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Missouri Public Service Commission

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November 03, 2009

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

RE: WHITE, KENNETH W

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,

Ron Pleus

Ron Pleus, Director
Manufactured Housing & Modular Units Program

COPY

Enclosure

Staff Exhibit No. 6
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

Please print legibly or type.

09-000157

CONSUMER INFORMATION (REQUIRED)		OFFICE USE ONLY	
Name	Kenneth W. White	File Name	White, Kenneth W
Address	175 Criderville Dr.	Inspector	freeman
City/State/Zip	O'Fallon, MO 63366	Received by:	BFB
County	St. Charles, MO	Date of Inquiry:	10/21/09
Work Phone	636 262-4660	Date of Receipt:	11/2/09
Home Phone	" "	HOME INFORMATION (REQUIRED)	
Other Phone	" "	<input type="checkbox"/> New or <input type="checkbox"/> Used <input type="checkbox"/> Single or <input type="checkbox"/> Multi-Section <input type="checkbox"/> Set Up <input type="checkbox"/> Basement <input type="checkbox"/> Foundation <input type="checkbox"/> Piers Serial Number (REQUIRED)	
MANUFACTURER INFORMATION (REQUIRED)		HUD Label Number	
Name	5 Star Home and Development Company, Inc.	Model	
Address	69 Schaper Rd.	Date of Manufacture: Date of Delivery:	
City/State/Zip	Foristell, MO 63348	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	5 Star Home and Development Company, Inc.	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 over 1 yr old - all I have is a hole in the ground - promised by word 4 th of Jun. 2. Tried to find builder but cannot retrieve building deposit 37,250.00 3. Have another builder but cannot afford house without deposit 4. Loan was available since April 14 th 2009 - broke ground 9-7-09 suppose to start June 1 st 5. Six months with loan and have to resolve hole in ground not deep enough 6. Have been lied to so much I don't trust them to complete job 7. Have been paying 250.00 month in interest for six months for nothing 8. Contemporary Homes was suppose to be manufacturer - no contracts to my knowledge 9. 10. 11. 12. 13. 14. 15.			
<div style="text-align: right;"> RECEIVED NOV 02 2009 MANUFACTURED HOUSING DEPARTMENT </div>			
Attach additional sheets if necessary.			
Signature (REQUIRED) Ken White		Date 10/28/09	
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 P.O. Box 360, Jefferson City, MO 65102		PHONE: 800-819-3180 FAX: 573-522-2509	