write concerns in paragraph form.			
1. Contract w/ Five Star Homes dated May 31, 2008 still don't have home			
2. Site not ready for home to be installed; things 5 Star needs to do			
3. Backfill yard			
4. Pour basement floor + Garage floor			
5. Build garage and roof it			
6. Build porch and roof it			
7. Build Laundry Room			
8. Set the home + install the home			
9. install sill plate + Beams			
10. Basement stairs			
11. Pour driveway + sidewalks			
12.			
13.			
14.			
15.			
<div align="right"> RECEIVED FEB 01 2010 MANUFACTURED HOUSING DEPARTMENT </div>			
Attach additional sheets if necessary.			
Signature of Consumer (REQUIRED)		Date	
Michelle Mugler		2.1.2010	
This form must be completed in full and submitted with a copy of the Bill of Sale or Purchase Agreement. (REQUIRED)			
RETURN TO: Manufactured Housing & Modular Unit Program		PHONE: 800-819-3180	
P.O. Box 360, Jefferson City, MO 65102		FAX: 573-522-2509	