

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

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

Complainant, )

Case No. MC-2005-0028

v. )

America's Home Brokers, Inc. )

Respondent. )

**RESPONSE TO ORDER DIRECTING FILING**

COMES NOW the Director of the Manufactured Housing and Modular Units Program of the Public Service Commission ("Director" and "Program"), by and through the Missouri Public Service Commission's ("Commission") Office of General Counsel and for his response states as follows:

1. On June 14, 2005, the Commission issued an *Order Directing Filing*, wherein it directed, that no later than June 30, 2005, the Director shall file a pleading informing the Commission whether America's Home Brokers, Inc., has corrected or resolved the deficiencies noted "in the complaint to the satisfaction of the homeowners and the Director" and "in three additional inspection reports prepared since the filing of this case before the Commission."

2. Regarding the deficiencies noted in the complaint, the Director reports that all of the deficiencies have been corrected to the satisfaction of the homeowners, in that the homeowners have not indicated their dissatisfaction, as requested in the final closeout letter sent by the Program. An example of said final closeout letter is attached as Appendix A. It should also be noted that during the correcting of said deficiencies, Program staff were in close contact

with America's Home Brokers and the homeowners to assure that the corrections were satisfactory and in compliance with applicable codes. America's Home Brokers has corrected all deficiencies to the satisfaction of the Director.

3. As to the deficiencies noted in three additional inspection reports prepared since the filing of this case before of the Commission, the Director reports that all of the deficiencies have been corrected to the satisfaction of the homeowners, in that the homeowners have not indicated their dissatisfaction, as requested in the final closeout letter sent by the Program. It should also be noted that during the correcting of said deficiencies, Program staff were in close contact with America's Home Brokers and the homeowners to assure that the corrections were satisfactory and in compliance with the applicable codes. A copy of a homeowner letter sent to the Program is attached as Appendix B. America's Home Brokers has corrected all deficiencies to the satisfaction of the Director.

WHEREFORE, the Director submits this Response to Order Directing Filing.

Respectfully submitted,

DANA K. JOYCE  
General Counsel

**/s/ Mary E. Weston**

Mary E. Weston  
Assistant General Counsel  
Missouri Bar No. 54669

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Manufactured Housing and Modular Units  
Program of the Missouri Public Service  
Commission  
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### **Certificate of Service**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 30<sup>th</sup> day of June 2005.

**/s/ Mary E. Weston**



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**STEVE GAW**

**ROBERT M. CLAYTON III**

**LINWARD "LIN" APPLING**

***Missouri Public Service Commission***

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**WESS A. HENDERSON**  
Executive Director

**ROBERT SCHALLENBERG**  
Director, Utility Services

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**DANA K. JOYCE**  
General Counsel

June 16, 2005

Dear

I have received information from the manufacturer and the dealer indicating that all manufacturing and setup deficiencies listed in the field inspection report dated June 21, 2004 have been corrected to your satisfaction.

If the information I have received regarding the correction of the deficiencies in your manufactured home is incorrect, please let me know within ten (10) days from the date of this letter. If I do not hear from you within that time, I will assume that you concur that all items have been satisfactorily corrected. Therefore, I will close the informal complaint file in this matter.

Please contact me at 573-881-6813, if you have any questions.

Respectfully,

A handwritten signature in cursive script, appearing to read "Tim Haden".

Tim Haden

Manufactured Housing Inspector

Manufactured Housing and Modular Units Program

573-881-6813

Fax: 573-642-0001

c: File

**Appendix A**

RECEIVED

JUN 23 2005  
June 10, 2005

Dear Mr. Naden,

MANUFACTURED HOUSING  
DEPARTMENT

We wanted to make sure  
you know how much we  
appreciate your help in making  
things right with our new home.

If not for you and the Commission,  
you work for, everything would  
probably still be wrong and  
un-fixed. Especially if it were  
left up to Todd Friend!

Thank-you for taking the  
time and making the effort  
to make sure everything got  
fixed.

Again, thank-you!

Sincerely,

Mrs. Hurley Walker  
67 Pink Home Rd.

Gro. Mo. 63379

636-528-7803