RULES OF

Department of Commerce and Insurance

Division 4240—Public Service Commission

Chapter 125—Manufactured Home Installers

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TITLE 20 — DEPARTMENT OF COMMERCE AND INSURANCE
Division 4240 — Public Service Commission
Chapter 125 — Manufactured Home Installers

20 CSR 4240-125.010 Definitions

PURPOSE: This rule defines various terms as used in this chapter and in chapters 120, 123, and 125.

(1) The following definitions, as well as those set out in section 700.010, RSMo, and 20 CSR 4240-127, apply to this chapter:

(A) Act means the Federal Manufactured Housing Improvement Act of 2000;

(B) Applicant is a person who applies to the commission for a license or limited use license to install manufactured homes;

(C) Application means a manufactured housing installer license application or renewal application as provided by the commission;

(D) Certificate means a document issued by a commission-approved educational provider reflecting the applicant for licensure has taken an approved manufactured housing installer training class or program and has received a passing grade;

(E) Code means the federal standards set out in 24 CFR section 3280 of the Manufactured Home Construction and Safety Standards, and 24 CFR section 3282 of the Manufactured Home Procedural and Enforcement Regulations, and 24 CFR section 3284 of the Federal Manufactured Housing Installation Standards, which constitute the codes to be applied to new manufactured homes which entered the first stage of production after November 22, 1976, which are rented, leased, sold, or offered for rent; and

(F) Program means Title VI of P.L. 106–569 and any federal regulations promulgated thereunder and as may be amended.

AUTHORITY: section 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.010. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.010, effective Aug. 28, 2019. Amended: Filed April 29, 2026, effective Nov. 30, 2026.*

**Original authority: 700.692, RSMo 2004.*

20 CSR 4240-125.020 General Provisions

PURPOSE: This rule describes the general guidelines for the implementation of this chapter.

(1) Any person who engages in the business of installing new manufactured homes or who directs, supervises or controls installations, or who performs repairs as part of the initial installation shall have an appropriate, valid manufactured housing installer license issued under this program. Installers shall not install or set up the home if the site is not prepared as required by the manufacturer's installation manual.

(2) Any person whose installer license has been revoked may not apply for an installer license or limited use installer license within one (1) year after the date of revocation.

(3) No person shall engage in the business of installing manufactured homes or hold himself, herself, or itself out as a manufactured home installer in this state unless such person holds a valid installer license issued by the manager. Manufactured home dealers and manufacturers who do not subcontract with a licensed installer, but perform installations themselves, must have at least one (1) employee who is a licensed installer who is responsible for each installation.

AUTHORITY: section 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.020. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.020, effective Aug. 28, 2019.*

**Original authority: 700.692, RSMo 2004.*

20 CSR 4240-125.030 Exceptions to Licensing Requirements

PURPOSE: This rule identifies the exceptions to licensing requirements for manufactured home installers.

(1) Unless otherwise required by federal law or regulations, the following activities are exceptions to the licensing requirements found in this chapter:

(A) Installation of a manufactured home by a person on his or her property for his or her own occupancy pursuant to section 700.656.5, RSMo;

(B) Installation of additional perimeter blocking under a manufactured home for the exclusive support of awnings, carports or roof additions;

(C) Installation of a manufactured home when the manufactured home is installed temporarily on a dealer's or manufacturer's sales or storage lot or at a show and is not occupied or intended to be occupied. This exception does not include those manufactured homes that are permanently installed in a manufactured home park, mobile home park or manufactured home subdivision;

(D) Excavation, or concrete (flat) work for sidewalks, garages, etc.;

(E) Plumbing or electrical work, if the person performing such work holds a valid license from the local jurisdiction to perform such work;

(F) Installation of drywall or trim and finish work not covered by the act or the code; and

(G) Maintenance or repairs performed by manufacturers or dealers for the purpose of customer service.

AUTHORITY: section 700.692, RSMo Supp. 2004. This rule originally filed as 4 CSR 240-125.030. Original rule filed Jan. 14, 2005, effective June 30, 2005. Moved to 20 CSR 4240-125.030, effective Aug. 28, 2019.*

**Original authority: 700.692, RSMo 2004.*

20 CSR 4240-125.040 Manufactured Home Installer License

PURPOSE: This rule establishes the licensing requirements, license fees, and responsibilities for manufactured home installers.

(1) Requirements for an Installer License.

(A) To be licensed as a manufactured home installer, an applicant shall meet all of the requirements of sections 700.650 to 700.692, RSMo, and submit to the manufactured housing and modular units program —

1. An application form and one hundred fifty dollar ($150)

application fee;

2. The certificate issued by the educational provider; and

3. Proof of liability and workman's compensation insurance coverage as required pursuant to section 700.659, RSMo.

(B) The manager may waive the training and examination requirements for applicants who have obtained an installer license in another state, the District of Columbia, or territories of the United States pursuant to section 700.662, RSMo, if all the documentation is submitted with the license application and the application fee is paid. The certification must be current, must meet or exceed the requirements in sections 700.650 to 700.680, RSMo, and must cover all or a portion of the same time frame as the Missouri renewal period.

(C) A manufactured home installer must attend certification classes every three (3) years, except this requirement may be extended by a period not to exceed two (2) additional years by order of the commission, on the recommendation of the manager, finding such attendance is not feasible as the result of a natural disaster, public health emergency, or other exigent circumstance. As an alternative, attendance of certification classes may be held virtually through an internet portal capable of video and multimedia presentations and two- (2-) way communication.

(2) Installer Responsibilities and Limits.

(A) Work covered by an installer licensee shall include but not be limited to the following:

1. Installing manufactured home under-floor vapor retarder as required by the manufacturer's installation manual for proper ventilation and access;

2. Installing the support, anchorage against wind, and the structural connections and roof installation for manufactured homes;

3. Providing plumbing and electrical utility connections unless they are regulated by local jurisdictions;

4. Providing plumbing, electrical, and mechanical crossover, appliance and fixture connections of and to the manufactured home, as permitted by these requirements;

5. Assuring that all appliance exhaust ducts are roughed in and terminations are complete when required;

6. Closing and securing all access panels and covers on or under the manufactured home;

7. Assuring all doors and windows are adjusted, secured in place, and operational;

8. Assuring all shipped loose flue vents and chimneys are installed, secured in place, and capped according to the manufacturer's installation manual; and

9. Where the installer also installs the skirting, complying with skirting requirements to ensure proper ventilation.

(B) An installer licensee shall also be responsible for —

1. Affixing the installation decal to each manufactured home;

2. Completing all reporting and application forms required by the program;

3. Leaving the manufacturer's installation manual at the installation site;

4. Assuring that all portions of the manufactured home installation are in compliance with the manufacturer's installation manual; and

5. Correcting all applicable non-conformances within thirty (30) days of receipt of a correction notice from the manager.

(3) Primary Installer Responsibilities in Addition to Subsections (2)(A) and (B) Above —

(A) Each primary installer shall be responsible for ensuring the site and foundation are correct before setting the home on the site or foundation. If the home is not correctly set on the site or foundation, the primary installer shall be responsible for making corrections to the site or foundation, pursuant to sections 700.010(5) and (15), RSMo; and

(B) Primary installers who install new manufactured homes in Missouri from dealers, manufacturers, or other entities located in other states shall submit a property locator form provided by the manufactured housing and modular units program prior to placing the manufactured home on the site. Failure to submit the property locator to the manufactured housing and modular units program prior to placing the manufactured home on the site may subject the installer to the fifty dollar ($50) inspection fee as stated in 20 CSR 4240-120.065.

AUTHORITY: section 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.040. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.040, effective Aug. 28, 2019. Emergency amendment filed Sept. 30, 2020, effective Oct. 15, 2020, expired April 12, 2021. Amended: Filed Sept. 30, 2020, effective March 30, 2021. Amended: Filed April 29, 2026, effective Nov. 30, 2026.*

**Original authority: 700.692, RSMo 2004.*

20 CSR 4240-125.050 Limited Use Installer License

(Rescinded February 28, 2022)

AUTHORITY: section 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.050. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.050, effective Aug. 28, 2019. Rescinded: Filed July 29, 2021, effective Feb. 28, 2022.

20 CSR 4240-125.060 Licensing

PURPOSE: This rule establishes manufactured home installer licensing, renewal, and disciplinary requirements.

(1) Issuance and Possession of License.

(A) A manufactured home installer license shall be issued to the person named on the application and shall not be transferable.

(B) The licensee shall notify the manufactured housing and modular units program in writing within thirty (30) days of any address change.

(2) License Renewal.

(A) Licenses issued under this program shall expire on June 30 of each year.

(B) Forty-five (45) days prior to license expiration the manufactured housing and modular units program shall mail each licensee a license renewal application.

(C) An application for renewal of a current license shall include evidence that the applicant has completed a minimum of eight (8) hours of commission-approved continuing education and shall be accompanied by the required renewal fee, which shall be the same amount as the application fee established in 20 CSR 4240-125.040. Each installer must attend an approved installer certification renewal class every three (3) years or as otherwise required by the manager or the act.

(D) A license renewal application must be submitted to the manufactured housing and modular units program prior to the expiration date of the license. Persons wishing to apply for a license after their license has expired must reapply for a new license and meet all requirements of a new applicant. The manufactured housing and modular units program shall not be responsible for notification if the licensee has changed addresses without notifying the manufactured housing and modular units program within thirty (30) days of the address change.

(3) License Suspension and Revocation.

(A) The manager may give the licensed installer twenty (20) days from the date of written notice before filing a formal complaint with the commission for failure to comply with any of the provisions under Chapter 700, RSMo, the rules promulgated thereunder, or the act or the code(s) as adopted under this chapter.

(B) The commission may suspend an installer license for up to thirty (30) days for failure to comply with the provisions of Chapter 700, RSMo, the rules promulgated thereunder, or the act or the code(s) as adopted under this chapter. If conditions have not been remedied within thirty (30) days, the manager may file, with the commission, a complaint against the installer for failure to comply with a commission rule.

AUTHORITY: sections 700.677 and 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.060. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.060, effective Aug. 28, 2019. Amended: Filed April 29, 2026, effective Nov. 30, 2026.*

**Original authority: 700.677, RSMo 2004, and 700.692, RSMo 2004.*

20 CSR 4240-125.070 Installation Decals

PURPOSE: This rule establishes installation decal requirements and fees for manufactured home installers.

(1) Requirements for Installation Decals.

(A) An installation decal issued by the manufactured housing and modular units program shall be a permanent stick-on decal to be attached to the exterior of the home and shall also include a sign-off portion of the decal, which must be attached next to the data plate inside the home with the initials and license number of each installer involved with the initial setup and installation of the home.

(B) The primary installer who is responsible for the initial setup and installation of the manufactured home which includes site preparation and foundation and any portion of the blocking, leveling, or roof installation is responsible for affixing the installation decal and the sign-off portion of the decal to the manufactured home upon completion of blocking, leveling, or roof installation.

(C) A decal shall be affixed to the manufactured home in a permanent manner in a visible location within two feet (2') of the Housing and Urban Development (HUD) label.

(D) Decals may be purchased by licensed installers by submitting an application to the manufactured housing and modular units program, in duplicate together with the appropriate twenty-seven dollars ($27) for each decal.

(E) Only licensed installers may be issued installation decals by the manufactured housing and modular units program and decals shall be affixed only by licensed installers upon completion of the blocking and leveling.

(F) The licensed installer purchasing decals from the manufactured housing and modular units program shall be responsible for decal security, use, and reporting.

(G) Decals assigned to licensed installers may only be transferred by the manufactured housing and modular units program.

(H) If an installer license is suspended, revoked, or expires, or the installer is no longer in business, all unused decals issued to that person shall be returned to the manufactured housing and modular units program. The decal fee may be refunded by the manufactured housing and modular units program, if a refund application is completed by the applicant as provided by the manufactured housing and modular units program.

(I) Primary installers who fail to attach the installation decal and/or the sign-off portion of the decal to the home immediately after the completion of the blocking and leveling of the home shall be subject to a two hundred dollar ($200) inspection fee. The fee shall be paid and submitted to the manufactured housing and modular units program within ten (10) days after notification by the manager.

(2) The manager may deny any request for decals when –

(A) An inspection reveals that a manufactured home or tiedown installation is not installed according to the manufacturer's installation manual or setup standards and no corrective action, or insufficient corrective action is taken by the installer as required by this program;

(B) An installer's license has expired, or has been suspended or revoked, or there is evidence of failure to comply with the requirements described in the program; and

(C) The applicant has failed to file the monthly installation decal report.

(3) Monthly Installation Decal Report.

(A) A licensed installer who has purchased installation decals directly from the manufactured housing and modular units program shall submit a monthly report with the manufactured housing and modular units program no later than the tenth of the month following the month when the decals were placed.

(B) The report shall be filed on the Installation Decal Report Form provided by the manufactured housing and modular units program. The forms may be obtained from the Missouri Public Service Commission, PO Box 360, Jefferson City, MO 65102 or online at www.psc.mo.gov.

(C) A report shall be filed for each month or part of the month for which the installer is licensed. If no decals are placed or installed in a given month, the installer shall file the usual form no later than the tenth of the following month.

(D) The licensed installer or a representative of the licensed installer shall sign the report.

(E) The licensed installer shall maintain a copy of this report for his/her records.

(F) The manager may reject all monthly reports that are incomplete and require the installer to submit corrected reports.

(G) The manager, in consultation with the commission staff director, after attempting to contact the entity involved and documenting consideration of potential mitigating factors, including, but not limited to, the number of similar noncompliance issues, circumstances beyond the installer's control, and the installer's responsiveness to commission requirements, may assess a late submission fee of fifty dollars ($50) per report for each report that is filed sixty (60) days after the due date. The manager will track fees assessed or waived under this provision, along with any documented consideration of

mitigating factors, and compile a quarterly report summarizing such information for review by the commission.

(H) The commission may suspend the installer's license for any report not submitted within sixty (60) days of the due date.

(I) Failure to submit a completed monthly report within ninety (90) days of the due date or failure to pay any required fees could result in revocation of the installer's license.

AUTHORITY: section 700.692, RSMo 2016. This rule originally filed as 4 CSR 240-125.070. Original rule filed Jan. 14, 2005, effective June 30, 2005. Amended: Filed Aug. 15, 2013, effective March 30, 2014. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.070, effective Aug. 28, 2019.*

**Original authority: 700.692, RSMo 2004.*

20 CSR 4240-125.090 Dispute Resolution

PURPOSE: To establish, pursuant to section 700.689, RSMo, a manufactured housing dispute resolution program to promote the timely resolution of disputes among manufacturers, dealers, and installers of manufactured homes.

(1) After completion of an initial inspection of a manufactured home, a dispute resolution process may be initiated in order to resolve disputes between the manufacturer, the dealer, and the installer of the home. This process may be initiated at the request of the manager, or upon a manufacturer, dealer, or installer having submitted to the manager a written request within fourteen (14) days after receipt of the manager's initial inspection report.

(2) All dispute resolutions shall be conducted at the site of the manufactured home, unless determined by the manager to be unreasonable or impracticable to do so. Upon the decision to initiate the dispute resolution process or upon receipt of a written request to do so, the manager shall notify in writing all parties of the time and place of the dispute resolution. In attempting to schedule the dispute resolution, the manager shall make a good faith effort to consider the input of the parties. The homeowner shall have the right to attend the dispute resolution, to provide input at the request of the manager, and to be informed of the outcome.

(3) The manufacturer, dealer, and installer shall be required to attend the dispute resolution at the time and place determined by the manager. Any party who fails to attend the dispute resolution shall be deemed to have waived its right to provide input in the process.

(4) Each inspection item in dispute shall be discussed at the dispute resolution. All parties shall be given the opportunity to present their position in respect to disputed items. The parties shall also discuss with the manager a timeline for completion of any disputed items and work to reach an agreement thereon.

(5) Within ten (10) days of the dispute resolution, the manager shall send to the parties a final inspection report that identifies which party has been determined by the manager to be responsible for repairing the items originally in dispute. This inspection report shall also include a date by which the required repairs shall be completed.

(6) Reasonable extensions to the required completion dates may be granted by the manager under circumstances including, but not limited to, impracticability due to weather or the ability of a party to obtain engineering or permit approvals.

(7) If the repairs are not completed by the original or duly-extended deadline, the manager, after consultation with the commission staff director, may file a formal complaint with the commission.

(8) In any case where a deficiency is determined by the manager to be an imminent safety hazard or to constitute a serious structural defect, the manager may file a request asking the commission for an immediate hearing of the dispute.

AUTHORITY: section 700.689, RSMo 2016. This rule originally filed as 4 CSR 240-125.090. Original rule filed Oct. 4, 2010, effective April 30, 2011. Amended: Filed July 6, 2017, effective March 30, 2018. Moved to 20 CSR 4240-125.090, effective Aug. 28, 2019.*

**Original authority: 700.689, RSMo 2004.*