



## Manufactured Homes Policy Adoptions

January 21, 2018

The Ohio Division of Real Estate & Professional Licensing has adopted the following policies until such time as the pertinent Ohio Administrative Code (O.A.C.) sections may be amended:

### **O.A.C. 4781-11-17(D)**

The Division hereby finds that Ohio Administrative Code (OAC) 4781-11-17(D) requiring manufactured housing dealers located in manufactured home parks to maintain a 3,500 square foot lot does not serve the purpose of protecting consumers, nor does it practically serve the operational needs of the dealers or industry standards. Therefore, the Division hereby waives this specific requirement for all applicants for manufactured housing dealer licenses. Until such time as the Division has an opportunity to amend O.A.C.4781-11-17(D), the Division retains the authority to issue a manufactured housing dealer license to any applicant that does not strictly meet the current square footage requirement found in O.A.C.4781-11-17(D). This temporary policy does not relieve applicants for a manufactured housing dealer license of any other license requirement located in the Ohio Revised Code or the Ohio Administrative Code.

### **O.A.C. 4781-11-17(H)**

Pursuant to O.A.C.4781-11-17(H), a manufactured housing dealer must maintain an office open to the public at least thirty (30) hours per week, which shall be staffed at all posted open hours by an owner, partner, officer or licensed salesperson. The Commission hereby clarifies this rule to practically serve the industry standards for manufactured housing dealer located in manufactured home parks. During the required thirty (30) hours of posted public accessibility, an owner, partner, officer or licensed salesperson may be away from the dealership office provided readily identifiable contact information for the owner, partner, officer or licensed salesperson is posted in a way which makes it clearly visible and readable from the exterior of the office. This posted contact information must include a telephone number marked in a conspicuous manner so that a consumer may contact the office staff for assistance. The office staff, if absent from the office, must then be able to promptly return to the office to assist the consumer. Furthermore, while a manufactured housing dealer may not use a personal residence as an office, a model home located on the manufactured housing dealer's lot or site may be used as an office provided all other requirements under the Ohio Revised Code and Ohio Administrative Code are met.

**O.A.C. 4781-11-17(A)**

Pursuant to O.A.C. 4781-11-17(A), a manufactured housing dealer must have a landline telephone number that is listed in a local telephone directory. The Division hereby finds that requiring a dealer to have a telephone number listed in a local directory is outdated in a time where the majority of consumers search electronically for information and telephone numbers. Until such time as the Division has an opportunity to amend O.A.C.4781-11-17(A), the Division retains the authority to issue a manufactured housing dealer license to any applicant that does not strictly meet the requirement of having a telephone number that is listed in a local telephone directory as found in O.A.C.4781-11-17(A). This temporary policy does not relieve applicants for a manufactured housing dealer license of any other license requirement located in the Ohio Revised Code or the Ohio Administrative Code. ( 2-12-18)