

A

Missouri Public Service Commission
MANUFACTURED HOUSING AND MODULAR UNITS PROGRAM

2003

Certificate of Dealer Registration

TO WHOM IT MAY CONCERN: The dealer shown below has complied with the requirements of Sections 700.090 and 700.455 RSMo, and therefore is registered in the State of Missouri as a Dealer of Manufactured Homes. This certificate is valid until January 15, 2004.

Issued To

COACHMAN HOMES OF EUREKA, INC
1405 EDGEWATER POINT, STE 405
LAKE ST LOUIS, MO 63367

DBA

COACHMAN HOMES OF EUREKA, INC
1600 S OUTER RD
EUREKA, MO 63025



Ron Pleus, Manager, Manufactured Housing and Modular Unit Program

THIS CERTIFICATION MUST BE PROMINENTLY DISPLAYED

Registration Number: 1004201

Issue date: 1/7/2003



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

B

Please print legibly or type.

CONSUMER INFORMATION (REQUIRED)		OFFICE USE ONLY	
Name <u>Dixie Hatfield</u>		File Name <u>Hatfield, Dixie</u>	
Address <u>1633 North Service Rd.</u>		Inspector <u>Kathy Haberstroh</u>	
City/State/Zip <u>St. Clair Mo. 63077</u>		Date Filed <u>6-2-03</u>	
County <u>Franklin</u>		Received By <u>Drw</u>	
Work Phone <u>—</u>		Date of Inquiry <u>5-14-03</u>	
Home Phone <u>(636) 629-6774</u>		HOME INFORMATION (REQUIRED)	
Other Phone <u>(636) 629-7419 (Fathers phone#)</u>		<input checked="" type="checkbox"/> New <input type="checkbox"/> Used (Please ✓ the appropriate box.)	
MANUFACTURER INFORMATION (REQUIRED)		<input type="checkbox"/> Single <input checked="" type="checkbox"/> Multi-Section (Please ✓ the appropriate box.)	
Name <u>Fleetwood Homes of TN #27</u>		Serial Number (REQUIRED) <u>TNFLY27A23540-SR1</u>	
Address <u>1500 Airport Rd. P.O. Box 1139</u>		HUD Label Number <u>TEN523881 + TEN523882</u>	
City/State/Zip <u>Gallatin TN 37066</u>		Model <u>Stoneridge Limited 4643C</u>	
DEALER INFORMATION (REQUIRED)		Date of Manufacture <u>10-27-00</u>	
Name <u>Coachman Homes of Eureka, Inc.</u>		Date of Purchase <u>11-01-00</u>	
Address <u>1600 South Outer Road</u>		Date of Installation <u>11-10-00</u>	
City/State/Zip <u>Eureka Mo. 63025</u>		Are you the first owner of the home? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
REASON FOR REQUEST (REQUIRED)			
List each concern separately. Do not write concerns in paragraph form.			
1. <u>Damage from wind causing it to fall from Bricks</u>			
2. <u>Damage inside of home from Bricks going through Floor</u>			
3. <u>cut tie downs under home.</u>			
4. <u>other damage under, outside & inside home.</u>			
5. _____			
6. _____			
7. _____			
8. <u>Contractor we hired only done the piers</u>			
9. <u>Coachman Homes done the setup and tie downs</u>			
10. _____			
11. _____			
12. _____			
13. _____			
14. _____			
15. _____			
Attach additional sheets if necessary.		<div style="border: 1px solid black; padding: 5px; display: inline-block;"> RECEIVED JUN 02 2003 </div>	
MANUFACTURED HOUSING DEPARTMENT			
Signature of Consumer (REQUIRED) <u>Dixie Hatfield</u>		Date <u>5-31-03</u>	
<div style="display: flex; justify-content: space-between;"> <div> RETURN TO: Manufactured Housing & Modular Unit Program P.O. Box 360, Jefferson City, MO 65102 </div> <div> PHONE: 800-819-3180 FAX: 573-522-2509 </div> </div>			



Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

June 23, 2003

Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

ROBERT J. QUINN, JR.
Executive Director
WESS A. HENDERSON
Director, Utility Operations
ROBERT SCHALLENBERG
Director, Utility Services
DONNA M. PRENGER
Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Dixie Hatfield
1964 Virginai Mines Road
St. Clair, MO 63077

Dear Ms. Hatfield:

In response to your request for an inspection, as an authorized inspector for the Department of Manufactured Housing and Modular Units, I conducted an inspection of your Fleetwood Homes manufactured home, (Serial number TNFLY27A/B23540) on June 10, 2003. A copy of the inspection report is enclosed.

The inspection indicated that your home was not properly set up by the dealer. I have notified the dealer of the set up deficiencies.

Should you have any questions in this matter, please feel free to contact me at 573-764-5999 or 1-800-819-3180. Fax 573-522-2509.

Respectfully,

Kathy Haberstroh
Field Inspector
Department of Manufactured Housing,
Recreational Vehicles and Modular Units

c: OFFICE FILE

Appendix C-1



Commissioners
KELVIN L. SIMMONS
Chair
CONNIE MURRAY
STEVE GAW
BRYAN FORBIS
ROBERT M. CLAYTON III

Missouri Public Service Commission

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Director, Administration
DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge
DANA K. JOYCE
General Counsel

Tracy Gaffney Brown
Coachman Homes-Eureka
1405 Edgewater Point Suite 405
Lake St. Louis, MO 63367

RE: Dixie Hatfield

Dear Mr. Tracy Gaffney Brown:

As an authorized inspector for the Department of Manufactured Housing and Modular Units, I inspected a Fleetwood Homes manufactured home (serial number TNFLY27A/B23540) owned by Dixie Hatfield, on June 10, 2003. A copy of the inspection report is enclosed.

Pursuant to Section 700.100.3(6) RSMo, 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 and an amount equal to the actual cost of the setup is deducted from the total cost of the manufactured home or modular unit.

The inspection conducted by this Department indicated that the referenced manufactured home was not properly anchored. Should you have any questions, please feel free to contact me at 537-764-5999 or 1-800-819-3180. Fax 573-522-2509

Respectfully,

Kathy Haberstroh
Field Inspector
Department of Manufactured Housing,
and Modular Units

c: FILE

C

**Missouri Public Service Commission
Site Investigation Report**

Consumer: Dixie Hatfield
Address: 1964 Virginai Mines Road
City, State, Zip: St. Clair, MO 63077
Phone Number: 636-629-6774

Manufacturer: Fleetwood Homes
Address: 5725 Bagby Avenue
City, State, Zip: Waco, TX 76712
Phone Number: 8077-538-8576

Dealer: Coachman Homes-Eureka
Address: 1405 Edgewater Point Suite 405
City, State, Zip: Lake St. Louis, MO 63367

Inspector's Name: Kathy Haberstroh
Serial Number: TNFLY27A/B23540
Date of Manufacturer: 10-27-03
Date Inspected: June 10, 2003

HUD Label: TEN 523891/92
Date of Installation: 11-10-00
Size: Multi-wide

References to (3280, __, etc.) are part of the Federal Manufactured Home Construction and Safety Standards.

Item: Findings:

1. Home is not anchored correctly. Only the anchors on the back half of the home were visible. RSMO 700.065, 700.100.2 (4) and (6)
 - a. Some anchors appear to have been cut off above the helix before installation. RSMo 407.020
 - b. Some anchors appear to have been cut off so that the 36" anchor only has one helix. RSMo 407.020
 - c. A soil test was performed at this home; the soil tested as soil type 4 which requires 48" anchors. The 36" anchors used are not the proper anchors for this soil type.
 - d. Some anchors did not have stabilizer plates. 3280.306(2)(iv)
2. Damage listed below was caused by the home moving off the piers:
 - a. Home has moved off its piers approximately 3 ft. front to back and 5 ft backwards stopping at a tree. Home is now resting on the hitches that are under the home on the hitch end. Both hitches are bent. Home is too low to the ground to see if the I-beams are bent also.
 - b. Siding is damaged on the rear end.
 - c. There is a hole in the floor at the front door; decking is broken and pulled away from the floor joists.
 - d. There are uneven floors throughout the home. Humps in the floor in the living room, dining room, master bathroom and in the bedroom on the front half, rear end.
 - e. The back wall in the dining room is loose from the studs and separated at the ceiling line. Trim is loose in this area also.
 - f. There is a cracked wall panel above the archway in the living room.
 - g. Ceiling is cracked in the kitchen.
 - h. Microwave turntable came out of the microwave and broke the stovetop. Door to microwave is also broken.
 - i. Marriage line trim is loose throughout home.
 - j. Trim loose throughout home.
 - k. Walls are separated (gap at the top) in the hallway on the marriage line.
 - l. The window is broken in the front half, rear end bedroom.
 - m. All fascia is damaged and bent away from the shingle starter strips around the home. (Coachman serviceman has screwed the fascia back in place to prevent water damage.)
 - n. There are shingles missing on the roof.
 - o. The entrance steps were damaged beyond use.
 - p. Front door will not close properly.
 - q. Front storm door will not close.

Additional inspection will be required when the home is moved.

Action Requested:

Manufacturer to conduct a Subpart I on item(s):

Dealer to correct item(s):

Notification:

Notification to Manufacturer: Fleetwood Homes

Notification to Dealer: Coachman Homes-Eureka

Time Allowed:

Appendix C-3



Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>
June 26, 2003

Commissioners

KELVIN L. SIMMONS
Chair

CONNIE MURRAY

STEVE GAW

BRYAN FORBIS

ROBERT M. CLAYTON III

Dixie Hatfield
1964 Virginai Mines Road
St. Clair, MO 63077

ROBERT J. QUINN, JR.
Executive Director

WESS A. HENDERSON
Director, Utility Operations

ROBERT SCHALLENBERG
Director, Utility Services

DONNA M. PRENGER
Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

Dear Ms. Hatfield:

In response to your request for an inspection, as an authorized inspector for the Department of Manufactured Housing and Modular Units, I conducted an inspection of your Fleetwood Homes manufactured home, (Serial number TNFLY27A/B23540) on June 10, 2003. **I have enclosed a revised report with this letter.**

The inspection identified some manufacturer-related non-conformances in your home. Please refer to the specific items listed on the inspection report for specific details. I have forwarded a copy of the inspection report to the manufacturer of your home and requested that they do an investigation (Subpart I) on the non-conforming items. However, as the federal Manufactured Home Procedural and Enforcement Regulations do not require the manufacturer to correct defects and non-conformances found in manufactured homes once the home has been sold to the first purchaser, I may not be able to compel the manufacturer to correct these items.

The inspection also indicated that your home was not properly set up by the dealer. Please refer to the items listed on the inspection report for specific details. I have notified the dealer of the set up deficiencies and have directed them to provide correction within 15 days. They have also been requested to obtain a signed work order from you evidencing that the necessary repairs have been completed.

Should you have any questions in this matter, please feel free to contact me at 573-764-5999 or 1-800-819-3180. Fax 573-522-2509.

Respectfully,

Kathy Haberstroh

Kathy Haberstroh
Field Inspector
Department of Manufactured Housing,
Recreational Vehicles and Modular Units

c: OFFICE FILE

Appendix D-1



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Commissioners

KELVIN L. SIMMONS
Chair

CONNIE MURRAY

STEVE GAW

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ROBERT M. CLAYTON III

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
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June 26, 2003

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Director, Utility Services

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Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

Tracy Gaffney Brown
Coachman Homes-Eureka
1405 Edgewater Point Suite 405
Lake St. Louis, MO 63367

RE: Dixie Hatfield

Dear Mr. Tracy Gaffney Brown:

As an authorized inspector for the Department of Manufactured Housing and Modular Units, I inspected a Fleetwood Homes manufactured home (serial number TNFLY27A/B23540) owned by Dixie Hatfield, on June 10, 2003. **The original report has been revised as of 6/25/03 and I am attaching a copy of this revised report.**

Pursuant to Section 700.100.3(6) RSMo, 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 and an amount equal to the actual cost of the setup is deducted from the total cost of the manufactured home or modular unit.

The inspection conducted by this Department indicated that the referenced manufactured home is not properly anchored.

Thank you for your prompt attention to this matter. Should you have any questions, please feel free to contact me at 537-764-5999 or 1-800-819-3180. Fax 573-522-2509

Respectfully,

Kathy Haberstroh
Field Inspector
Department of Manufactured Housing,
and Modular Units

c: FILE

Revised 6/25/03

Missouri Public Service Commission
Site Investigation Report

D

Consumer: Dixie Hatfield
Address: 1964 Virginai Mines Road
City, State, Zip: St. Clair, MO 63077
Phone Number: 636-629-6774

Manufacturer: Fleetwood Homes
Address: 5725 Bagby Avenue
City, State, Zip: Waco, TX 76712
Phone Number: 8077-538-8576

Dealer: Coachman Homes-Eureka
Address: 1405 Edgewater Point Suite 405
City, State, Zip: Lake St. Louis, MO 63367

Inspector's Name: Kathy Haberstroh
Serial Number: TNFLY27A/B23540
Date of Manufacturer: 10-27-03
Date Inspected: June 10, 2003

HUD Label: TEN 523891/92
Date of Installation: 11-10-00
Size: Multi-wide

References to (3280. __ etc.) are part of the Federal Manufactured Home Construction and Safety Standards.

Item: Findings:

1. Home is not anchored correctly. Only the anchors on the back half of the home were visible. RSMo 700.065, 700.100.2 (4) and (6)
 - a. One anchor was cut off above the helix before installation. RSMo 407.020
 - b. One anchor was cut off so that the 30" anchor only has one helix. RSMo 407.020
 - c. A soil test was performed at this home; the HP-3, 30 inch anchors used at this location are not approved for the soil type. A soil test is must to be conducted by the installer to determine the proper anchors to be used.
 - d. Some anchors did not have stabilizer plates as required. 3280.306(2)(iv)
2. Damage listed below was caused by the home moving off the piers:
 - a. Home has moved off its piers approximately 3 ft. front to back and 5 ft backwards. Home is too low to the ground to see if the I-beams are bend also.
 - b. Siding is damaged on the rear end.
 - c. There is a hole in the floor at the front door; decking is broken and pulled away from the floor joists.
 - d. There are uneven floors throughout the home. Humps in the floor in the living room, dining room, master bathroom and in the bedroom on the front half, rear end.
 - e. The back wall in the dining room is loose from the studs and separated at the ceiling line. Trim is loose in this area also.
 - f. There is a cracked wall panel above the archway in the living room.
 - g. Ceiling is cracked in the kitchen.
 - h. Microwave turntable came out of the microwave and broke the stovetop. Door to microwave is also broken.
 - i. Marriage line trim is loose throughout home.
 - j. Trim loose throughout home.
 - k. Walls are separated (gap at the top) in the hallway on the marriage line.
 - l. The window is broken in the front half, rear end bedroom.
 - m. All fascia is damaged and bent away from the shingle starter strips around the home. (Coachman serviceman has screwed the fascia back in place to prevent water damage.)
 - n. There are shingles missing on the roof.
 - o. The entrance steps were damaged.
 - p. Front door will not close properly.
 - q. Front storm door will not close.

Another inspection may need to be conducted to determine if there is additional damage.

Action Requested:

Manufacturer to conduct a Subpart I on item(s):
Dealer to correct item(s):

Notification:

Notification to Manufacturer: Fleetwood Homes
Notification to Dealer: Coachman Homes-Eureka

Time Allowed:

Appendix D-3



DE

Commissioners

KELVIN L. SIMMONS
Chair

CONNIE MURRAY

STEVE GAW

BRYAN FORBIS

ROBERT M. CLAYTON III

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Director, Utility Services

DONNA M. PRENGER
Director, Administration

DALE HARDY ROBERTS
Secretary/Chief Regulatory Law Judge

DANA K. JOYCE
General Counsel

October 7, 2003
(Amended)

Coachman Homes of Eureka, Inc.
Chris Gaffney
1405 Edgewater Pt. STE 405
Lake St. Louis, Mo 63367

Dear Mr. Gaffney:

This request is a follow up to the letter sent to you by Kathy Haberstroh, Field Inspector of our office regarding the inspection conducted on the home sold by your company to Dixie Hatfield, copy attached. Also attached for your convenience is a copy of the inspection report. The home is located at 1964 Virginia Mines Rd., St. Claire, Mo.

The Commission is requesting that you review the inspection report and respond as to what action your company is going to take regarding the anchoring problems identified in the report.

Please respond in writing to the above requests within 10 days from the date of this letter or no later than October 17, 2003.

Thank you for your cooperation in this matter.

Should you have any questions, please feel free to contact me at 800-819-3180, fax 573-522-2509.

Sincerely,

Ronald J. Pleus

Manager

Manufactured Housing and Modular Units Program

CC: Kathy Haberstroh – Field Inspector

Appendix E