



Department of Commerce

John R. Kasich, Governor

Jacqueline T. Williams, Director

## Manufactured Homes Program

### Introduction

Welcome to the Ohio Department of Commerce! We are excited to be working with the manufactured homes industry. The department is comprised of seven different divisions dedicated to keeping Ohioans safe, sound and secure. The Manufactured Homes Program is handled by two divisions; the Division of Real Estate & Professional Licensing and the Division of Industrial Compliance.

**DIVISION OF INDUSTRIAL COMPLIANCE**

- Licensing
- Inspecting
- Complaints

- Installers
- Inspectors
- Parks
- Installations
- Parks
- Dispute resolution
- Investigations

**DIVISION OF REAL ESTATE & PROFESSIONAL LICENSING**

- Licensing
- Inspecting
- Complaints

- Brokers/Dealers
- Salespeople
- License compliance
- Dispute resolution
- Investigations

Your main source for information will be the program’s website: [com.ohio.gov/MH](http://com.ohio.gov/MH). Here you will find licensing information, forms, important updates and contact information. We will also be sending regular communication to our stakeholders, like this newsletter, which you can expect quarterly throughout the year. If you or anyone you know would like to be added to our mailing list, please email [MHProgram@com.state.oh.us](mailto:MHProgram@com.state.oh.us) or sign-up directly [here](#). You can also always contact our office, as we have experts on hand to assist you with your questions. All contact information for this program can be found in the News and Updates section on page 5 of this newsletter.

On Jan. 21, the only change to the rules was the Manufactured Homes Commission’s name switching to Commerce. All current rules will stay in place. Those rules can be found [here](#). This means you may operate as you did prior to Jan. 21, but will now work with Commerce instead of the commission.

We have been and continue to look at the rules surrounding manufactured homes regulation. New rules will be filed in July for the program. We will soon be soliciting feedback from all of our stakeholders on the proposed rules. We encourage you to let us know what you like and what can be changed, as we will be relying on you, our stakeholders, to provide us feedback in order to help create the best set of rules for the industry.

We are excited to work with your industry, and we’re hopeful the partnership we’ve created with stakeholders continues. Between the Divisions of Industrial Compliance and Real Estate and Professional licensing, we have hundreds of experts on hand to ensure our stakeholders have everything they need to feel safe, sound and secure.

Please continue to reach out to us with any questions or feedback, and share this information with others. We look forward to working together!

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Ohio Department of Commerce

Manufactured Homes Program

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Columbus, OH 43215  
Phone 614-466-4100

Division of Industrial Compliance  
6606 Tussing Road  
Reynoldsburg, OH 43068  
Phone 614-644-2223



**Anne Petit**  
**Superintendent**

Division of Real Estate & Professional Licensing

On behalf of the team at the Ohio Division of Real Estate & Professional Licensing, I want to extend a warm welcome to Ohio's manufactured homes licensees, specifically those joining us in Real Estate & Professional Licensing – brokers, dealers and salespersons. We're excited about the opportunity to work with you and the Ohioans who call a manufactured home...well, home!

As one of seven divisions of Commerce, the division administers licensing, registration and education requirements, as well as enforcement actions, for several other professions/entities including:

- Over 45,000 real estate brokers and salespersons in more than 3,400 real estate companies
- Nearly 3,300 real estate appraisers
- More than 4,100 of Ohio's cemeteries
- 75 cable television providers

Our division includes the administration and oversight of the Ohio Real Estate Commission, the Ohio Real Estate Appraiser Board and the Ohio Cemetery Dispute Resolution Commission.

**Ohio Real Estate Commission**

Our enforcement staff investigates complaints against licensees as well as allegations of unlicensed activity. Investigations that result in charges against a person are ultimately heard by the Ohio Real Estate Commission (OREC), which meets monthly. The OREC is made up of four industry professionals who hold an active broker license and one public member. If a licensee is found to have violated license law, the commission may issue a public reprimand, order additional continuing education, assess a fine and/or revoke or suspend a license.

**Ohio Real Estate Appraiser Board**

Duties for Ohio's real estate appraiser program are very similar to those we undertake for real estate licensees, with a few significant differences: we do not have authority to investigate unlicensed activity in the appraisal arena; and, the appraiser program has federal regulations it must enforce along with state license law.

**Ohio Cemeteries & Video Service Authorization**

All active cemeteries in Ohio must be registered with the division. There are two exceptions to the registration requirement: cemeteries that haven't had a burial in the past 25 years and those that are family cemeteries. Complaints against cemeteries are heard and resolved before the Ohio Cemetery Dispute Resolution Commission, made up of seven industry professionals and two public members.

Lastly, the division also houses Video Service Authorization, a section that registers cable providers in Ohio and assists cable customers when they experience difficulties with their cable service or billing.

**Manufactured Homes Oversight**

We see the addition of the manufactured homes brokers, dealers and salespersons as a perfect fit with our current real estate related responsibilities. Administration of the sections of Ohio Revised Code 4781, that are now part of the division's family, are similar in many ways to the duties we already have for real estate brokers, salespersons and appraisers. This transition also provides an opportunity to open dialogue between the professions on crucial topics like affordable housing and fair housing, among others. We are anxious to receive your input regarding what improvements can be made – and what needs to remain as is – as we begin work on revising the Ohio Administrative Code (rules) which now fall under the auspices of the division.

It is a privilege and honor to serve as superintendent of the division, a role that I have served twice; 2002-2005 and again since January 2011. As a real estate licensee (inactive) myself, I understand the importance of prompt, effective service to the nearly 53,000 various industry professionals we currently serve. In fact, the entire team here in the division works daily to provide excellence in customer service to both those we regulate and the public-at-large. We look forward to getting to know our manufactured housing stakeholders and working with you in the years to come.



**Shannon R. Himes**  
**Superintendent**

Division of Industrial Compliance

The time is finally here! We have spent the past six months gearing up for the transition of manufactured homes regulation in Ohio to the Department of Commerce, and are excited to finally get started. We have a lot of work ahead of us, and look forward to getting to know you, our stakeholders, and working together to create a program that benefits everyone – especially the residents.

I would first like to start by introducing the Division of Industrial Compliance to you. We are Commerce’s largest division and our work falls into three main areas:

- **Construction** – The division reviews building plans for the construction and renovation of commercial and public building projects and conducts inspections of plumbing, electrical and structural systems.
- **Operations and Maintenance** – The division certifies and inspects building systems including boilers, historical boilers, escalators and elevators, and certifies or licenses the people who inspect and operate those devices. The division also tests bedding, upholstered furniture and stuffed toys and licenses those manufacturers, and regulates ski lifts in Ohio.
- **Wage and Hour** – The division enforces the Ohio minimum wage, prevailing wage and the minor labor laws in Ohio, and investigates consumer complaints.

We also house five boards: the Board of Building Standards, the Board of Building Appeals, the Ohio Construction Industry Licensing Board, the Ski Tramway Board and the Historical Boiler Licensing Board.

The new change in law delegates the following manufactured homes regulatory responsibilities to the division: oversight of installation inspections (including establishing installation standards and maintaining the seal report), licensing of installers and inspectors, and oversight of manufactured home parks (including licensing, inspections, and complaint investigation). The division is also charged with providing a dispute resolution program to those residents who qualify.

Here at the Division of Industrial Compliance, we are well-versed in all things related to structures, buildings and the construction industry. We are eager to use this knowledge and experience to assist us with our newest acquisition, the Manufactured Homes Program. The division’s Bureau of Code Compliance serves as the state of Ohio’s building department, and the Board of Building Standards drafts all building codes and certifies all local building departments. The Ohio Construction Industry Licensing Board licenses more than 15,000 commercial contractors in five key trades.

These sections will be working with the program. Here is the breakdown within our division:

- The Ohio Construction Industry Licensing Board will handle all **installer** licensing and **park** regulatory matters
- The Board of Building Standards will handle all **inspector** licensing matters
- The Bureau of Code Compliance will handle **installation inspection** matters (Such as the seal reports)
- The Legal section will handle all requests for **dispute resolution**

The skills and combined expertise of the employees in these sections make them uniquely qualified to take over the reins of manufactured homes regulation in Ohio. I encourage you to reach out to those sections, or myself, with any suggestions or concerns you may have as the transition progresses. I am confident that, by working together, we can create a regulatory framework that works for all parties and, ultimately, the citizens of Ohio. Thank you, and I’m looking forward to our future collaboration.

## Hot Tips to Keep You Safe this Winter

Winter is certainly a wonderful time of year, but also a dangerous one in the eyes of a firefighter. December, January and February are the peak months for heating fires, which is the second leading cause of U.S. home fires, deaths and injuries.

To keep you and your family safe this winter, go over these **HEAT** tips:

**H**

### **HAVE A PLAN:**

Will you know what to do if a fire starts in your home? Create a plan, discuss it with your family and practice the plan. Also, plan for a meeting place in case of a fire.

**E**

### **EXITS:**

Always ensure you have two ways out of every room. Do not block doors or exits with furniture, and plan for any obstacles you may have in your specific home (i.e. if you have windows high above ground, you may need an escape ladder).

**A**

### **ALTERNATIVE HEATERS:**

Make sure your alternative heaters have 'tip switches,' which automatically turn off the heater in the event it tips over, and always keep heaters at least three feet away from anything combustible. A heat source too close to combustibles is the leading factor contributing to the start of a winter home fire.

**T**

### **TEST SMOKE ALARMS:**

Test your smoke alarms monthly to ensure they are working. Smoke alarms should be both inside and outside of each sleeping area. Smoke alarms ensure you are aware and have time to escape before it's too late.

Winter fires, and many winter fire fatalities, are often the result of the improper use of space heaters.

Placing heating equipment too close to things that can burn, such as furniture, clothing, mattresses or bedding can easily ignite a fire.

Another significant contributor to home heating fires is the failure to clean chimneys. The use of solid fuels (primarily wood) leads to a build-up of creosote. This residue in a chimney easily ignites. Always inspect and clean chimneys each year before using your fireplace, wood stoves and similar heating equipment.

There are many other safety tips to help you avoid winter fires in your home. Visit the State Fire Marshal's office site at [com.ohio.gov/fire](http://com.ohio.gov/fire) for more tips and information.

## News & Updates

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In this section, you will find important dates, renewal deadlines and more. The news and updates will be broken into categories relating to specific interest groups (i.e. park operators, dealers/brokers, salespersons, installers, inspectors, residents). There may not always be updates for each category, but this section will act as your source for upcoming deadlines and news.

To start off, please make note of the contact information below for any questions, concerns or assistance. The two main numbers for the Divisions of Industrial Compliance and Real Estate & Professional Licensing will be the best to contact, and they will be able to direct your call accordingly. If you are looking for specific contacts based on your role in the industry, those are listed below, as well.

### Division of Industrial Compliance

**Main Number:** 614-644-2223

For all matters involving installers, inspectors, home installation, parks and dispute resolution

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### Division of Real Estate & Professional Licensing

**Main Number:** 614-466-4100

For all matters involving dealers/brokers and salespersons

## Contacts

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### Installers

Ohio Construction Industry Licensing Board (OCILB)  
614-644-3495 or [Carol.Ross@com.state.oh.us](mailto:Carol.Ross@com.state.oh.us)

### Inspectors

Board of Building Standards  
614-644-2613 or [Michael.Lane@com.state.oh.us](mailto:Michael.Lane@com.state.oh.us)

### Installation Inspection/Seal Reports

Bureau of Building Code Compliance  
614-728-9104 or [Michelle.Grago@com.state.oh.us](mailto:Michelle.Grago@com.state.oh.us)

### Parks (including park complaints)

Ohio Construction Industry Licensing Board (OCILB)  
614-752-7127 or [Shamikka.Brookins@com.state.oh.us](mailto:Shamikka.Brookins@com.state.oh.us)

### Dealers/Brokers

Division of Real Estate & Professional Licensing  
614-644-9734 or [Webreal@com.state.oh.us](mailto:Webreal@com.state.oh.us)

### Salespersons

Division of Real Estate & Professional Licensing  
614-644-9734 or [Webreal@com.state.oh.us](mailto:Webreal@com.state.oh.us)

### Dispute Resolution

Division of Industrial Compliance Legal Section  
614-644-3297 or [Aaron.Johnston@com.state.oh.us](mailto:Aaron.Johnston@com.state.oh.us)